

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 its own brand 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.

Product Model	Original Warranty Period	Extended Warranty Period
SNA 3-6K WPV	2 years	3 years
SNA 12K	2 years	3 years
LXP 3-6K	5 years	10 years
GEN-LB-EU 3-6K	5 years	10 years
GEN-LB-EU 7-10K	5 years	10 years
LXP 3600ACS	5 years	10 years
LXP-LB-EU 7-10K	5 years	10 years
LXP-LB-EU 12K	5 years	10 years
SNA-US 12K	2 years	3 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 its own brand 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 for registration

including with the following contents.

- ◆ User name: xxxxx
- ◆ Phone number: xxxxxxxxxxx
- ◆ Email: xxxxxxxxxxx
- ◆ Location of installation: xxxxxxxxxxx
- ◆ Bought this device from: xxxxxxxx
- ◆ Date of purchase: xxxxxxxx
- ◆ Date of installation: xxxxxxxx

And attach the photos and purchase invoice as required

- ◆ Photo of battery SN (if there are multiple batteries included in this system , please provide the SN of all batteries)
- ◆ Photo of Inverter SN (if there are multiple inverters included in this system , please provide the SN of all inverters)
- ◆ Photo of the whole system installation
- ◆ Photo of distribution box
- ◆ Device purchase invoice .

Example for Images provided:

Battery SN photo	Inverter SN photo	Whole system photo
		

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 its own brand 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: warranty@luxpowertek.com

Official Website: www.luxpowertek.com

Thank you for your support and trust in LuxpowerTek!