

## TBB WARRANTY TERMS AND CONDITIONS

### Warranty Period

TBB Renewable (Xiamen) Co., Ltd. (hereinafter referred to as “TBB Renewable”) assures the absence of manufacturing and material defects in its products throughout the applicable Warranty Period.

The commencement of the Warranty Period is determined by the earlier of the following dates:

- a. Six (6) months subsequent to the date of shipment.
- b. The date of product sale to the customer.

Below are the warranty periods for all product series. Please note that TBB lithium batteries are subject to distinct warranty terms, which are outlined separately (unless otherwise specified, the warranty periods for the following products do not include batteries).

Device Name	Device Type	Standard Warranty Period	NOVA Register Period	Extended Warranty Period
RiiO	Inverter Charger	2 Years	3 Years	N/A
RiiO Sun	All-in-one Solar Inverter	2 Years	3 Years	N/A
RiiO Sun II	All-in-one Solar Inverter	4 Years	5 Years	5 Years
Apollo Maxx	Advanced All-in-one Solar Inverter	2 Years	3 Years	N/A
BGK/BGK-master	Lead Acid Battery Balancer	2 Years	3 Years	N/A
SD230/SD630	Energy Meter	2 Years	N/A	N/A
Automatic Voltage Switch	Voltage Protection Device	2 Years	N/A	N/A

Upon registration of the aforementioned products on the TBB NOVA Online Portal within six (6) months of installation completion, and subject to continuous online presence on NOVA, a complimentary one (1) year extension to the standard warranty will be granted. Please note that this extension excludes the SD230/SD630 and the Automatic Voltage Switch.

Device Name	Device Type	Standard Warranty Period	NOVA Register Period	Extended Warranty Period
Apollo Matrix	Solar Hybrid Inverter	4 Years	5 Years	N/A

Matrix II	Solar Hybrid Inverter	4 Years	5 Years	5 Years
Kinergier Pro CK/CK-II	Inverter Charger	4 Years	5 Years	5 Years
Tyrann	Inverter Charger	4 Years	5 Years	5 Years
Raython Model O/1/2	All-in-one System	4 Years	5 Years	5 Years
Raython Model Q	All-in-one System	5 Years	5 Years	5 Years
Qoma33H/H-R	Power Conversion System	5 Years	5 Years	5 Years
Solar Mate	MPPT Charge Controller	4 Years	5 Years	5 Years

Upon registration of the aforementioned products on the TBB NOVA Online Portal within six (6) months of installation completion, and subject to continuous online presence on NOVA, a complimentary one (1) year extension to the standard warranty will be granted. Please note that this extension excludes the Raython Model Q and Qoma33H/H-R.

Device Name	Device Type	Standard Warranty Period	NOVA Register Period	Extended Warranty Period
Ether-Link	Ethernet Data Logger	4 Years	5 Years	N/A
E4	LCD Monitor	4 Years	5 Years	N/A
E7	LCD Monitor	4 Years	5 Years	N/A

## Eligible for Warranty

Only the original owner of the product at its initial installation site is eligible for warranty coverage. Unauthorized resale and reinstallation will void the product's warranty.

## Warranty Coverage

During the warranty period or any extended warranty duration, TBB Renewable will fulfill its warranty service obligations for authorized dealers. This service includes providing necessary repairs, complimentary spare parts or complete units, and technical support as needed. The warranty service extends to both products currently available for order and those no longer available for sale. Please note that transportation costs are not included in the warranty coverage.

Any replacement or repairs required for the complimentary item provided along with the product will incur reasonable cost charges.

TBB Renewable shall not be held liable for damages resulting from direct, incidental, special, or indirect negligence or fault, even if it has been advised of the potential for such damages.

## **Warranty Extension**

For a 10% surcharge on the FOB price for products that come with a 5-year warranty, an additional 5 years of warranty can be purchased, extending the total warranty to 10 years. Warranty extensions must be applied for at least one year before the expiration of the original term.

## **Exceptions**

This warranty shall not be applicable in the event of product damage due to misuse, negligence, improper installation, or maintenance carried out by individuals not authorized by TBB Renewable.

To qualify for warranty service, the product's interior or exterior must remain unaltered, unmodified, and free from physical damage.

This warranty does not encompass damages resulting from improper use, including but not limited to:

- a. Failure to adhere to the installation and operational requirements outlined in the user manual.
- b. Incorrect installation of products and/or associated accessories.
- c. Damage to terminal connectors caused by the use of unsuitable wires or incorrect wiring.
- d. Reverse battery polarity.
- e. Damage incurred in unsuitable environments, such as those containing conductive dust, corrosive gases or liquids, submersion in water, excessively high ambient temperatures, or comparable environmental conditions.
- f. Contact with liquids or oxidation due to condensation.
- g. Intrusion by insects, animals, or any other organisms.
- h. Damage caused by lightning strikes or overvoltage. This includes harm to internal components such as diodes, MOVs, surge protectors, X capacitors, and Y capacitors.
- i. Damage to connection terminals and screws caused by misuse or incorrect tightening.
- j. Damage during transportation resulting from mishandling, such as water ingress, inversion, excessive pressure, exceeding stack layer limits, impacts, and similar incidents.
- k. Mechanical shock or deformation.
- l. Force majeure events.

## **Warranty Service**

TBB Renewable reserves the right to replace all parts in repaired products with either new or reconditioned components sourced from various manufacturers to facilitate warranty repairs or the construction of alternative products.

In the event that a component of the product undergoes repair or replacement, the product will continue to be warranted for the remaining time of the original Warranty Period.

### **Warranty for Products outside Warranty Period**

The warranty period for products that have exceeded their original warranty term and have been repaired by TBB Renewable is six (6) months from the date of delivery. This also applies to spare parts and circuit boards that have been supplied or repaired.

### **Warranty Procedure**

In the event that a product necessitates service, we respectfully request that you initiate contact with the designated product dealer as your initial point of contact. In instances where establishing communication with the dealer proves to be challenging or if they are unable to provide the requisite service, we strongly encourage you to directly reach out to TBB Renewable.

Should it become imperative for TBB Renewable to render the corresponding services, we kindly ask that you complete the Installation Data Collection Form pertaining to the specific device or system and expeditiously transmit it to TBB Renewable.

The responsibility for providing all critical information essential for the swift processing of the warranty claim rests with the claimant. This entails, but is not confined to, the provision of the purchase invoice, product serial number, installation date, and any applicable extended warranty certificate.

The defective product must be dispatched, at the sender's expense, either to the authorized dealer or directly to TBB Renewable. In cases where TBB Renewable assumes control of transportation, we reaffirm our dedication to ensuring the secure transit of the product, whether it is directed back to the dealer or to the user.

Note: It is imperative to meticulously organize the transportation process to mitigate the risk of inadvertent damage to the product during transit.

### **Warranty Service Details for Dealers**

- a. TBB Renewable is committed to providing comprehensive product technical training and maintenance instructions to our authorized dealers.
- b. For bulk orders, TBB Renewable extends a certain percentage of complimentary spare

parts. During the product's warranty period, it is the dealer's responsibility to ascertain whether the product qualifies for warranty service. If deemed eligible, authorized engineers may proceed with maintenance, utilizing the provided spare parts. Following the completion of maintenance, the dealer is required to promptly email TBB Renewable within a two-week timeframe, providing a detailed account of the usage of the complimentary spare parts.

- c. In cases where the allocated complimentary spare parts prove insufficient and additional spare parts are necessitated for maintenance, the dealer is obligated to furnish pertinent testimonial material to TBB Renewable, in accordance with the prescribed warranty service process. This documentation serves to distinguish whether the need for extra spare parts arises from product-related factors or user actions. TBB Renewable reserves the right to charge corresponding fees contingent upon the situation.
- d. Products exceeding their warranty period will be subject to maintenance charges in alignment with the pertinent regulations outlined by TBB Renewable.
- e. In instances where there is an urgent requirement for supplementary spare parts, TBB Renewable and the dealer shall engage in a negotiation to determine a shared approach to the transportation costs involved.

### **Inapplicable Field of TBB Products**

TBB Renewable's products are not designed or intended for use in life-support applications. If there is any evidence indicating that the failure or malfunction of a TBB Renewable product could potentially lead to the failure of life-support equipment or significantly impact its safety or effectiveness, the utilization of TBB Renewable products in life-support equipment applications is strictly prohibited.

TBB Renewable strongly advises against the use of any of its products in situations where direct patient care is provided. TBB Renewable will refrain from knowingly supplying its products for use in such applications unless it receives comprehensive written assurance that risks of injury or damage have been meticulously minimized, the customer willingly assumes all associated risks, and TBB Renewable's liability is adequately protected under the prevailing circumstances.

### **Applicable Law**

The terms and conditions of this warranty are governed by the laws of the People's Republic of China.

### **Scope of Policy Adjustment**

The warranty terms outlined in V1.8 are applicable to orders placed on or after October 1, 2023.