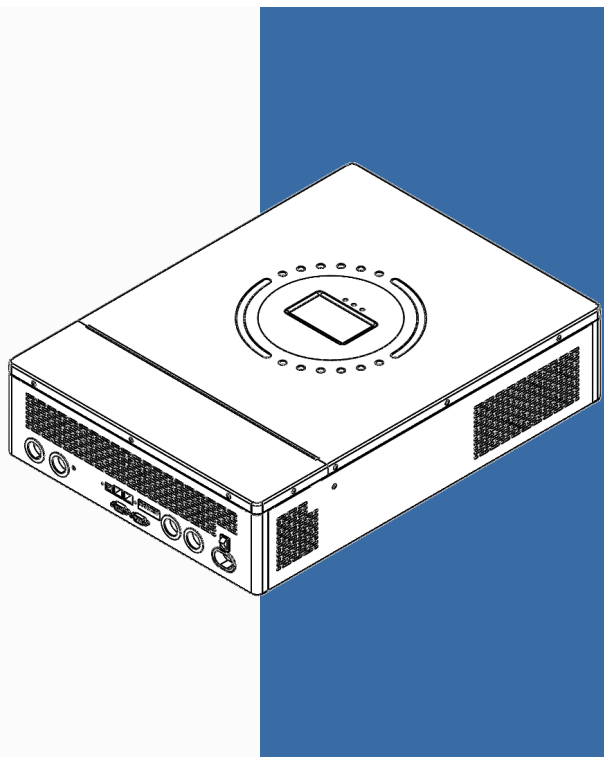


KTECH WARRANTY TERMS AND POLICIES



This Limited Warranty Letter (hereinafter referred to as the "Warranty") applicable to KTECH Energy Co.,Ltd (hereinafter referred to as the "KTECH") provides coverage, by way of authorization, for the KTECH KE series of inverters (hereinafter referred to as the "Products") to the original end-users.

1.Standard Warranty

Our company provides a 3-year warranty for off-grid inverter products and a 5-year warranty for hybrid inverter products. Customers can purchase extended warranty service for our company's products within two years from the date of production. For more information about purchasing the extended warranty, customers may contact our KTECH's sales team.

2.Warranty Policy

If the equipment malfunctions or fails to operate within the warranty period due to technical defects of our company or problems with the machine's materials, please contact us through the official after-sales service channels.

In accordance with the KTECH's warranty terms, if the equipment malfunctions, please provide the following information or documents (this information will help the after-sales service team handle the product issue):

- 1.Photo of the product nameplate;
- 2.The Product's Serial Number;
- 3.Error messages displayed on the screen (if any, please provide them) and other describable error information;
- 4.Based on the detailed information of the entire power generation system (including components, circuit connections, etc.);
- 5.Previous error messages of the product (if any, please provide them).

If the product malfunctions within the KTECH's standard warranty period, we will provide the following solutions:

1.Software problem

During the warranty period, if the product experiences software malfunctions, our company will provide free

2.Hardware problem

A. Replaceable Parts: If the fault is confirmed to be related to replaceable hardware components, our company promises to provide original factory parts free of charge and arrange for professional engineers to offer remote guidance on installation and maintenance services.

B. Non-replaceable Parts: If the fault involves core components that cannot be replaced individually, our company will provide customers with a free replacement of a brand-new complete machine of the same model or specification. The warranty period of the new complete machine will not be recalculated and will continue the remaining warranty period of the original main machine.

During the warranty period, the replacement machine will automatically continue the remaining warranty period of the faulty machine within its original warranty term. Therefore, you will not receive a new warranty certificate.

Please keep the purchase voucher properly for future use. In cases where the machine or its parts need to be shipped back, please be sure to package them in the original manner or an equivalent way. The company reserves the right to arrange third-party service providers to offer you after-sales services within the warranty period. The KTECH's standard warranty covers the labor and material costs for machine repairs, but does not include other expenses. Additionally, direct or indirect losses caused by machine malfunctions are also not covered.

3.Warranty Disclaimer

Product issues caused by the following circumstances are not covered under the KTECH's standard warranty:

- 1.The product is beyond the warranty period (except where both parties have separately signed an extended warranty service agreement);
- 2.Failures or damages caused by non-compliance with the operating requirements specified in the product manual or relevant installation and maintenance guidelines, or by improper use, storage, or operation in an environment not specified for the product. Examples include improper installation distance, inadequate ventilation, and incorrect use of waterproof caps;
- 3.Unauthorized from KTECH's disassembly, repair, or modification of the product;
- 4.Products obtained through unauthorized channels by KTECH;
- 5.Failures and damages caused by unforeseeable factors, human factors, force majeure, or other reasons, such as stormy weather, floods, lightning, overvoltage, pest infestations, and fires;
- 6.Unauthorized modifications, design changes, or replacement of parts;
- 7.Intentional damage, defacement, making indelible marks, theft, etc.;
- 8.Natural wear and tear and aging;
- 9.Use not in compliance with correct safety regulations (such as VDE standards, etc.);
- 10.Other failures or damages not caused by the KTECH product's own quality issues;
- 11.Damages caused during transportation (including scratches on the product casing resulting from collisions to the packaged product during transportation);
- 12.Rust and corrosion on the machine casing caused by harsh environments.

4.Services After the Warranty Period

After the warranty period expires, our company still provides paid maintenance services to customers for off-grid models in the 4th to 5th years and grid-tied hybrid models in the 6th to 10th years.

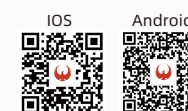
The charging standard for maintenance services expired the warranty period will be calculated based on the actual fault situation, required spare parts, and labor costs. The specific fee shall be determined through friendly negotiation between both parties. The fee includes, but is not limited to, one or all of the following items:

- On-site service: Travel expenses and labor fees of technical service engineers;
- Material: Cost of replaced spare parts (including transportation and management fees);
- Labor : Working hour fees of technical service engineers (including fees for repairing, maintaining, installing (hardware or software), and debugging the machine);
- Logistics: Costs including shipping the machine from the customer to the KTECH company and shipping the repaired machine from the KTECH company to the customer;
- Other fees incurred due to after-sales services.

After-sales service channels:

Enerwise download QR codes

After-sales Email: aftersales@ktechsolar.com



Address: Taihu Bay Information Technology Industrial Park, No. 688 Zhenze Road, Taihu Street, Wuxi Economic Development Zone

Email: info@ktechsolar.com

Web: www.ktechsolar.com