

**CRITICAL POWER LIMITED WARRANTY**

Critical Power a division of SolarEdge Technologies Ltd. (“**SolarEdge**”) warrants its Critical Power line of products purchased from its Authorized Resellers and installed by Certified Installers (“**Products**”) are free from defects in materials and workmanship, under normal use (“**Warranty**”), for the Warranty Period, subject to all the terms and conditions hereunder.

“**Authorized Reseller**” shall mean SolarEdge or a business partner approved by SolarEdge and authorized to act on purchasers territory.

“**Certified Installer**” shall mean SolarEdge or an installer that has been certified by SolarEdge.

Warranty Period:

- (i) **Warranty for Complete UPS System (excluding power supplies)** - The Warranty shall be valid for a period of twelve (12) months from the date of installation of the Product, provided that installation, occurs within six (6) months from the date of purchase by the purchaser from an Authorized Reseller.
- (ii) **Warranty for Power Supplies** - The Warranty will be valid for a period of twenty-four (24) months from the date of purchase of the product by the purchaser from an Authorized Reseller.
- (iii) **Warranty for spare parts (excluding Power Supplies) purchased separately from Complete UPS System** - the Warranty will be valid for the following periods:
  - A new part - for a period of twelve (12) months from the date of purchase of the new part the by purchaser from an Authorized Reseller.
  - A renewed part and repair of parts in the repair laboratory - for a period of six (6) months from the date of purchase or repair.

For exercise the Warranty, the purchaser must registered the Product (except spare parts) within ten (10) business days from date of installation at <https://www.criticalpower.solaredge.com/product-registration>. Only installations which were performed by SolarEdge or by SolarEdge Certified Installers shall be eligible for coverage under this Warranty.

Warranty. As provided herein, SolarEdge warrants that during the Warranty Period, the Product shall be free of defects in material and workmanship. The Warranty does not apply to components which are separate from the Products, ancillary equipment and consumables, such as, inter alia, batteries, cables, fuses, wires and connectors, whether supplied by SolarEdge or others. Some components may carry their own manufacturer warranty. For additional information please see product datasheet for more details. For the avoidance of doubt, SolarEdge makes no representations as to the effectiveness or extent of such external warranties, assumes no responsibility for any matters which may be warranted by such manufacturers or suppliers and extends no coverage under this Warranty to such batteries, components or accessories.

Warranty Claims Procedure. If, during the applicable Warranty Period, purchaser discovers any defect in workmanship or materials and seeks to activate the Limited Warranty, then purchaser shall, promptly after such discovery, report the defect to SolarEdge.

Any claim under this Warranty must be made by filling out the Service Notification Form available at <https://www.criticalpower.solaredge.com/customer-service>. If SolarEdge determines that the reported defect is eligible for coverage under the Limited Warranty, SolarEdge will notify purchaser accordingly, and may, in its sole discretion, take any of the following actions:

- (i) Request further information, including the carrying out of tests; or
- (ii) Request the purchaser to send SolarEdge the Product to enable SolarEdge to repair or replace the Product; or
- (iii) Supply the purchaser with a new or refurbished Product, in which case the purchaser shall return the faulty Product to SolarEdge before the new Product is dispatched. In this case, the purchaser is agreed to be invoiced for the alternative part(s) if the faulty does not reach SolarEdge within three calendar months; or
- (iv) Issue a credit note for the defective Product in an amount up to its actual value at the time purchase notifies SolarEdge of the defect, for use toward the purchase of a new Product.

In the event that SolarEdge elects to pursue course as described above, SolarEdge shall provide the purchaser with a Return Merchandise Authorization number (RMA number) to be quoted in all future correspondence between the parties. Products received by SolarEdge from purchasers without such RMA number will not be accepted by SolarEdge.

All shipping costs to SolarEdge shall be borne by the purchaser. Shipping costs of parts and/or Products to the purchaser shall be borne by SolarEdge only where repair or replacement has been approved under this Warranty. This Warranty does not include any taxes which may be due in connection with replacement or repair nor any installation, transport or postage costs other than those stated herein. SolarEdge will determine the method of shipment to be used for any transfer Products to and from the purchaser.

All costs, including, without limitation, labor, travel and boarding costs of SolarEdge service personnel or others that are incurred for labor relating to repairs, uninstalling and reinstalling of Products on-site, as well as costs related to purchaser's employees and contractors repair or replacement activities, are not covered by the Warranty and, unless otherwise agreed in writing in advance by SolarEdge, shall be borne by the purchaser.

SolarEdge's obligations under this Limited Warranty are contingent on receipt of all outstanding monies owed to SolarEdge by the purchaser according to the terms of the sales contract. During such time as SolarEdge has not received payment of any monies owed the period of this Limited Warranty continues to run, and the expiration date of this Warranty shall not be extended upon payment of any overdue or unpaid monies.

Exclusions. This Warranty does not apply if: (a) purchaser is in default under the General Terms and Conditions or the provisions of any other agreement governing the purchase of the Product; or (b) damage resulting from one or more of, but not limited to, the following: acts of god, including without limitation, power surges, lightning, fire, flood, pest damage, accident, action of third parties, or other events beyond SolarEdge's reasonable control or not arising from normal operating conditions, misuse, abuse, accident, negligence including without limitation storage of the Products in an unsuitable

environment prior to or after installation or failure to maintain the Product in accordance with SolarEdge's written instructions, incorrect wiring or improper installation of the products or any accessories, cosmetic or superficial defects, dents, marks or scratches, use of the Product in an unsuitable environment (e.g., excess heat or moisture), alterations, modifications or disassembly of any Product or its components, combination of the Products with any products, equipment or components not pre-authorized in writing by SolarEdge or any use or operation of the Products which is not in conformity with the written instructions of SolarEdge, or in any case where installation has been carried out on the Product by any party other than SolarEdge or its Certified Installer or where a repair has been carried out by any party other than SolarEdge or its designated representatives, failure to observe the applicable safety regulations governing the proper use of the Product, damage which occurs during or in connection with shipping or transport to or from purchaser where purchaser arranges such shipping or transport.

Limitation of Liability. Any repair or placement of the Product by SolarEdge shall not extend the Warranty Period. SolarEdge is not responsible for labor charges, removal charges, installation or reinstallation, or any other incidental or consequential costs. In no event shall SolarEdge's liability exceed the purchase price of the defective Product. **THIS LIMITED WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY EXCLUDED AND DISCLAIMED. SOLAREEDGE SHALL NOT BE LIABLE FOR LOSS OF PROFITS OR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES WHICH PURCHASER MAY SUSTAIN, DIRECTLY OR INDIRECTLY ARISING FROM PURCHASER'S USE OR INABILITY TO USE THE PRODUCT, EVEN IF SOLAREEDGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.** SolarEdge disclaims all liabilities for defects or damages caused by use of replacement parts obtained from or by service or repairs made by any party other than SolarEdge.

The Warranty is not assignable or transferable without the prior written consent of SolarEdge.

**THIS LIMITED WARRANTY SHALL NOT BE EXTENDED, ALTERED OR VARIED EXCEPT BY A WRITTEN INSTRUMENT DULY SIGNED BY SOLAREEDGE.**

Revised: April 2020