LT Technology Limited Warranty Statement

For Global Market (Version 3.2)

Catalogue

WARRANTY SCOPE & DURATION

EXTENDED WARRANTY OPTIONS

EXCLUSIONS & LIMITATIONS

REMEDIES & SOLUTIONS

CLAIM PROCEDURES

LIABILITY LIMITATIONS & GOVERNING LAW

CONTACT INFORMATION

WARRANTY SCOPE & DURATION

LT Technology Co., Ltd. (hereinafter referred to as “LT Technology”or “LT”) warrants that, subject to the exclusions and limitations set out below, the inverter and energy storage products that LT Technology provides shall be in good working order during the period of:

1. **Five years** limited warranty for IP65-rated and above models, specifically covering the Ei.H， Ei.F series hybrid inverters, Gi series grid-tied inverters and batteries,etc.
2. **Two years** limited warranty for accessory products, including data loggers, CT

Post-Warranty Service

After the warranty period expires, LT Technology will continue to support customers by providing paid repair services on a non-profit basis, ensuring long-term and reliable operation of the products.

The warranty period commences from the earlier of the following two dates: - The date on which the product was first installed - Six months after the date of shipment.

EXTENDED WARRANTY OPTIONS

On top of the standard limited warranty which comes with the inverter product by default, LT Technology offers warranty extension options for all inverters which were purchased through authorized distribution channels. Extended warranty service can only be purchased within 2 years upon the shipment of the products, If you want a ten-year warranty service, please consult authorized distributors or contact LT Technology via **Service@lt-ess.com.**

Coverage Details

For the “To 10” years extended warranty, the original 5 years standard warranty will be extended up to 10 years. It does NOT mean you will get additional 10 years warranty on top of the original 5 years standard warranty. All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the product downtime are NOT covered by LT Technology’s warranty extension options. Extended warranty is only available for units purchased via LT authorized distribution channels and purchased within the above valid purchase timeframe.

EXCLUSIONS & LIMITATIONS

The following circumstances may cause device defects, but are NOT covered by LT Technology’s limited warranty:

1. **Normal Wear and Tear**: including, without limitation, wear and tear of batteries

2. **Expired Warranty**: Any defects that occur after the expiry of the warranty period (excluding additional warranty extension agreements)
3. **Faulty Installation**: Faults or damages due to faulty installations or operations, maintenance carried out against LT Technology instructions by an unauthorized installer
4. **Unauthorized Modifications**: Disassembly, repair, or modifications performed by a third-party company or person not authorized by LT Technology. Product modifications, design changes, or part replacements not approved by LT Technology
5. **Force Majeure**: Faults or damage due to unforeseen circumstances, man-made factors, or examples of force majeure, including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning, or other acts of nature
6. **SPD Module Lightning Protection**: For products equipped with the SPD module, when the lightning is beyond the SPD's protection range, it will not be able to protect the inverter, and the LT Technology limited warranty does NOT cover the inverter or accessory damage caused by such lightning
7. **Ancillary Components**: The Limited Warranty does not apply to ancillary components (i.e., cables, breakers, fuses, wires, and connectors)
8. **Vandalism and Theft**: Vandalism, engraving, labels, irreversible marking, or contamination or theft
9. **Non-Compliance with Safety Standards**: Usage which does not comply with the safety regulations (VDE, IEC, etc.)
10. **Other Quality-Unrelated Faults**: Faults or damage caused by other factors not related to product quality issues
11. **Environmental Damage**: Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts, saltwater, or other aggressive atmospheres or environmental conditions without LT Technology's written confirmation or approval prior to the installation
12. **Accidents and External Influences.**
13. **Customer refuses to connect products to LT's energy management monitoring platform** or denies access for remote firmware upgrade; any faults, security vulnerabilities or damages arising there from shall not be covered by limited warranty.

Special Considerations

Incompatible Energy Storage Systems: For any inverter damage caused by using LT Technology's energy storage product with a battery pack which is not compatible with LT Technology's inverter , LT Technology reserves the right to deal with the warranty claim as an out-of-warranty case.

Non-Approved Battery Agreements: Unless a special agreement exists between LT Technology and the battery manufacturer, for all the battery packs NOT listed in our "APPROVED BATTERY OPTIONS STATEMENT," but which have completed the compatibility test with the LT Technology inverter, it's the responsibility of the installer or system integrator to check the battery safety as well as system performance and

reliability. LT Technology shall guarantee the performance of the inverter under the normal working conditions within the limited warranty term and provide limited technical support if applicable. However, LT Technology shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.

REMEDIES & SOLUTIONS

If a warranty claim is received within the warranty period and a fault is discovered that is covered under this warranty, LT Technology may, at its sole discretion, elect to:

1. **Software Solution**: Fix the issue by changing configurations or updating the product firmware
2. **Hardware Repair**: Repair the product by replacing defective components with spare parts
3. **Product Exchange**: Exchange the product for a brand new or refurbished product that is at least functionally equivalent to the original product, or an upgraded model that is functionally superior to the original product

For product exchanges, the following conditions apply: - The remaining warranty period will be automatically transferred to the replacement unit - If the remaining warranty period is less than one year after the replacement, the warranty will be extended to a full one year - For each inverter exchange case, the claimant must submit the necessary information and send the RMA (Return Merchandise Authorization) report to LT Technology - The RMA report must be submitted within one month from the date the solution is determined; otherwise, LT Technology will treat it as an abandoned claim

After receiving the replacement unit, the claimant shall ship back the defective original product to LT Technology or designated warehouse within four (4) weeks. If the faulty unit is not returned within the 4-week time limit, LT Technology reserves the right to invoice the claimant for the full value of the replacement unit plus all associated logistics and service handling fees.

4. **Installation-Related Issues**: If it is proven that the problem was caused by faulty installation, LT Technology reserves the right to contact the original installer and request that they provide a solution to fix the issue. Should the installer fail to provide a proper solution, LT Technology may charge the subsequent cost to the original installer.

All parts of the product or other equipment that LT Technology replaces shall become LT Technology's property. If the product is found not to be covered by this Limited Warranty, LT Technology reserves the right to charge a handling fee. When repairing or replacing the product, LT Technology may use products that are new, equivalent to new, or refurbished.

For Defective Products covered under the Standard Limited Warranty, LT Technology shall provide the Claimant with all remedy solutions set forth in this Warranty Statement free of charge, unless otherwise specified herein. All remedy-related costs, including

spare parts and material costs, as well as standard ground shipment fees for returning the Defective Product and delivering the Replacement Unit ("Warranty Service Costs"), shall be borne by LT Technology. However, unless otherwise stipulated in this Warranty Statement, Warranty Service Costs shall not cover any import/export taxes, customs duties, cross-border surcharges, and travel, lodging and labor expenses for LT's technicians or authorized third-party personnel performing on-site service.

For Defective Products covered under the Extended Warranty Period, LT Technology shall only bear the costs of spare parts, materials or replacement units. Shipment, transportation expenses and all other relevant costs shall not be covered.

CLAIM PROCEDURES

If you wish to make a warranty claim, please follow these steps:

Step 1: Contact Your Local Distributor

Please first contact your local authorized distributor or installer where you purchased the product. Your distributor is our primary service channel and is equipped to assist you with most warranty matters. We encourage you to work with your distributor to resolve any issues.

Step 2: Escalation to LT Technology

If you are unable to obtain satisfactory service from your distributor, or if you prefer to contact LT Technology directly, you may create a service ticket and submit a warranty claim via our online portal at **http://www.luckener.com** or by email to **Service@lt-ess.com**

Step 3: Provide Required Information

When contacting your distributor or LT Technology, please have the following information readily available:

1. **Claimant Contact Information**: Your name, company name (if applicable), phone number, email address, and shipping address
2. **Product Information**: Product model, serial number, installation date, and the date when the fault was discovered
3. **Installation Details**: For grid-connected systems, the brand, model, and quantity of solar panels; for hybrid systems with energy storage, the brand and model of the battery pack
4. **Error Messages**: Any error codes or messages displayed on the product's LCD screen or monitoring interface
5. **Fault Description**: A detailed description of the issue, including any actions you have taken to troubleshoot the problem and information about any previous warranty claims

Important: Any product defect must be reported to local authorized distributor or LT Technology within one calendar month (30 days) from the date the fault is first detected. Claims submitted beyond this one-month reporting window shall be deemed abandoned by the claimant automatically, and LT Technology reserves the right to reject all related warranty claims. Delayed reporting beyond the 30-day limit will fully invalidate warranty eligibility for the relevant fault.

On-Site Inspection (if necessary)

LT Technology may arrange an on-site inspection to determine the root cause of the fault. Claimant is responsible for granting access to the installation site, providing a suitable time for the inspection, and ensuring the safety of the inspection by a technician from LT Technology or an authorized third party. LT Technology reserves the right not to enter the site should the technician consider it unsafe to do so.

LIABILITY LIMITATIONS & GOVERNING LAW

This LT Technology Limited Warranty terms and conditions applies for the global market. It applies for the devices which are originally purchased from channels authorized by LT Technology , unless there are specially stipulated warranty terms and conditions between LT Technology and the direct purchaser.

For any units sold for one country or region but installed in another different country or region, the warranty will become invalid if LT Technology does not provide written confirmation or approval prior to the installation.

LIMITATION OF LT TECHNOLOGY'S LIABILITY

This limited warranty applies to the product which is sold and installed after the effective date of this document. It is the end user's sole and exclusive remedy against LT Technology and LT Technology's sole and exclusive liability in respect of defects in product.

This limited warranty replaces all other LT Technology warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), LT Technology does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage.

To the extent permitted by applicable law, LT Technology's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross

negligence or intentional misconduct of LT Technology or in case of death or personal injury resulting from LT Technology's proven negligence.

CONTACT INFORMATION

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Version Revision: This Limited Warranty Statement will be updated periodically. Customers shall refer to the latest valid version published on LT's official website www.lt-ess.com for warranty execution standards.