

## Extended Warranty Terms Statement

Effective Date: April 23, 2024 (inclusive)

### **Dear Valued Customers,**

Thank you for choosing LuxpowerTek as your energy solutions provider.

To show our appreciation for your trust and support, we are pleased to offer an extended warranty service for our inverters. The specific terms are as follows:

### **Terms and Conditions**

#### **1. Scope of Application**

- These extended warranty terms apply to end customers who purchase and install Luxpower inverters and HinaESS batteries on or after April 23, 2024 (inclusive).

#### **2. Applicable Products and Extended Warranty Coverage**

- In addition to the standard warranty period, LuxpowerTek will provide additional warranty services for the following inverters;
- The extended warranty service includes free repair or replacement of inverters but does not cover damage caused by human error, improper use, or natural disasters.





<b>Product Model</b>	<b>Original Warranty Period</b>	<b>Extended Warranty Period</b>
SNA 3-6K WPV	2 years	3 years
LXP 3-6K	5 years	10 years
LXP-LB-EU 7-10K	5 years	10 years
LXP-LB-EU 12K	5 years	10 years
SNA-US 3-6K	2 years	3 years

Note: Original warranty periods can be found at: <https://luxpowertek.com/download>

**3. Conditions for Extended Warranty**

- Customers must purchase Luxpower inverters and HinaESS batteries and complete the installation within 30 days of purchase.
- Product registration must be completed through the following steps:
  - ✓ Send an email to [warranty@luxpowertek.com](mailto:warranty@luxpowertek.com) for registration.
  - ✓ Provide photos of the Battery SN, inverter SN, detailed cable setup, and the entire system.

**Example for Images provided:**

Battery SN photo	Inverter SN photo	Entire system photo	Cable photo (e.g., Installed breakers)
			

**4. Customer Obligations**

- Customers must keep proof of purchase and warranty cards and provide relevant proof materials when applying for warranty service.
- Customers must follow the operational guidelines in the product manual to ensure the product operates under normal conditions.

**5. Service Process**

- If customers need to apply for warranty service during the extended warranty period, they can contact the LuxpowerTek customer service center.
- Customers must provide proof of purchase for the inverter and HinaESS battery, extended warranty registration information, and a description of the fault.
- LuxpowerTek will arrange for after-sales service personnel to handle the issue within 7 working days after receiving the customer's

application.

## **6. Other Terms**

- This extended warranty service is limited to the original purchaser and is non-transferable.
- LuxpowerTek reserves the right of final interpretation of the extended warranty terms and has the right to adjust or modify them based on actual conditions.

## **Contact Information**

If you have any questions about the extended warranty terms or need to apply for warranty service, please contact us through the following methods:

Email: [info@luxpowertek.com](mailto:info@luxpowertek.com)

Official Website: [www.luxpowertek.com](http://www.luxpowertek.com)

**Thank you for your support and trust in LuxpowerTek!**