

SOLAR · STORAGE · CHARGING · CONTROL

Limited Warranty

For VaySunic SolarCore, SolarHub, PowerCube, ChargeFlow and EnergyPilot products installed in homes and small businesses.

1 About This Warranty

This Limited Warranty is a voluntary commercial guarantee issued by Wuxi VaySunic New Energy Technology Co., Ltd. ("VaySunic"). Subject to the terms and exclusions in this document, VaySunic warrants that each product listed in Section 2 (a "Covered Product") will be free from defects in materials and workmanship under normal use and service during its Warranty Period. This Limited Warranty covers only what it expressly states.

Definitions. "Covered Owner" means the end user who first put the Covered Product into service, or a later owner under Section 10. "Installer" means the qualified professional or company that installed the Covered Product. "Warranty Period" means the period stated in Section 2, counted from the Warranty Start Date defined in Section 4.

Your statutory rights are not affected. This Limited Warranty is given in addition to, and does not limit, the rights you have by law. In the EU and EEA, consumers are entitled to the remedies of the legal guarantee from the seller, free of charge, for at least two years under Directive (EU) 2019/771. In the United Kingdom, consumers have rights against the seller under the Consumer Rights Act 2015. Claims under these statutory rights should be made to the seller. If you are a consumer, you may choose to claim under your statutory rights, under this Limited Warranty, or both.

Who and what is covered. This Limited Warranty applies only to VaySunic-branded products bought from VaySunic or from a distributor, retailer or Installer authorised by VaySunic, and installed in the market stated in Section 2. Products sold under a partner's brand are covered by that brand owner's warranty. The version of this Limited Warranty in force on the date of purchase applies; the current version is available at www.vaysunic.com.

Datasheet and marketing values. To the extent permitted by law, performance values published in datasheets, brochures, on websites or in other materials, such as efficiency, cycle life, output power and response times, are typical values measured under laboratory test conditions. They describe the product but are not warranted values under this Limited Warranty, except for the battery capacity expressly warranted in Section 3.

2 Covered Products and Warranty Periods

Product family	Models	Warranty Period
SOLAR · SOLARCORE MICROINVERTERS		
SolarCore VM-P2	VM600WE-P2, VM700WE-P2, VM800WE-P2, VM900WE-P2, VM1000WE-P2; VM600BE-P2 to VM1000BE-P2	15 years
SolarCore VM-P1	VM350WE-P1, VM400WE-P1, VM450WE-P1, VM500WE-P1	12 years
SolarCore VM-P4	VM2000W-P4, VM2100W-P4, VM2250W-P4; VM2000WE-P4, VM2100WE-P4, VM2250WE-P4	12 years
VS series (legacy)	VS350WE-P1, VS400WE-P1, VS450WE-P1, VS500WE-P1	12 years
STORAGE · SOLARHUB AND POWERCUBE		
SolarHub	VH800D, VH2000D, VH2500D, VH3000D hybrid microinverters	10 years
PowerCube VA	VA800D, VA2000D, VA2500D, VA3000D, including the built-in battery	10 years
PowerCube VB	VB5000D battery pack; VB2500D (legacy)	10 years

Product family	Models	Warranty Period
CHARGING, CONTROL AND ACCESSORIES		
ChargeFlow	VC-W7KS, VC-W7KC, VC-W11KS, VC-W11KC, VC-W22KS, VC-W22KC wallboxes	2 years
EnergyPilot	VDG-EM-1, VDG-EM-3 local energy controllers, with the CTs supplied	2 years
Gateway (legacy)	SCG-G1 Solar Control Gateway	3 years
Accessories	Cables, connectors, end caps, mounting and anti-tip brackets, antennas and other parts supplied by VaySunic	2 years

Market scope. The Warranty Periods above apply only to Covered Products sold for, and installed in, Europe: the EU and EEA, the United Kingdom and Switzerland. Warranty terms for other markets may differ and are set out in the warranty terms or distribution agreement for that market. A product installed outside the market for which it was sold is not covered unless VaySunic has agreed in writing.

The microinverter supplied in a SolarKit is covered as a SolarCore product. Legacy models are listed for owners of installed systems and are no longer offered for sale.

3 Battery Performance Warranty

In addition to Section 2, VaySunic warrants that the PowerCube VA built-in battery and each VB battery pack will retain at least **60% of its nominal capacity** until the earlier of: (a) the end of 10 years from its Warranty Start Date; or (b) the date on which its cumulative discharge energy reaches the throughput limit below. The Battery Performance Warranty ends on that date.

Battery	Throughput limit (cumulative discharge energy)
VB5000D battery pack	18.3 MWh
VA built-in battery; VB2500D battery pack	9.2 MWh

The limits equal 3.65 MWh per kWh of nominal capacity, about one full cycle per day for 10 years. Cumulative discharge energy is taken from the battery management system records.

- Capacity decline is normal.** The usable capacity of every lithium battery declines with use and time. A decline that remains at or above the warranted value is not a defect.
- How capacity is measured.** Retained capacity is assessed from the battery management data recorded by the product. Where a test is needed, VaySunic or its authorised service partner tests the battery at an ambient temperature of 25 ± 3 °C: discharge to the discharge cut-off, rest for 30 minutes, charge fully at the rated charge current, rest for 30 minutes, then discharge at a constant current of 0.2C until the discharge cut-off is reached or the protection engages. The energy discharged in this last step is the retained capacity. The measurement tolerance of the test equipment applies.
- Applicable operation.** The Battery Performance Warranty applies only to batteries operated by a VaySunic system in self-consumption, time-of-use, zero-export or backup operation. For any other use, including grid services or energy trading controlled by a third party, it applies only with VaySunic's prior written approval.
- Battery conditions.** The Battery Performance Warranty applies only if the battery is installed within 6 months of shipment from VaySunic; is recharged at least every 6 months while in storage before installation; is operated within the temperatures in its datasheet; and is not left fully discharged for more than 30 consecutive days after installation because the system was switched off or disconnected.
- Remedy.** If retained capacity is found to be below the warranted value within the Battery Performance Warranty, VaySunic will, at its option, repair the battery, replace modules or the pack with new or refurbished parts that restore at least the warranted capacity, or refund the residual value under Section 6.
- Only VaySunic batteries.** PowerCube and SolarHub products may only be used with VaySunic VB battery packs. VB5000D and VB2500D packs may be mixed in one system. A pack added later has its own term from its own Warranty Start Date.

4 Warranty Start Date, Registration and Connectivity

The **Warranty Start Date** is the earliest of: (a) the date the product is first commissioned and recorded in VIP Cloud or the VaySunic installer app; (b) the installation date shown on the Installer's invoice; and (c) six months after the product was shipped from VaySunic.

Registration. Products commissioned through VIP Cloud or the installer app are registered automatically. Registration is not a condition of the standard warranty, but it is required for the extension in Section 5. Other products can be registered at www.vaysunic.com or by email to service@vaysunic.com with the serial number and purchase invoice. Without registration, VaySunic may ask for proof of the Warranty Start Date when a claim is made.

Connectivity. An internet connection is not a condition of the standard warranty. If a PowerCube or SolarHub system has been offline for a total of more than 6 months, the standard warranty for that system is limited to 5 years from the Warranty Start Date, and the Battery Performance Warranty applies only where the operating data needed to assess a claim is available from VIP Cloud or the product's local log.

Firmware. VaySunic may provide firmware updates to maintain safety, compliance and performance. A defect that an available update would have prevented, or that results from blocking or reversing updates, is not covered.

5 Optional Extension for Microinverters

SolarCore microinverters may be eligible for a paid extension to a total of up to 25 years from the Warranty Start Date. An extension is subject to separate extension terms, to payment and to acceptance by VaySunic. It must be bought within 36 months of the Warranty Start Date, and the product must be registered. The extension applies only if the connected PV power does not exceed 1.35 times the microinverter's rated power. Contact service@vaysunic.com or your Installer for details.

6 Remedies

If a Covered Product has a defect covered by this Limited Warranty, VaySunic will, at its option:

1. **repair** the Covered Product; or
2. **replace** it with a new or refurbished product of the same model or of equivalent or better specification. If the model is no longer available, VaySunic will supply a compatible model and provide technical support for its configuration. A substitute may differ in appearance, dimensions or features; the cost of adapting the installation is not covered; or
3. if repair or replacement is not possible or not reasonable, **refund the residual value** of the product. For batteries, the residual value is the price paid, reduced in proportion to the months elapsed in the 10-year term.

A replaced or repaired product, or a replaced part, is covered for the remaining Warranty Period of the original product, or 90 days from dispatch, whichever is longer. Repair or replacement does not otherwise extend or restart the Warranty Period. Replaced parts and products become the property of VaySunic.

7 How to Make a Claim

STEP 1	STEP 2	STEP 3	STEP 4
Contact The Installer, or the Covered Owner for plug-in products, contacts VaySunic Technical Service with the details below.	Diagnose VaySunic diagnoses the fault, remotely through VIP Cloud where possible.	Case number If the claim is accepted, VaySunic issues a case number. Our target is 2 working days after a complete claim.	Replacement Our target is to dispatch a replacement within 5 working days of the case number.

Product information

- a. Model and serial number
- b. Fault code, screenshot from VIP Cloud or photo of the indicator
- c. Description of the fault and when it started

Documents

- a. Purchase invoice showing the date and seller
- b. System information: layout or single-line diagram, PV modules and batteries used
- c. Details of any previous claim for the same system

Claims must be made within the Warranty Period and within 2 months of discovering the defect. VaySunic may request photos, operating data, remote access, an on-site inspection or the return of the product before deciding a claim, and may decline a claim if the information needed is not provided. Service targets depend on stock, transport and customs, and are not guaranteed deadlines.

The faulty product must be returned within 25 working days of receiving the replacement, in the replacement's packaging and using the return label provided. Batteries are returned only on VaySunic's instructions, in line with dangerous goods rules. If the faulty product is not returned in time, VaySunic may invoice the Installer or distributor 80% of its ex-works price.

8 Costs

1. **Paid by VaySunic** for an accepted claim: the replacement product or parts; shipping of the replacement to the Installer or Covered Owner; and collection of the faulty product with the return label provided.
2. **On-site repair.** If VaySunic decides to repair on site, by its own engineer or an authorised partner, VaySunic pays the material and labour for that repair.
3. **Labour.** Labour for removing, reinstalling or troubleshooting a product, including the Installer's call-out charges, is not covered.
4. **Not paid by VaySunic:** scaffolding, lifts or other access equipment; travel and accommodation; customs duties and import taxes; the costs of third parties not authorised by VaySunic; and loss of energy yield, feed-in income, electricity savings or other

financial loss.

5. **Claims not covered.** If a returned product has no defect covered by this Limited Warranty, VaySunic may charge an inspection fee of EUR 100 (Europe) or USD 100 (other regions) per unit, plus shipping and packaging.

9 What Is Not Covered

This Limited Warranty does not cover any failure, damage or loss that is not caused by a defect in materials or workmanship, including damage caused by:

- a. installation, operation or maintenance not in line with the Quick Installation Guide, user manual or local regulations;
- b. installation of any product other than a plug-in product by anyone other than a qualified professional (see Section 11);
- c. alteration, repair, opening or removal and reinstallation of the product by anyone not authorised by VaySunic;
- d. misuse, neglect, accident, impact, theft or vandalism;
- e. fire, flood, lightning, storms, earthquakes and other force majeure events, insects or animals, or corrosive environments beyond the product's rating;
- f. voltage, current or frequency outside the product's specification, including surges from the grid or generators;
- g. PV modules, batteries, cables or other components not supplied by VaySunic, or batteries not listed as compatible;
- h. changes to the grid profile or safety settings made without authorisation;
- i. a plug-in product connected through a multi-socket adapter or extension lead, or above the limit allowed by local rules;
- j. transport or storage after delivery to the distributor, unless arranged by VaySunic;
- k. removed, altered or unreadable serial numbers or labels;
- l. products bought from sellers not authorised by VaySunic, where the product's origin or history cannot be verified;
- m. use in vehicles, boats or other mobile applications, or as the sole power supply for medical or life-support equipment;
- n. third-party software, apps or interfaces not approved by VaySunic, or the failure of internet, mobile or other networks provided by third parties;
- o. unauthorised access, malware or cyber attacks, or failure to keep account credentials secure;
- p. normal wear and cosmetic changes that do not affect function, including scratches and discoloration;
- q. indicator lights, where the fault first appears more than 2 years after the Warranty Start Date and does not affect energy production.

Software and cloud services, including VIP Cloud, are provided under their own terms of service and are not covered by this Limited Warranty.

10 Transfer to a New Owner

This Limited Warranty passes to a later owner of the Covered Product free of charge for the remaining Warranty Period, provided the product stays at its original installation address. A plug-in product may also move with its owner to a new address in the same country. The new owner can transfer the system in VIP Cloud, or send proof of ownership, such as the property purchase contract or a bill of sale, with the serial numbers to service@vaysunic.com. VaySunic may ask for proof of ownership and of the installation address when a claim is made. Never share account passwords to transfer a system.

11 Installation and Installer Responsibilities

Who may install. Where local regulations expressly permit, plug-in products with a rated output of up to 800 W, such as SolarCore microinverters up to 800 W, SolarKit kits and PowerCube VA800D, may be installed by the Covered Owner following the Quick Installation Guide. The Covered Owner is then responsible for complying with local regulations. All other products, including PowerCube VA2000D and above, SolarHub, VB battery packs, SolarCore P4 and ChargeFlow, must be installed by a qualified professional in line with local electrical regulations.

Installer responsibilities. Before requesting a replacement, the Installer works with VaySunic Technical Service by phone, email or remote access to confirm the fault, so that products without a defect are not returned. The Installer keeps the installation records and provides them for any claim.

12 Limitation of Liability

To the extent permitted by law: the remedies in this Limited Warranty are the sole and exclusive remedies under it, and VaySunic gives no other express warranty for the Covered Products; VaySunic is not liable for indirect, incidental or consequential loss, including loss of energy yield, feed-in income, electricity savings, revenue, profit or data, or business interruption; and VaySunic's total liability under this Limited Warranty is limited to the price paid for the Covered Product concerned.

Nothing in this Limited Warranty limits or excludes liability for death or personal injury caused by negligence, for fraud, under product liability law, or any other liability that cannot be limited or excluded by law, and nothing affects the statutory rights of consumers.

VaySunic is not responsible for delays in providing warranty service caused by events beyond its reasonable control, such as supply shortages, transport disruption, customs delays or official restrictions.

13 General Terms

- 1. No other promises.** No distributor, Installer, agent or employee is authorised to modify, extend or add to this Limited Warranty. A change is valid only if made in writing and signed by an authorised representative of VaySunic.
- 2. Distributors.** This Limited Warranty is given to end users regardless of whether a distributor has paid VaySunic. Commercial terms between VaySunic and its distributors are governed by their own agreements.
- 3. Service partners.** Warranty service may be provided by an authorised VaySunic service partner, including VaySunic New Energy GmbH in Europe.
- 4. Personal data.** Personal data and operating data provided with a claim or recorded by the product are used to assess and handle warranty claims, in line with VaySunic's privacy policy and applicable data protection law.
- 5. Governing law.** This Limited Warranty is governed by the laws of the People's Republic of China, excluding the UN Convention on Contracts for the International Sale of Goods. This does not deprive consumers of the protection of the mandatory laws of their country of residence.
- 6. Language, validity and changes.** This Limited Warranty is issued in English; if a translation differs, the English version prevails unless the law requires otherwise. If any provision is found invalid, the remaining provisions stay in force. VaySunic may change this Limited Warranty for future purchases only.

14 Contact

Technical Service

Email: service@vaysunic.com
Website: www.vaysunic.com

Headquarters

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Warrantor

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