GoodWe Utility Business Unit Product Warranty Terms

(For the Global Market)

GOODWe provides a limited warranty service to its customers to ensure product quality and performance during the applicable warranty period. If any defects in materials or workmanship occur during the warranty period, GOODWe will provide free services based on the specified service level and scope.

This document applies to the GOODWe PowerToken 30 products and solutions sold worldwide, reflecting the general warranty services. However, in specific countries and regions, the warranty services and service level agreements (SLAs) may vary slightly due to local requirements. In the event of any conflict, the contract clauses always take precedence.

1 Service Scope

1.1 GOODWe PowerToken 30 includes an Energy Storage System (ESS), a Medium Voltage Substation (MVS), an Integrated Conversion Station (ICS), a Smart Power Control System (PCS), an Inverter, an SCU, an EMU, an Ezlogger3000U, EMS hardware, and related ancillary products. The scope of services is subject to the equipment actually purchased by the Buyer.

1.2 The warranty conditions defined in this document are only applicable to products provided by GOODWe, but does not apply to any third-party products or products not supplied by GOODWe.

1.3 The following auxiliary materials and mechanical parts are not covered by the warranty.

Type	Description
Electrical Wear Parts	Fuse and indicator, indicator light, pushbutton, selector switch,, arrester, surge protective device (SPD), terminal block, plug connector,Compartment lighting fixture, emergency light.
Sealing / Insulation / Auxiliary Materials	Sealing strip, sealing ring, waterproof rubber strip, door gasket (aging, deformation, cracking), insulating tape, cable tie, heat shrink / cold shrink cable accessory, insulating pad, insulator (external damage / pollution flashover), grounding flat steel, grounding copper wire, connecting copper bar (corrosion / oxidation / improper installation).
Structural Parts	Door lock, hinge, door hinge, handle, lock cylinder, sealing strip, sight glass (damaged), enclosure coating (paint peeling, scratches, rust, not guaranteed in salt spray / polluted environments), manhole cover plate, identification label, warning sign.
Other Consumables	Desiccant, filter cotton, dust screen (periodic replacement item), lubricants (oil and grease), silicone grease, thermal grease (operational consumables).
Fire Protection Items	Lead-acid battery

2 Service Period

2.1 Warranty start date:

1) The date on which the product was first installed, if the customer is unable to provide adequate proof of the installation date, the shipment date of the product from GOODWe.
2) 6 months after the date of production.

2.2 Standard warranty period

Product Name	Standard Warranty Period
Inverter	60 months
SCU3000	24 months
Ezlogger3000U	24 months
WIFI/LAN2.0	24 months
EMU	24 months
ICS（Except for PCS）	24 months
MVS	24 months
PCS	60 months
ESS（Except for PCS）	24 months

Note:

Upon the expiry of the warranty period specified in the service contract, GOODWe shall not provide any service or support to the related products or software, and shall be exempted from any legal and compensation liabilities.

In case the warranty conditions in this Document are inconsistent with the sales contracts between the Buyer and GOODWe, the terms in the sales contracts shall prevail.

3 Storage and Operation Conditions

3.1 Storage conditions

● The product should be stored in a storage condition that meets the provided technical specifications. ;

● The BESS needs to be recharged per the total storage and transportation time requirements specified in the user manual. Please contact the Service Solutions Sales Team for a recharge service quotation.

1) If the BESS exceeds the specified storage and transportation period and is not recharged in time according to the user manual, GOODWe must perform a health check on the BESS in advance to the "Recharge Guide" before the customer uses the equipment to confirm whether the battery pack meets the recharge requirements. If the recharge requirements are not met, the BESS warranty will be invalid.
2) The devices and equipment required for the recharge service are provided by the customer.

● The Buyer shall accept that the capacity of the energy storage product will decay irreversibly due to improper transportation and overlong storage;

● The Buyer shall power on the product as soon as possible or maintain the product according to the user manual. The operating environment and working conditions of the ESS must meet the requirements of the user manual.

4 Service Contents

4.1 The standard warranty service includes the following support services. The service contents for extended warranty shall be the same, unless otherwise specified in the extended warranty service contract.

Service contents		
Service	Content	Service Level Agreement (SLA)
Remote support	Hotline	Global：5x8H
	Remote technical support	Global：5x8H
	Online technical support	Global：5x8H
Software support	Software update authorization	√
Hardware support	Spare part replacement	5×9×2BD-S
	On-site spare parts collection	√

Definitions：

2BD-S：The spare parts shipment date is within two business days after GOODWe confirms that hardware replacement is necessary and receives the RMA information.

Business Days (BD) refer to Monday through Friday, excluding public holidays in the applicable service region.

Special Notes:

1. Standard warranty service does not include on-site hardware replacement, on-site fault diagnosis, or on-site technical guidance.
2. Spare parts are by default either component or complete machine replacement.
3. GOODWe only guarantees that the supplied spare parts have the same performance as the faulty equipment; it does not guarantee that all spare parts are new.
4. On-site spare parts collection refers to GoodWe's spare parts platform arranging logistics to collect faulty parts on-site, not engineer on-site collection.
5. The warranty period for the replaced equipment is the same as the original equipment's warranty period.

Spare parts service description：

Inverter spare parts support complete unit replacement, single board replacement, and fan frame component replacement. For MVS and ESS (including ICS), spare parts are component replacements by default.

- GoodWe will provide timely software updates and notify customers in advance. GoodWe will not be liable for any problems arising from delayed upgrades due to customer reasons.
- For functional software malfunctions, GoodWe will provide patches to fix them, but will not provide new functions or features.
- Hardware support does not include on-site replacement of faulty parts.
- Consumable and easily damaged parts are not covered by the product warranty.

5 WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by GOODWe'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, maintenance carried out against GOODWe instructions by an unauthorized installer, e.g. insufficient isolation caused by broken DC cable, DC cable is not connected using the supplied PV connector and terminals.
4. Disassembly, repair or modifications performed by a third-party company/person not authorized by GOODWe. Product modifications, design changes or part replacements not approved by GOODWe.
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. The Limited Warranty does not apply to ancillary components (i.e. cables, breakers, fuses, wires and connect ors).
7. Vandalism, engraving, labels, irreversible marking or contamination or theft.
8. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
9. Faults or damage caused by other factors not related to product quality issues.
10. 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 GOODWe's written confirmation/approval prior to the installation.
11. Accidents and external influences.
12. Unless a special agreement exists between GOODWe 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 GOODWe inverter, it's the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. GoodWe 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, GoodWe shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.
13. Product failure is not reported to GOODWe within one month of appearance.
14. Please kindly notice that if any GOODWe products are used for the purpose of an anti-reverse solution, the manual of the anti-reverse products must be read in advance to ensure the operating principle of anti-reverse has been fully understood. It shall be thoroughly understood that in the process of 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 GOODWe anti-reverse products. Any photovoltaic plants in which GOODWe products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, GOODWe shall not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of GOODWe products. In the event that the photovoltaic plants have reported the use of GOODWe products, the liability of GOODWe shall not exceed the total amount of the Purchase Order of the relevant products.
15. For the purpose of fixing firmware vulnerabilities and eliminating potential risks, GOODWe is going to provide service of remote upgrades of firmware to improve the performance of our products. GOODWe strongly recommends the customer connect the GOODWe products to our Smart Energy Management System (SEMS) portal or provide us with access to the remote upgrade path of the third-party's monitoring system. Please kindly notice that, in the event that GOODWe is unable to perform the remote upgrade due to the customer's failure to provide GOODWe with the aforementioned connection or access, the customer shall be solely liable for the adverse or negative consequences concerning such vulnerabilities and risks and GOODWe Standard Limited Warranty may not apply.
16. Failure to provide feedback within 7 calendar days from the date of the product malfunction.

OUT-OF WARRANTY-CASE

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

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 GOODWe or/and repaired products are sent from GOODWe to the user.

LIMITATION OF GOODWe's LIABILITY

This limited warranty applies to the product which is sold and installed after July, 2020. It is the end user's sole and exclusive remedy against GOODWe and GOODWe's sole and exclusive liability in respect of defects in product. This limited warranty replaces all other GOODWe 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), GOODWe 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, GOODWe'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 GOODWe or in case of death or personal injury resulting from GOODWe's proven negligence.

Change History

Date	Version	Record
2026-05-22	1.0	Initial release