Fox ESS Warranty Policy for Accessory

(For Europe)

1. Scope of Warranty

FOXESS CO., LTD., a company registered in China (hereinafter "Fox ESS"), provides the following limited warranty for the products (hereinafter referred to as the Product(s) unless otherwise specified) produced/provided by Fox ESS. At its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This Fox ESS Warranty Policy (hereinafter referred to as the "Policy") is applicable in all the countries where the product is sold through partners recognized by Fox ESS. The Product(s) covered under this Policy include:

S BOX, EPS BOX, JUNCTION BOX, SMART LOGGER, SMART METER, CT, AIRGATE, GATEWAY, WIFI GATEWAY

Important: Please note, this warranty policy covers Fox ESS Products as specified herein. Where batteries are supplied separately with a Fox ESS inverter or charger please refer to the relevant warranty policy document. This Policy shall not be held as a guarantee of the product durability nor does it include any product ability. This Policy is limited only to the parties listed as per section 2.

2. Contracting Parties

This Policy is only provided to the original purchaser of the product from Fox ESS (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

3. Warranty Period

Standard Warranty

Covered Product(s)	Warranty Period
S BOX	7 Years
EPS BOX	2 Years
JUNCTION BOX	10 Years

SMART LOGGER	3 Years
SMART METER	2 Years
CT	3 Years
GATEWAY / WIFI GATEWAY	3 Years
AIRGATE	3 Years

4. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contact are the Installer and Fox ESS authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer. Eligibility of a Service Rebate is in accordance with sections 5 and 6 of this Policy.

5. Limited Liability

Claims that relate to defects that are caused by the following factors are not covered by Fox ESS's warranty obligations:

• Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
• Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
• Improper or noncompliant use, installation, commissioning, start up or operation;
• Improper wiring of the Product causing arching or damage of the Product or its parts;
• Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
• Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
• Damage of the Product(s) that originate from other parts of the system;
• Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.);
• Damage that occurred during the transportation of the Product(s);
• Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear andtear;
• Unauthorized repair and reinstallation of the Product(s);
• Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to Fox ESS;
• Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

6. Registration

It is recommended that all Products with the Serial Number are registered in order that they qualify under the terms of this Policy. Registration is a strict requirement for those seeking coverage under the Fox ESS Warranty. It is recommended that they are registered nomore than six (6) weeks following the successful installation and commissioning of the Product where possible. The information required at the point of registration via the Fox ESS website is as follows:

- Product model
- Product serial number
- Installation date
- Customer name
- Installation postal/zip code
- Full installation address
- Name of installation company

7. Warranty Claim Process

To obtain service under this warranty, the purchaser must comply with the Return Merchandise Authorization ("RMA") procedure via Fox ESS App.

Besides, It is the duty of the Installer to contact Fox ESS in the event of a fault with the following information.

- Name of the Installer:
- Product Model No:
- Fault Code:
- Fault Details:
- Contact Details:

Fox ESS may ask for additional details depending on the fault conditions. Fox ESS will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Fox ESS. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Fox ESS is obliged to approve and dispatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Fox within a maximum of thirty (30) days of the replacement being received. If an allegedly faulty Product is returned to Fox ESS pursuant to this Policy, and is found by Fox ESS to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 5, Fox ESS will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product. Note: Any Product replacement has to be approved by Fox ESS in all cases. Any replacement of the Product issued without the consent of Fox ESS will invalidate an associated claim.

8. Further Rights at Law

In addition to the warranty provided by Fox ESS, the End-user/Purchaser/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Fox ESS comes with guarantees that cannot

be excluded under Europe consumer law. There are no warranties-implied or express-other than those stipulated herein. Fox ESS shall not be liable for any consequential or indirect damages arising or in connection with the product specification, battery or pack.

9. Contact Information

Name: FOXESS CO., LTD.
Address: No. 939, Jinhai Third Road, New Airport Industry Area, Longwan District,
Wenzhou City, Zhejiang Province, China
Email: service@fox-ess.com
Tel:+86 (577)88159999
www.fox-ess.com