

## SOLAR SOLUTIONS GMBH

### MONO- AND THREE-PHASE GRID-TIED SOLAR INVERTER LIMITED PRODUCT WARRANTY

Thank you for choosing AEG grid-tied solar inverters! We at Solar Solutions GmbH are committed to the highest quality levels for our products.

We therefore offer our customers a Limited Product Warranty covering:

- 5 years for AEG single-phase inverters of the series AS-IR01 and AS-IR01-2, and
- 5 years for AEG three-phase inverters of the series AS-IC01 and AS-IC01-2
- 2 years for AEG accessories, communication and/or monitoring devices related to the inverters (wifi stick, ethernet stick, external display unit, etc.)

(collectively referred to as “Products”) as detailed in the following paragraphs.

Additional 5 years for single-phase inverters of the series AS-IR01 and AS-IR01-2 are offered upon product registration in specific countries. Please refer to 2.1 “Geographic Scope of Application”.

#### 1. EXTENT OF WARRANTY - GENERAL TERMS

These Limited Warranty Terms (hereinafter also referred to as: “warranty” or “Limited Product Warranty”) are provided by Solar Solutions GmbH (HRB 106515, AG Frankfurt am Main; hereinafter “Solar Solutions”) and applies exclusively to AEG to the single-phase inverters of the series AS-IR01 and AS-IR01-2, the three-phase inverters of the series AS-IC01 and AS-IC01-2 and to the related accessories and communication and/or monitoring devices (all collectively referred to as “Products”) purchased with the Warranty.

The Limited Product Warranty for Grid-Tied Solar Inverters provided by Solar Solutions GmbH (hereinafter “Solar Solutions”) is not a guarantee of durability and does not include product availability.

Solar Solutions shall warrant the products as described above, from the date of sale (warranty start date) to the Final Customer\* purchasing the products or a photovoltaic installation that includes AEG grid tied inverters.

\* Final Customer is the person or persons or legal entity that purchases the full system and installation such that the PV system which includes the Warranted products are owned by that person, persons, or entity. and the installation location for said system is the first and only warranted location for the abovementioned products.

#### 2. SCOPE

## 2.1 Geographic Scope of Application

This Limited Product Warranty coverage does apply to all countries except the United States of America. Further specifications concerning individual countries can be found under 3.1.1 “Exceptions to the Warranty Coverage Period”.

## 2.2 Warranty Eligibility

Warranty Claimants eligible for raising claims within the scopes of the Limited Product Warranty are (1) buyers who purchased themselves the products (Dealers) and (2) buyers who have legitimately acquired the products with no modifications from the Dealers (End Users).

## 2.3 Limitations

The Limited Product Warranty as set forth herein are expressly in lieu of and exclude all other express or implied warranties, including but not limited to warranties of merchantability and of fitness for particular purpose, use, or application, and all other obligations or liabilities on the part of Solar Solutions, unless such other obligations or liabilities are expressly agreed to in writing signed and approved by Solar Solutions. Solar Solutions shall have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to the product, including, without limitation, any defects in the product, or from use or installation. Under no circumstances shall Solar Solutions be liable for incidental, consequential or special damages, howsoever caused. Loss of use, loss of profits, loss of production, and loss of revenues are specifically and without limitation excluded. Solar Solution's aggregate liability, if any, in damages or otherwise, shall not exceed one hundred percent of the amount actually paid by the direct customer. Nothing herein shall be construed as to exclude any mandatory provision of law. The limitation hereunder shall be enforceable only to the maximum extent allowed by the applicable law.

## 2.4 Exclusion of Warranty Claims

Solar Solutions' Limited Product Warranty does not cover product damages or performance issues if these arise from the following reasons:

- Failure to comply with the Installation Instructions / the User Manual / Maintenance Instructions and/or the protocols therein;
- Failure to observe the applicable safety regulations and standards;
- Product and/or design modifications or part replacement not authorized by Solar Solutions;
- Damages related to improper handling, transportation, storage, or repackaging
- Damages related to improper storage by product Dealers and/or End User
- Incorrect installation or commissioning;
- Insufficient product ventilation;
- Incorrect use or inappropriate operation (including, but not limited to, improper forced shutdown, improper DC ratio etc.);

- Force majeure (including but not limited to lightning, overvoltage, storm, fire).

Further, this Limited Product Warranty does not cover:

- Those products for which the AEG Warranty Card was not provided upon filing the claim;
- Cosmetic or finish defects which do not directly impair energy production.

### 3. WARRANTY COVERAGE

#### 3.1 Warranty Coverage Period

The Limited Product Warranty for AEG grid-tied solar inverters (Products) is offered by Solar Solutions for the following Warranty Coverage (Warranty Coverage Period):

- 5 years for AEG single-phase inverters of the series AS-IR01 and AS-IR01-2, and
- 5 years for AEG three-phase inverters of the series AS-IC01 and AS-IC01-2
- 2 years for AEG accessories, communication and/or monitoring devices related to the inverters (wifi stick, ethernet stick, external display unit, etc.)

For the abovementioned product types the Warranty Coverage Period the Warranty Coverage Period begins when the device is first installed and/or commissioned (in line with the commissioning report), whichever comes first, by or for the first Warranty Claimant. The product needs to be installed and commissioned in compliance with the manufacturer's installation instructions applying to the respective products in order for the Limited Product Warranty to be valid. If structural or unauthorized changes have been made to the product without the express request/consent of Solar Solutions, the Limited Product Warranty will be terminated on the date of said changes were made, regardless of the abovementioned warranty period, and Solar Solutions will bear no costs for repairing eventual damages caused by said unauthorized changes to the product.

#### 3.1.1 Exceptions to the Warranty Coverage Period

In specific countries an additional Warranty Coverage Period is granted that differs from the Warranty Coverage Period detailed in paragraph 3.1. Below is an overview of the conditions that apply in specific countries and requisites to activate the additional Warranty Coverage Period.

Country / Area	Product type	Warranty Coverage Period	Condition(s)
Netherlands	Single-phase inverters of the series AS-IR01 and AS-IR01-2	5 years (standard Warranty Coverage Period as in 3.1) + additional 5 years	Product registration on AEG Inverter Service page <a href="http://www.aeg-industrialsolar.de/product-registration">www.aeg-industrialsolar.de/product-registration</a> and subsequent confirmation by Solar Solutions GmbH
Belgium	Single-phase inverters of the series AS-IR01 and AS-IR01-2	5 years (standard Warranty Coverage Period as in 3.1) + additional 5 years	Product registration on AEG Inverter Service page <a href="http://www.aeg-industrialsolar.de/product-registration">www.aeg-industrialsolar.de/product-registration</a> and subsequent confirmation by Solar Solutions GmbH

Luxembourg	Single-phase inverters of the series AS-IR01 and AS-IR01-2	5 years (standard Warranty Coverage Period as in 3.1) + additional 5 years	Product registration on AEG Inverter Service page <a href="http://www.aeg-industrialsolar.de/product-registration">www.aeg-industrialsolar.de/product-registration</a> and subsequent confirmation by Solar Solutions GmbH
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### 3.1.2 Warranty Coverage Period Extension

The Warranty Coverage Period can be optionally extended. End Users should contact their Dealers / Dealers should contact Solar Solutions if interested in this option or visit the AEG Inverter Service page, “Warranty Extension” section. [www.aeg-industrialsolar.de/product-registration-warranty-extension](http://www.aeg-industrialsolar.de/product-registration-warranty-extension).

### 3.2 Warranty Coverage Application

This Limited Product Warranty covers the costs incurred for repairs and / or replacement parts during the abovementioned Warranty Period as part of and in accordance with the conditions stipulated herein from the date of beginning of the Warranty Period. Should a product become defective during the Warranty Period, at discretion of Solar Solutions the case will be handled as follows:

- 1) Product Replacement: The product will be replaced with a product of equivalent value with regard to product type and age, or
- 2) Repair On-Site: The product will be repaired on-site by a service partner appointed by Solar Solutions, or
- 3) Repair at Solar Solutions’ Service Center: The product will be repaired at Solar Solutions’ Service Center

## 4. CLAIM PROCEDURE

Should an AEG product become defective during the Warranty Period, the Warranty Claimant must notify Solar Solutions of the fault as soon as it occurs. Specifically, End Users are requested to first contact the Dealers they have purchased the products from, and authorize the Dealer to proceed in filing a claim to Solar Solutions. In order to determine if the product is still covered by this Limited Product Warranty, the Warranty Claimant has to provide:

- a copy of the purchasing invoice
- a copy of the Commissioning Report including the serial number of the defective product
- a filled copy of the Warranty Card (see Annex 1 Warranty Card Template), which also include the error message (Fault Instruction Code)

and other information regarding the defect/fault

- assurance that all tests for warranty exclusions have been carried out by the installer (if available)
- proof of regular maintenance according to the predefined maintenance plan (if available)
- (if applicable) documentation detailing previous claims/exchanges

The above documentation shall be sent per Email to Solar Solutions at: [service@aeg-industrialsolar.de](mailto:service@aeg-industrialsolar.de) or through the dedicated AEG Inverter Service page on [www.aeg-industrialsolar.de](http://www.aeg-industrialsolar.de) ([www.aeg-industrialsolar.de/submit-warranty-card/](http://www.aeg-industrialsolar.de/submit-warranty-card/)). Further information related to the general photovoltaic installation where the product was deployed may be required. Proper fault diagnosis may require the intervention of a qualified service technician. Solar Solutions will provide instructions for proper return and / or disposal of the defective product. Only Solar Solutions has the right to revise the abovementioned contents; no traders, distributors or Dealers have the right to apply changes to the Warranty Card provided by Solar Solutions. Solar Solutions reserves the final interpretation right.

## 5. SEVERABILITY

If a part, provision or clause of the Warranty Terms”, or the application thereof to any person or circumstance, is held invalid, void or unenforceable, such holding shall not affect and shall leave all other parts, provisions, clauses or applications of the “Warranty Terms”, and to this end such other parts, provisions, clauses or applications of the “Warranty Terms” shall be treated as severable.

## 6. DISPUTES

In case of a dispute regarding the existence of a material defect or reduced power in a warranty case, Solar Solutions will accept the statement of an accredited testing institute such as e.g. the Fraunhofer ISE in Freiburg im Breisgau or TÜV Rheinland in Cologne as binding. All fees and expenses shall be borne by the losing party, unless otherwise awarded.

### **SOLAR SOLUTIONS GMBH**

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