

BATTERY WARRANTY TERMS AND CONDITIONS

PERIOD OF VALIDITY OF THE WARRANTY

SOLARMG branded storage batteries are accompanied by a conventional guarantee which exists alongside the dealer's guarantee obligations established by law. The legal guarantee for lack of conformity is valid for 2 (two) years from the purchase of the product and is associated with each SOLARMG branded product and gives the consumer all the obligations and rights provided by the Consumer Code. In the case of a professional buyer with a VAT number, since the Consumer Code does not apply, the legal guarantee is 1 (one) year as required by law.

In addition to the aforementioned legal guarantee, the SOLARMG manufacturer offers free of charge and for a further 8 (EIGHT) years in the case of a consumer and a further 9 (NINE) years in the case of a professional buyer with a VAT number, a conventional guarantee, the conditions of which are explicitly specified in the following paragraph called "CONDITIONS OF THE CONVENTIONAL WARRANTY".

During the aforementioned guarantee periods, equal to a total of 10 (years) where the procedure for activating the conventional guarantee indicated below is duly respected, the SOLARMG batteries will be guaranteed with the MAXIMUM LIMIT of 6,000.00 (six thousand) life cycles per year. 80% DOD.

CONDITIONS OF THE CONVENTIONAL WARRANTY

In order to benefit from the above conventional guarantee, the Purchaser must necessarily register the product by filling in the appropriate form on the website www.solarmg.it and no later than 2 (two) months from the date of purchase. In the event that the Purchaser does not register within the terms indicated above, only the terms established by the law regarding the legal guarantee for lack of conformity will apply, i.e. 2 (two) years in case of purchase made by the consumer, and 1 (one) year in case of purchase made by a professional with a VAT number.

In the event that a battery is non-functional during the conventional warranty period, SOLARMG will repair and/or replace it. If the repair is too expensive and/or uneconomical, the replacement can take place, at the sole discretion of SOLARMG, even with a more advanced battery but having the same characteristics and performance as the replaced one.

In the event that the battery needs to be replaced, the remainder of the conventional warranty period will be assigned to the replacement battery, otherwise the conventional warranty of the original battery will continue as normal. If, after the replacement, the remaining conventional warranty period is less than 1 (one) year, it will automatically be extended to 1 year for the replacement unit.

The conventional warranty includes all labor and material costs necessary to restore and/or replace non-functioning batteries. In the case of replacement of the product with a new or refurbished unit, the collection and transport costs of both the damaged and the replacement product are borne by SOLARMG only if the damaged product is made available for collection with the original packaging, at the time and place of delivery of the replacement product. If the damaged product is not available for collection in the manner and within the times described above, the free delivery will not take place, and the relative costs, including those connected to the new delivery, will be quantified separately.

The conventional warranty does not cover costs deriving from direct or indirect damage to anything else except the inverter itself.

It is not possible to assert any right to compensation for the lack of energy production, lack of self-consumption and/or the like. Fuses and other wear parts are excluded from the guarantee. Any assistance intervention under warranty is free only and only if the actions are agreed with SOLARMG in advance.

SOLARMG

REGISTERED OFFICE

Via enrico de Nicola, 9- 52025 Montevarchi (AR) Italy
E-MAIL info@solarmg.it TEL: +39 055 9110077
VAT 02443660515

OPERATIONAL HEADQUARTERS

Via La Minierina, 10 - 52022 Cavriglia (AR) Italia

If a technical intervention is necessary, this can be performed either by SOLARMG personnel or by appointed and certified technicians belonging to the SOLARMG partner network. Typical response time is 5 business days.

SOLARMG reserves the right to carry out assistance under warranty using third parties.

HOW TO ACTIVATE ALL TYPES OF WARRANTIES (LEGAL ONE INCLUDED).

In the event that a battery is found to be non-compliant during the legal guarantee period, or non-functional during the conventional guarantee period, the purchaser is requested to activate the procedure for assistance and the request for repair/replacement under guarantee, by sending an email to support@solarmg.it or alternatively by calling +39 055 9110077.

The purchaser can also contact his authorized SOLARMG distributor or reseller or his installer.

IN ANY CASE, to start the warranty assistance request procedure, it is absolutely necessary to provide and send SOLARMG in writing the following information and documents, relating to the allegedly non-compliant and/or non-functioning inverter:

- 1) Product model and serial number (S/N)
- 2) Copy of the invoice/receipt/tax receipt proving the purchase
- 3) Any error symbols shown on the display
- 4) Any documentation of previous requests for assistance / replacement on the same system (if present).

EXCEPTIONS AND LIMITATIONS COMMON TO ALL TYPES OF WARRANTIES.

Fermi i diritti dell'acquirente previsti dalla legge, tutte le garanzie, compresa quella legale per difetto di conformità e cioè 2 (due) anni in caso di acquisto effettuato dal consumatore ed 1 (uno) anno in caso di acquisto effettuato da professionista con partita iva legale, la garanzia convenzionale e l'estensione di garanzia, non saranno mai operanti nei seguenti casi, il cui elenco è da considerarsi esemplificativo ma non esaustivo:

Without prejudice to the purchaser's rights provided for by law, all guarantees, including the legal guarantee for lack of conformity, i.e. 2 (two) years in the case of a purchase made by the consumer and 1 (one) year in the case of a purchase made by a professional with legal VAT, the conventional guarantee and the extended guarantee will never be operative in the following cases, the list of which is to be considered as an example but not exhaustive:

- 1) Batteries modified in whole or in part, replacement of components or modifications to the structure of the unit with parts not approved by SOLARMG.
- 2) Use, together with SOLARMG-branded batteries, of inverters and photovoltaic panels not supplied by SOLARMG and/or not compatible with the inverter itself.
- 3) Replacements or repair attempts performed by technicians not belonging to SOLARMG, or unit serials erased or seals removed.
- 4) Installation of multiple units connected in a way that does not comply with the indications given in the documentation.
- 5) Connection of the communication line between several batteries or between batteries and inverter performed in a way that does not comply with the indications given in the documentation, such as cases of polarity inversion, cable section or incorrect cables themselves.
- 6) Combination of units with inverters or similar products not supplied by SOLARMG
- 7) Unit installed or started up incorrectly and/or in an unsuitable place.

SOLARMG

REGISTERED OFFICE

Via Enrico de Nicola, 9 - 52025 Montecatini (AR) Italy
E-MAIL info@solarmg.it TEL: +39 055 9110077
VAT 02443660515

OPERATIONAL HEADQUARTERS

Via La Minierina, 10 - 52022 Cavriglia (AR) Italia

- 8) Maneuvers carried out by the final customer or other person, in contrast with the safety regulations envisaged in the country of installation (VDE standard or equivalent).
- 9) Unit damaged due to incorrect handling during storage in the warehouses of the distributor or installer or end customer.
- 10) Defect due to transport (including scratches caused by movement of the unit inside the package during transport). In these cases, the request must be presented in writing directly to the shipper as soon as the packaging is received and the damage identified.
- 11) Failure to comply with the provisions and indications given in the manual, in the installation guide and in the maintenance rules.
- 12) Unit used incorrectly or improperly.
- 13) Insufficient ventilation for the unit.
- 14) Maintenance procedures not followed correctly.
- 15) Defects or malfunctions caused by force majeure, such as violent atmospheric factors, earthquakes, lightning, fire, overvoltage, high inrush current, removal of wiring.
- 16) Damage of a purely cosmetic nature with no impact on the functionality of the unit.
- 17) The warranty period as defined above as defined by law, in the case of legal warranty, has already expired.
- 18) Mishandling of the product, misuse including exposure to high temperatures (see instructions attached to the product)
- 19) Abuse, misuse, negligence, accidents or force majeure events such as lightning, flood, fire, extreme cold or other events beyond the possible control of SOLARMG.
- 20) Water, humidity, dust and non-corrosive gases
- 21) Theft or vandalism of the product or any of its components
- 22) Deep discharge or internal imbalance of the cells caused by negligence on the part of the purchaser, we refer to cases in which the batteries are left off for a prolonged time or in a condition of impossibility to perform their normal operation.

These exclusions and limitations apply to all guarantees offered to the Purchaser, including the legal guarantee and to all orders.

With the exception of the case in which this is not expressly declared and recognized in writing in a document authorized by SOLARMG, the latter cannot, IN ANY CASE, ever be held responsible and be subject to any type of obligation and/or liability contractual and/or non-contractual deriving and/or causally connected to alleged, and/or ascertained and guaranteed, lack of conformity, defects, functional defects and other inconveniences, regarding the product sold or the services provided by SOLARMG: for example only, but not exhaustive, we indicate the loss of profits, failed production, special damages, direct and/or indirect, accidental and/or consequential damages of any kind.

SOLARMG declines all responsibility for any damages that may arise, directly or indirectly, to people, things and animals due to failure to comply with all the prescriptions indicated in the specific instructions for use booklet and especially concerning the warnings on the subject of installation, use and maintenance of the product.

This warranty is subject to Italian law. The competent court is Arezzo.

SOLARMG

REGISTERED OFFICE

Via Enrico De Nicola, 9- 52025 Monteverchi (AR) Italy
E-MAIL info@solarmg.it TEL: +39 055 9110077
VAT 02443660515

OPERATIONAL HEADQUARTERS

Via La Minierina, 10 - 52022 Cavriglia (AR) Italia

Producer info:

Producer	SOLARMG SRL
Address	VIA ENRICO DE NICOLA, 9 - 52025 MONTEVARCHI (AR)
Certified email	solarmg@pec.it
Registration number	AR-214563
VAT number	02443660515

SOLARMG

REGISTERED OFFICE

Via enrico de Nicola, 9- 52025 Montevarchi (AR) Italy

E-MAIL info@solarmg.it TEL: +39 055 9110077

VAT 02443660515

OPERATIONAL HEATQUARTERS

Via La Minierina, 10 - 52022 Cavriglia (AR) Italia