

LuxpowerTek Warranty Terms

(For United States, Mexico and Canada)

Shenzhen Lux Power Technology Co., Ltd (hereinafter referred to as "Luxpower") warrants that, subject to the exclusions and limitations set out below, the inverters and accessory products provided by Luxpower shall be in good working order during the warranty period as specified below:

- **Hybrid Series** (5-year limited warranty, can extend to 10-year warranty if installed with Luxpower battery)

LXP-LB-US 12K
LXP-LB-US 8-10K
LXP-LB-US 5K

- **DC Coupled Series** (5-year limited warranty)

Transformer
LSP 100K

- **Off-grid Series** (2-year limited warranty, can extend to 3-year warranty if installed with Luxpower battery)

SNA-US 5000
SNA-US 6000
SNA-NB-US 5000
SNA-NB-US 6000
SNA-US 12000

- **Battery** (10-year limited warranty)

Li-5
PGEM
PGEM PRO
PSTACK

The warranty period commences from the earlier of the following two dates:

1. The date on which the product was first installed.
2. Four months after the date of delivery.

This Luxpower Limited warranty terms and conditions applies for the United States, Mexico and Canada. They are valid for devices originally purchased through channels authorized by Luxpower and installed in the specified regions, unless there are specially stipulated warranty terms and conditions agreed upon between Luxpower and the direct purchaser.

For any units sold for one country/region but installed in a different country/region, the warranty will become invalid unless Luxpower provides prior written confirmation/approval before the installation.

How to Make a Claim Under the Luxpower Limited Warranty

If you need to make a warranty claim, please contact your local distributor from whom you purchased the product, or the installer who installed the inverter. If you are unable to obtain service from them or are not satisfied with their service, you can escalate your service request by creating a service ticket and making a claim directly to Luxpower via warranty@Luxpowertek.com.

Please note that Luxpower collaborates with many distributors and installers worldwide to ensure prompt and effective service. These partners are considered the default service channels for Luxpower. Therefore, please use these service channels to make your warranty claim. Luxpower will support and audit these channels to ensure high-quality service for our customers.

When contacting your local distributor, please have the following information ready:

1. **Purchase Invoice:** Including the name of the device, serial number, and date of purchase.
2. **Claimant Contact Information:** Including the name of the person, name of the company, phone number, email address, and shipment address.
3. **Defective Product Information:** Including the model(s), serial number(s), installation date, and failure date of the defective product(s). Please make the claim within 2 weeks of the failure date; otherwise, Luxpower will consider that you have waived the right to make a warranty claim.
4. **Installation Information:** Including the brand, model, and number of PV panels, and the brand and model of batteries.
5. **Error Messages:** Any error messages displayed on the LCD screen (if applicable) and additional information regarding the fault/error.
6. **Failure Description:** A description of actions taken before the failure and detailed information about any previous claims (if applicable).

Luxpower may arrange an on-site inspection to determine the cause of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a

technician from Luxpower or an authorized third party. Luxpower reserves the right to not enter the site if the Luxpower technician deems it unsafe.

Remedy

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

1. Fix the issue by changing configurations or updating software.
2. Repair the product by replacing it with spare parts.
3. Exchange the product for one that is brand new or refurbished, but at least functionally equivalent to the original product, or for an upgraded model that is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. For every single inverter exchange case, the claimant must gather the necessary information and send the RMA report (by following Luxpower's RMA template) to Luxpower to confirm the RMA request, prior to the inverter being exchanged.
4. If it's proven that the problem was caused by faulty installation, the claimant should contact the original installer and request that they provide a solution to fix the issue.

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

Unless a special/unique agreement exists between Luxpower and the customer, the Luxpower limited warranty covers only the cost of hardware material required to get the device functioning again.

Transportation Costs: In some areas, Luxpower will cover the outbound and inbound transportation costs using normal ground transportation up to a specified amount (please contact Luxpower for the rate) per case. The claimant must cover any excess costs or costs generated by using another method of transportation. In some cases, the claimant will need to organize the return of the allegedly defective product to Luxpower or its authorized service partner and should confirm the shipment schedule with Luxpower in advance. Products need to be packaged in a reasonable condition; Luxpower suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is not returned within 2 weeks of receiving the replacement unit, or if no damage is found after checking the returned product, Luxpower will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

All other costs, including but not limited to compensation for 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 the Luxpower limited warranty.

Warranty Exceptions

The following circumstances may cause device defects, but are NOT covered by Luxpower' s limited warranty:

1. Normal wear and tear (including, without limitation, wear and tear of batteries).
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations, or maintenance carried out against Luxpower instructions by an unauthorized installer.
4. Disassembly, repair, or modifications performed by a third-party company/person not authorized by Luxpower. Product modifications, design changes, or part replacements not approved by Luxpower.
5. 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. For products equipped with the SPD module, damage caused by lightning beyond the SPD' s protection range is not covered by the Luxpower limited warranty.
7. Vandalism, engraving, labels, irreversible marking or contamination, or theft.
8. Usage that does not comply with safety regulations (ETL, UL, etc.).
9. Faults or damage caused by other factors not related to product quality issues.
10. Any rust 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 Luxpower' s written confirmation/approval prior to installation.
11. Accidents and external influences.
12. Using the product with lithium batteries not listed as compatible by Luxpower. Refer to the Luxpower compatible battery list for details.
13. Unless a special agreement exists between Luxpower and the battery manufacturer, for all battery packs not listed in our 'Luxpower Compatible List,' it is the responsibility of the installer/system integrator to check the battery safety as well as system performance and reliability. Luxpower guarantees the performance of the inverter under normal working conditions within the limited warranty term and provides limited technical support if applicable. However, Luxpower assumes no liability for system malfunctions and any incurred loss or damages whatsoever.
14. Product failure not reported to Luxpower within 2 weeks of occurrence.

15. If any Luxpower products are used for the purpose of an anti-countercurrent solution, the manual of the anti-countercurrent products must be read in advance to ensure the operating principle of anti-countercurrent is fully understood. It is understood that in actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of Luxpower anti-countercurrent products. Any photovoltaic plants using Luxpower products must be reported to the competent local authority with jurisdiction. Luxpower shall not be liable for any risks and penalties arising from or in connection to the unreported or unauthorized use of Luxpower products. If the photovoltaic plants have reported the use of Luxpower products, the liability of Luxpower shall not exceed the total amount of the Purchase Order of the relevant products.

Out-of-Warranty Cases

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but fall under the warranty exceptions listed above, are known by Luxpower as out-of-warranty cases. For all out-of-warranty cases, Luxpower may charge an on-site service fee, parts fee, labor costs, and a logistics fee to the customer, including any/all of the following:

1. **On-site service fee:** Cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software), and debugging the faulty product.
2. **Parts/materials fee:** Cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. **Logistics fee:** Cost of delivery and any other expenses incurred when defective products are sent from the user to Luxpower or/and repaired products are sent from Luxpower to the user.

Limitation of Luxpower' s Liability

This limited warranty replaces all other Luxpower warranties and liabilities, whether oral, written, statutory (where non-mandatory), contractual, in tort, or otherwise, including, without limitation, any implied conditions, warranties, or other terms as regards satisfactory quality or fitness for purpose, to the extent permitted by applicable law. However, this limited warranty does not exclude or limit any of your legal (statutory) rights under the applicable national laws.

To the extent permitted by applicable law(s), Luxpower 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, consequential, special, or punitive loss or damage. Luxpower' s liability shall be limited to the purchase value of the product, to the extent permitted by applicable law.

The above limitations shall not apply in cases of gross negligence or intentional misconduct by Luxpower, or in cases of death or personal injury resulting from Luxpower' s proven negligence.

*Limited warranty is a basic warranty promise from Luxpower to the end users. In some countries/districts, end users may receive an additional warranty promise (at least equivalent to the manufacturer' s warranty) provided by Luxpower' s local distributor. Should any claims arise in this respect, please direct them to the local distributor.

Please note this Luxpower limited warranty statement may not be the latest version. Please refer to the latest version of the Luxpower limited warranty by visiting our global website at <https://Luxpowertek.com/download>.