

WeCo S.r.l. a Socio Unico

LIMITED WARRANTY HYBRID SOLAR INVERTERS

1. Premises and definitions

The warranty for manufacturing defects is active from the date of delivery of the product and is governed by European law if the product is purchased in the European Community or by Italian law if purchased in Italy. Only in the event that the direct buyer qualifies as a consumer, the most favourable specific regulations provided for this category of subjects will be applicable.

The following conditions are the only valid conditions to define the content, validity, rules of application and coverage of the warranty issued by WeCo. WeCo has the right to amend these terms and conditions at any time with immediate effect, except for orders that are already in progress but have not yet been delivered.

In the event of a change in the warranty conditions, those in force at the time of purchase of the product shall apply, in respect of which the date of order confirmation signed by the customer shall prevail.

WeCo s.r.l. also grants a conventional extension of the duration of the warranty up to ten years from the date of production of the inverter, provided that the inverters are connected to an internet network that allows continuous remote monitoring and control through the WeCo Cloud service and that all the conditions of this warranty are met; Any disconnection, if it lasts more than 15 consecutive days and a maximum of 60 days per year, will result in the automatic forfeiture of the additional warranty.

Warranties, whether statutory or additional, are valid only if the requirements of the manual and this document are complied with.

The warranty extension of up to 10 years may be subject to payment if there is no specific commercial agreement; If a fee is provided and this will be communicated, if applicable, at the time of the request, it will be effective only and only once it has been paid by the buyer. The warranty extension of up to 10 years applies only in the presence of a WeCo lithium storage system connected to the inverter and purchased together.

The request for a warranty extension of up to 10 years is evaluated by WeCo following the request for an extension received through the WeCo portal; The latter has the right to request clarifications and/or additional documentation before accepting or rejecting the request.

The request for an extended warranty must be requested on the wecobatteires.com portal no later than six months from the date of purchase of the inverter.

The issue of the warranty extension certificate is in any case subject to the provisions of this document and the manual.

Products or components with reduced warranty:

LEDs, fans, smart meters, external accessories, LED BAR, display are guaranteed for 2 years, with the exclusion of the additional extended conventional warranty.

The inverter and the batteries connected to it **are not life-saving devices**, nor are medical/uninterruptible power supplies, and **should not be used as the primary or sole source of energy**. They are not suitable for powering critical loads (e.g. electro-medical equipment, security/fire systems, alarms, mission-critical servers). For these applications, it is mandatory to use dedicated and certified systems with adequate redundancy. The manufacturer does not guarantee uninterrupted continuity of power supply nor is it liable for damage resulting from improper use and non-operation of the same.

2. Application of the Warranty

The warranty applies to products purchased as new devices directly from WeCo, or through an authorized dealer. Products must be installed, started, and maintained in accordance with the instructions in the manual.

The devices must be started by a qualified installer, in possession of the legal requirements of the country in which it operates. The warranty refers exclusively to the device registered on the WeCo website *Warranty Registration* section using its serial number and is limited to:

- **Single-phase ESY Series inverters up to 8kW**
- **Three-phase H-ESY Series inverters up to 15kW**
- **Three-phase TK inverter from 20 to 50kW**
- **Single-phase Smart inverters up to 6kW**
- **Three-phase Smart inverter up to 15kW**

The following are excluded from the guarantees:

- The components of the above products, subject to normal wear and tear, including: DC disconnectors, fuses, varistors, surge arresters, displays, string fuses, AC and DC switches and cable, mechanical screw or spring fittings and anchors, in the event that they are not properly tightened to the tightening torque prescribed by ISO rules and/or the Manual, during installation.
- Loss of profit and/or loss of business due to failure of the system.
- Direct or indirect damage from non-use of the product/system.
- Damage to products or components caused indirectly by other parts of the system or by incorrect installation of other parts of the system, such as solar strings, Battery, AC input network, EPS line.

The warranty is not transferable to third parties and is not renewed following a transfer of the goods to third parties or replacement of the product under warranty by WeCo.

Validity of this document: the warranty applies only to the products listed in point 2 and is valid worldwide, with the exception of the USA and territories of the United States of America where a specific warranty applies only to UL marked products.

Nations subject to UN embargoes or sanctions are also excluded.

3. Warranty Intervention

3.1. A warranty intervention only exists if the following conditions are met together:

- The product has defects in materials or manufacturing errors attributable to WeCo
- Errors/defects affect the operation of the product or render it unusable for the purpose for which it was designed.
- Errors/defects have occurred and persist during the intended use of the covered product.

3.2. Errors and/or defects that do not affect the normal functionality of the product in any way (e.g. cosmetic defects) are not covered by the warranty.

4. Software updates and WeCo portal self-control

4.1. Cloud Connection and Update

The connection of the inverter to the internet network is a fundamental condition to enjoy the additional warranty (for the legal warranty only, however, connection to the monitoring system is not required but is highly recommended in order to benefit from the update service, Cloud self-diagnosis, alarm notification and any critical updates); the Internet connection via the WeCo NooR App also guarantees updating and remote control by the department Inverter assistance in the event of problems or error reports on the inverter or batteries; connecting to WeCo monitoring via NOOR APP limits the possibility of losing warranty rights for a failure to update critical release firmware. Remote access allows the installer and/or WeCo to intervene both during the commissioning phase and during the normal activities of the inverter, in order to verify the correctness of the flows and the absence of errors; it also allows WeCo, at the customer's request, to be able to intervene by attempting a remote restoration or to perform maneuvers and/or settings or updates requested by the customer or necessary. In the absence of a continuous internet connection, if a critical update of the inverter or battery firmware is necessary, WeCo provides – alternatively – the possibility of updating via a local PC. If the customer is unable to proceed independently, he can request technical support by writing to service@wecobatteries.com; in addition, the customer has the right to request WeCo to subscribe to its newsletter for firmware notifications.

When a critical update is released, WeCo makes the updated software and firmware available free of charge through the Downloads section of its website. However, any costs incurred by the customer or third parties for the execution of the update (such as working hours, travel, on-site interventions, etc.) are not covered by WeCo, it is suggested to keep the inverter connection to the internet active so that the critical update can be carried out remotely via a free application. The inverter's internet connection is mandatory in order to regularly access software updates and to optimize the system's functionality over time, based on the improvements implemented by WeCo in subsequent firmware releases. The customer is required to register for the WeCo newsletter, so as to receive all communication relating to new firmware and available updates by e-mail. Alternatively, or in addition, it is always possible to manually consult – at least every 2 months in the absence of a continuous connection – the Download section of the WeCo website, where all updated versions of the software are published. The customer is required to proceed with the installation of the updates no later than 3 months from publication, under penalty of forfeiture of the right to the warranty. Update notifications are also sent via WeCo's NOOR APP to all registered users, either by email or through notifications visible directly on the main screen of the app. Here the new firmware to be installed will be indicated, and the urgency of the intervention will be highlighted, with a maximum expiry of 90 days from publication. All WeCo inverters are supplied with WiFi and Bluetooth dongles, thus allowing – even in the absence of an internet network – to perform firmware updates via the Bluetooth connection of the smartphone and the noor man-operated APP via the Bluetooth APP. Anyone requesting the warranty extension is obliged to keep the inverter (or the inverter + battery system) constantly connected through NOOR monitoring, for the entire duration of the warranty itself; Disconnection of the system for more than 15 consecutive days and more than 60 days per year will result in the forfeiture of the warranty.

5. Warranty Exclusions

5.1. Any warranty claim is excluded if both the legal and the conventional warranty have contributed to the alleged defect or in any case if even one of the following hypotheses has occurred:

- Failure to comply with the instructions for assembly, start-up and use during installation, commissioning and use, as well as improper and improper assembly, commissioning or repair
- improper transport, storage or packaging after delivery by WeCo
- use of the product not in accordance with the intended use
- short circuit on the photovoltaic input side and on the alternating current side from external phenomenon
- overvoltage or damage from electrical phenomena
- installation in direct proximity to the sea without adequate protection against the saline atmosphere.
- Installation without any protection from atmospheric agents and direct sunlight.
- electrical problem caused by the batteries not being properly connected to the inverter.
- incorrect wiring between batteries that can cause damage to the DC input
- Failure to comply with the safety instructions for proper use
- failure to observe distances, as prescribed in the manual and/or insufficient ventilation of the product
- failure to comply with the start-up and shutdown procedure of photovoltaic inverters, batteries or solar strings.
- Failure to connect to the internet and related WeCo monitoring for beyond the established time. For the ordinary legal warranty, there is no obligation to connect to the monitoring system
- Failure to immediately disconnect the system from both Alternating and Continuous power sources, in the presence of a persistent error.
- Insufficient maintenance, improper maintenance or maintenance that does not comply with the operating instructions
- Failure to request a guarantee intervention on the WeCo WECARE portal, within 30 days of the registered event of the system.
- interventions not authorized in writing and detailed by WeCo, carried out by the owner or by third parties on the specific product, such as: opening and loosening of watertight clamping systems, modifications, repairs, reworking and use of unauthorized accessories.
- events due to circumstances not attributable to WeCo or not attributable to normal conditions of use, such as fluctuations in current, frequency and voltages above the values allowed by the manual, overvoltage, lightning, fire, flooding, manipulation or damage caused by the Warranty Beneficiary or by third parties, external factors.

More generally, failure to comply with the instructions provided by the manufacturer in the product's use and installation manuals will result in the immediate and automatic forfeiture of the purchaser from any type of warranty provided by WeCo.

Following the production and distribution of the product, WeCo reserves the right to publish a "Critical Firmware Update" via its website, cloud monitoring platform and/or by communication to the e-mail address of the Professional Buyer with whom it has a business relationship.

It is the sole responsibility of the Purchaser to ensure that such update is properly implemented, including through its distribution channels, on the affected batteries within 60 days of receipt of the notice.

Failure to update will result in the forfeiture of the warranty.

5.2 Force majeure excluding the right to the warranty:

- wars, riots, revolts
- theft or attempted theft, and damage resulting from such actions
- Floods, earthquakes, collapses, fires
- vandalism

6. Indirect

This warranty does not cover indirect or consequential damages, lost profits, or lucrum cessans resulting from interruptions in production or loss of use of the goods. WeCo expressly disclaims any liability for financial loss, business interruption, or any other pecuniary damage that may occur as a result of malfunctions or defects in the product, even if WeCo has been advised of the possibility of such damages. This limitation applies regardless of the nature of the cause of the damage, whether in contract, tort or otherwise.

7. Warranty benefits

WeCo will have the unquestionable right to:

- have the defective device repaired on-site by an authorized WeCo technician
- replace the defective device with an equivalent device, even if not new, that corresponds to the defective one in terms of age, construction characteristics and condition.
- send the part to be replaced to the customer if it is a simple operation and does not require mandatory qualifications or technical skills.
- issue a credit note and create a voucher for an amount equal to the discounted value, considering the age of use of the inverter, with a weighted average annual reduction, for subsequent purchase of any other WeCo product available at the time.
- Send a technician to perform an on-site repair with new products if the problem arises within three months of installation, or with a refurbished one.

In the event of on-site repair: If WeCo decides to repair the defective device on site by its own technicians after the warranty has been recovered, the repair can only be carried out if the premises are safely accessible and if the systems are deemed safe and have a valid declaration of conformity. WeCo before sending a technician to the site, will request a declaration of conformity of the places and photos / videos of the premises to prepare the intervention.

In the event of a non-compliant location, tampering or unauthorized opening and/or non-compliant installation, the product warranty is automatically void. The warranty does not cover the costs of disassembly and reassembly, certification of the system, which remains, if necessary, at the expense of the customer unless otherwise agreed with a contract stipulated with accredited service partners.

In case of replacement: If WeCo decides to replace the defective device following remote analysis by telephone or video communication, the beneficiary of the warranty must regularly disassemble and transport the defective device, sending it with the original packaging or in packaging compliant with current regulations to the address communicated by the technician.

The WeCo technician will decide, at his or her discretion, whether to ship a replacement device and at the same time collect the defective one (simultaneous shipment and collection).

The operation of replacing the original inverter with a new, remanufactured or repaired one with the same characteristics as the original one, is usually carried out at the same time, so that the replaced inverter box can then be used to ship the product being replaced.

The inverter to be replaced must be dismantled in advance and made immediately available to the courier who will wait only for the time necessary to remove the new inverter from the packaging and re-package the old inverter.

The customer must affix the labels sent by WeCo by e-mail to the box and deliver the correctly packaged goods to the courier.

If the same model for which warranty service is required is not available due to discontinuation or unavailability within a reasonable time frame for repair, WeCo may offer a model similar to or equivalent to the one owned by the customer.

Verification Interventions: WeCo does not indemnify travel and/or verification interventions of third parties not authorized by WeCo without prior written agreement issued by a WeCo technician for the specific product.

On-site interventions requested by the customer: The customer can request an on-site intervention. WeCo will have the right to request from the applicant a flat-rate reimbursement for travel and travel expenses by means of transport according to the ACI rates or according to the air or public transport fares applicable at the time.

8. Warranty period

The warranty starts from the date of delivery of the product and is valid for the duration provided for by the legislation in force in Italy, without prejudice to any extension of the relevant term under the conditions specified above.

The warranty period of the replaced or repaired product or component does not start again from the date of repair or replacement and a new warranty certificate is not issued, but the warranty of the original product continues. Again, the warranty ends on the date the warranty of the originally installed product ends.

9. Warranty extensions

For the warranty to be extended from the date of shipment by WeCo to the customer, the system must be connected to the internet via the official WeCo monitoring APPs.

The customer can request a warranty extension of up to ten years, by registering the product on the WeCo platform within six months from the date of manufacture, by requesting it on the WeCo portal. The request for an extension of the warranty will be evaluated within 30 days of inclusion on the portal.

A request for an extended warranty can only be submitted if a WeCo storage system is connected to the inverter.

WeCo, once the documentation necessary to process the extension request has been verified and approved, will send an e-mail with the result of the verification.

The extended warranty is valid only if the requirements of the manual and this document are complied with and is void immediately and without the possibility of reactivation in the event of non-compliance.

The warranty extension can only be granted in the presence of systems connected to the web network via WeCo monitoring at the time of the



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Scarperia e San Piero – Florence-
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request. If, at the time of the evaluation by the WeCo technician, the inverter is not connected to the monitoring, the file cannot be processed and WeCo will notify the customer of the response by e-mail.

10. Warranty Procedure

If, during the warranty period, the Purchaser discovers manufacturing defects or suspects that the product does not comply with the warranty, the Purchaser must immediately report the defect by providing the following information:

- A detailed description of the defect, including the date the problem occurred.
- Serial Number
- One-line diagram
- Copy of purchase invoice
- Installation date and start date
- Installation images (minimum five images from different angles)
- Product label detail photo
- Photos or screenshots of the errors present (photos of the various pages of the wi-fi or bluetooth APP).
- Permission to access the monitoring account by providing the name and email with which it was registered.

The buyer must also grant WeCo access to the product, in person or remotely via a laptop made available by the customer, for the installation of WeCo software with which it will carry out analysis operations.

If the information received establishes the need for on-site intervention, WeCo will send a technician or service partner within 10 days of the report for analysis and subsequent evaluations.

WeCo will determine, within a reasonable time and in any event within 10 days of the aforementioned analysis operations, whether the reported defect is eligible for coverage under the Limited Warranty.

If the defect reported and/or found during the analysis (both telematic and on-site) does not fall under warranty, pursuant to the Limited Warranty, WeCo will inform the Buyer explaining the reasons for the non-coverage or non-applicability of the warranty.

If, on the other hand, WeCo detects the need to analyze the product in order to verify its current status, it will ask the customer to send the product to WeCo's headquarters or to a laboratory indicated by WeCo. Shipment must take place within 10 days from the date of WeCo's request and must be made with adequate packaging to protect the product from damage caused by transport.

During the execution of the intervention, the warranty beneficiary or the person in charge must also provide WeCo with any other information necessary to be able to correctly carry out the diagnosis and to identify the origin of the errors or damages. Until the warranty recipient or claimant fulfils the above obligations, WeCo will not be able to proceed with the verification of the product. Failure by the customer to communicate the details, within 30 days of WeCo's requests, will result in the "out of warranty" and return of the inverter to the sender in the condition in which it was received, with the costs incurred by WeCo being charged.

If, as a result of the tests carried out, and within 30 days of receipt, it is determined that the product is eligible for coverage under the Limited Warranty, WeCo will notify the purchaser accordingly by proposing the provisions of Article 7 of this Limited Warranty.

The product sent by the Buyer, in the event of compensation or replacement, will be retained by WeCo for recycling or disposal.

11. Data protection

WeCo collects and processes the personal data of the Warranty Beneficiary when the latter registers for the services related to the warranty, in compliance with the Laws in force and according to the rules and conditions available on the website www.wecobatteries.com

12. Applicable law, place of jurisdiction

Your rights arising out of or related to this warranty are governed by the laws of Italy.

In the event of disputes relating to the interpretation and/or execution of this agreement, the Court of Florence, Italy, shall have exclusive jurisdiction.

If the entitled person is a consumer within the meaning of Art. 6 of Regulation (EC) No. 593/2008, the choice of Italian law does not deprive the consumer of any more favourable protection granted to him by the national provisions of the state in which the consumer has his habitual residence.

Scarperia (Florence), 20/02/2025