

Agreement No.: SR020250925

Quality Warranty and After-Sales Service Agreement for SRNE Series Products



Model and name	Solar storage system products for microgrids		
Project	SRNE Series Products Warranty		
Party A	SRNE Solar Co., Ltd.	Party B	ATG Solar
Date	September 25, 2025	Date	September 25, 2025

I. General Provisions

1. This Agreement is applicable to SRNE all-in-one solar charger inverters for microgrids, as well as associated product data collectors, Bluetooth modules, external display screens, cables, connectors and other accessories.
2. Contents of after-sales services
 - 1) Guidance on the product installation (can be provided through video);
 - 2) Guidance on the product commissioning (can be provided through video);
 - 3) Repair and exchange of products (spare machine may be used);
 - 4) Response to customers' problems encountered during use of the products;
 - 5) Technical training (can be provided through video or remotely).
3. Commitment to warranty: Party A will, based on the specific project situation, provide Party B with premium after-sales service in an appropriate way.
4. When a domestic customer sells SRNE series products and associated products overseas, Party A will provide after-sales service to only the domestic customer based on the terms of after-sales service
5. Warranty certificate: The serial number (S/N) on the product is used as certificate of the warranty period. The customers must properly keep the standard invoice issued by the National Taxation Administration or its copy for the purchase of the products, and may be required to present the above invoices as the warranty basis during maintenance.

II. Product Installation and Commissioning

For product installation and commissioning, Party A will take the following measures to provide after-sales services, depending on the actual situation:

1. Party A will, within the warranty period and at no cost, provide remote guidance of product installation and commissioning, including instruction manuals, videos and other materials related, and detailed and thoughtful answers to problems encountered by customers during product installation and commissioning;
2. Under the following circumstances, Party A will dispatch technicians to the site at no charge for installation and commissioning:

- 1) For strategic cooperative customers (SRNE cooperative customers) who have signed and commenced to perform strategic procurement agreements between both parties;
 - 2) When it is clearly stated in the purchase contract or after-sales service terms signed by both parties;
 - 3) Where Party B has submitted dispatch applications to and have been approved by Party A.
3. Party A's technicians will only provide instructions by phone or email, instead of directly participating in product installation.
4. The assistance of Party A's technicians in commissioning is limited to the products of SRNE. Before commissioning, the environment where the products are located shall meet the installation requirements, and the product-related connections shall be correct and meet the conditions for commissioning. Party A only provides technical consulting to guide customers to complete the preparatory work before on-site commissioning.

III. Product Warranty

1. SRNE series products and associated products shall be used under the conditions specified in the *Product User Manual*. The standard warranty period provided by SRNE for its products is as follows:

(1) Series products:

Product	Warranty	Product	Warranty
HYP4850U100-H	36 months	HEBP48120U240-PRO	60 months
ABP4865U140-H			
ABP48100U200-H		HESP48180UH3	
ASP48160U300-H			

(2) All series of accessories: 12 months.

1. Warranty period: starting from the date of manufacture as indicated by the SN code and lasting for 6 months.
2. If the products are confirmed by Party A to have quality problems during the warranty period, Party A will repair or replace the defective products (whole equipment or parts) free of charge according to the actual situation. Party A has the right to use the original or

improved design when repairing or replacing defective products. The warranty period of the product after repair or replacement is still calculated according to the warranty period of the original product.

3. Party B shall use the products in strict accordance with the technical agreement or agreed otherwise by both parties. The product damage caused in the following cases is not within the warranty scope, and Party A will charge Party B for maintenance or replacement:

- 1) Internal or external damage to the products caused by improper use or unauthorized modification;
- 2) Incorrect installation and operation, including but not limited to the use of the products under conditions other than those specified in the products and in violation of the user manual;
- 3) Artificial disassembly and assembly of casing or internal components of the products;
- 4) Suffering from accidental or force majeure disasters such as fire, flood, corrosion, insect disaster, volcanic eruption, earthquake, tsunami or typhoon;
- 5) Where external parameters such as the input and output voltage range and power supply, exceed the applicable range specified for the products;
- 6) Damage caused by defects in other components of the system or products of other manufacturers;
- 7) Where the original product identification (including trademark and serial number) is destroyed, altered or deleted artificially.

4. The warranty is limited to the replacement and repair of defective products, and does not cover the installation and disassembly of the products.

5. The sole and exclusive promise of the warranty is given by Party A to the extent permitted by law and is expressly stated in lieu of all other express or implied representations, including but not limited to warranties of title, quality, merchantability, fitness for a particular purpose, infringement, and accuracy, completeness, and suitability of technical or other information provided in the user manuals or other product data. In no event shall Party A assume any expanded warranty liability and compensation for any expanded losses or cost increase, including but not limited to, economic loss, civil liability, and personal or property damage of any kind, resulting from the failure of Party B to take actions promptly in each case.

6. SRNE will not provide warranty services for products that are modified after being purchased from SRNE. Where the customer requests warranty services, the same shall be negotiated and agreed in the sales agreement.

7. Under any circumstances, including those expressly agreed upon by contract, etc., SRNE's maximum amount of compensation for losses incurred to the customer for SRNE's reason shall not exceed the amount paid by the customer for the products. The amount of compensation will be used only for the purpose of deduction from the product prices or discount for purchasing new products.

IV. Spare Machines and Spare Parts

1. For all-in-one solar charger inverters, Party A will provide 1% spare machines with same functions for IP20 series products, and 1% spare machines for IP65 series products.

2. Spare parts: Party A provides VIP customers and tier-1 agents with spare parts of the above models (Party B must have a special maintenance team), including power boards, control boards, fans, MOS tubes, IGBT, capacitance-type resistors, display screens, screws, terminals, etc., in a quantity equal to 1% of the total shipped products last year;

3. Party B is obliged to manage and regularly check the service spare machines and parts. The replaced faulty machines or plates can be stored in Party B's warehouse. Party B must contact Party A's full-time technicians for the treatment scheme of the replaced parts. Party A will repair or replace the spare parts used in all cases where they are serviceable. If the spare machines and parts are unrepairable after being evaluated by Party A's technicians, they shall be scrapped and supplemented with corresponding spare machines after being confirmed by Party A.

4. For crowdfunding machines, Party A does not provide spare machines and parts.

V. Product Repair and Replacement

1. When a suspected defective product is found, Party B shall contact Party A's technicians first, who will respond within 24 hours and conduct remote assessment, and provide solutions within 48 hours. During such period, both parties shall maintain close and good communication. Party B shall provide accurate feedback of the relevant information required by Party A's technicians on site, and shall cooperate with them in simple commissioning

operations if necessary. Without the permission and guidance of Party A's technicians, Party B shall bear the consequences of unauthorized handling.

2. If the failure cannot be eliminated on site, Party A may authorize Party B to disassemble the defective product, either in writing or by mail, etc., except that Party B shall not disassemble the casing or internal components of the defective product. And Party B shall provide the following information for Party A to facilitate relevant repair and replacement:

- a) Model of the defective product
- b) Serial number of the defective product
- c) Specific description of the defective product
- d) Address to receive the repaired or exchanged product
- e) Defective products

3. Party B shall not disassemble or repair the defective products to be returned without written authorization from Party A.

4. In case of quality problems within the warranty period, Party A will choose from the following methods to solve the problems according to the actual situation:

- a) Provide answers and guidance or software upgrade remotely via the Internet;
- b) Return the product to the factory for identification or repair;
- c) Check or repair on-site;
- d) Offer spare parts or complete set of products for on-site exchange.

VI. Product Packaging and Transportation

1. Upon arrival of the products, Party B shall check the packaging. If the packaging is damaged, Party B shall notify Party A within 2 days after the goods arrive at the designated place and reject the products. If the product package is found damaged and leads to the product damage after the products are accepted by Party B, the carrier and Party B shall be held liable for this.

2. All defective products authorized by Party A to be returned or replaced must be transported in their original packaging or packaging with equivalent protection capabilities. Otherwise, the carrier shall be responsible for any damage to the products caused by transportation or freight companies.

3. To ship the defective products from the site to Party A, the carrier designated by Party A or jointly determined by both parties through negotiation shall be engaged, and Party A will bear only the non-expedited freight charges of the products; otherwise, Party A has the right to refuse to accept the product or require the consignor to bear relevant expenses.

4. After repair or replacement, the products will be shipped by Party A to the place designated by Party B by engaging a carrier designated by Party A or mutually agreed by both parties. In this case, Party A will bear only the charges for non-expedited freight; otherwise, Party A has the right to refuse to deliver the product or require the consignee to pay for the freight.

VII. Services Beyond the Scope of Warranty

For any product problem that is not within the scope of warranty, if Party B requests Party A to provide repair services or otherwise solutions, Party A will charge field service fees, material fees and logistics fees as appropriate, including but not limited to the following:

1. Field service fees: the business trip expenses and labor costs of technical service engineers, including the fees for repair, maintenance, installation (hardware or software), and equipment commissioning;
2. Material fees: the costs of parts used for replacement (including transportation and management expenses);
3. Logistics costs: including the costs of shipping from Party B to Party A, and from Party B to Party A after the equipment or materials are repaired.

VIII. General Terms

1. Period of validity: This Agreement shall take effect and be executed immediately after it is signed by the representatives of both parties and shall be valid for a long period of time during the period of cooperation between the two parties. Either party who proposes to terminate or amend this Agreement shall notify the other party two months in advance.
2. Effect: This Agreement constitutes an annex to the *Purchase Contract*. In case of any contradiction between the terms herein and the terms of the *Purchase Contract*, this Agreement shall prevail.
3. This Agreement is made in duplicate, with each party holding one copy.

4. Matters not covered by this Agreement and disputes arising outside this Agreement shall be subject to alternative solutions after consultation between the parties;

5. SRNE Solar Co., Ltd. has the final right of interpretation regarding the parts, technologies and solutions of solar storage equipment and accessories for microgrids.

IX. Governing Law and Arbitration

1. Governing law: This Agreement shall be governed by and friendly construed according to the laws of the People's Republic of China.

2. Settlement of disputes: Any dispute arising from or in connection with this Agreement shall be settled by both parties through friendly negotiation. If the dispute fails to be settled through negotiation, either party may submit it to Shenzhen International Arbitration Court for arbitration.



SRNE Solar Co., Ltd.

September,25, 2025

Party A: (Seal of Party A)

Name: **SRNE Solar Co., Ltd.**

Legal representative:

Date: **September 25, 2025**

Party B: (Seal of Party B)

Name: **ATG Solar**

Legal representative:

Date: **September 25, 2025**

协议编号：SR020250925

SRNE系列产品质量保证与售后服务协议



型号名称	微网储能系统产品		
项目	SRNE 系列产品质保		
甲方	SRNE	乙方	ATG Solar
日期	2025 年 9 月 25 日	日期	2025 年 9 月 25 日

一、总则

1. 本协议适用于SRNE微电网一体化太阳能充电器逆变器，以及相关的产品数据采集器、蓝牙模块、外部显示屏、电缆、连接器和其他配件。
2. 售后服务内容
 - 1) 产品安装指导（可通过视频提供）；
 - 2) 产品调试指导（可通过视频提供）；
 - 3) 产品维修和更换（可能使用备用机）；
 - 4) 对客户在使用产品过程中遇到的问题做出响应；
 - 5) 技术培训（可通过视频或远程方式提供）。
3. 质保承诺：甲方将根据具体工程情况，以适当的方式向乙方提供优质的售后服务。
4. 当国内客户将SRNE系列产品及关联产品销往海外时，甲方仅根据售后服务条款向该国内客户提供售后服务
5. 质保书：以产品上的序列号（S/N）作为质保期的凭证，客户必须妥善保管国家税务局开具的产品购货标准发票或其复印件，维修时可能要求出示上述发票作为质保依据。

二、产品安装调试

在产品安装、调试过程中，甲方将视具体情况采取以下措施提供售后服务：

1. 甲方在质保期内免费提供产品安装调试的远程指导，包括提供说明书、视频及相关资料，对客户在产品安装调试过程中遇到的问题给予详细周到的解答；
2. 在下列情况下，甲方将免费派技术人员到现场进行安装调试：
 - 1) 已签订并开始履行双方战略合作采购协议的战略合作客户(SRNE战略合作客户)；
 - 2) 在双方签订的采购合同或售后服务条款中明确约定；
 - 3) 乙方已向甲方提交派遣申请并获得甲方批准。
3. 甲方技术人员只通过电话或邮件指导，不直接参与产品安装。
4. 甲方技术人员的调试协助仅限于SRNE产品，产品调试前所处环境应满足安装要求，产品相关连接正确，满足调试条件，甲方仅提供技术咨询指导客户完成现场调试前的准备工作。

三、产品质保

1、SRNE系列产品及相关产品应按照产品用户手册中规定的条件使用，SRNE为其产品提供的标准质保期如下：

(1) 系列产品：

产品型号	质保	产品型号	质保
HYP4850U100-H	36个月	HEBP48120U240-PRO	60个月
ABP4865U140-H			
ABP48100U200-H		HESP48180UH3	
ASP48160U300-H			

(2)所有系列配件：12个月。

- 1、质保期：自SN编码所示的出厂日期起算，质保期为6个月。
- 2、质保期内甲方确认产品存在质量问题的，甲方将根据实际情况免费维修或更换缺陷产品（整机或部件），甲方在维修或更换缺陷产品时有权使用原设计或改进后的设计，维修或更换后的产品质保期仍按原产品质保期计算。
- 3、乙方应严格按照技术协议或双方另行约定的使用产品，因下列情况造成的产品损坏不在质保范围内，甲方将收取乙方维修或更换费用：
 - 1) 因使用不当或擅自改装造成产品内部或外部损坏；
 - 2) 安装、使用错误，包括但不限于在产品规定条件以外的条件下使用产品，或违反用户手册；
 - 3) 人工拆装产品外壳或内部零件；
 - 4) 遭受火灾、水灾、腐蚀、虫害、火山爆发、地震、海啸、台风等意外或不可抗力灾害；
 - 5) 输入、输出电压范围和电源等外部参数超出产品规定的适用范围；
 - 6) 系统其他部件或其它厂家产品缺陷所造成的损坏；
 - 7) 原产品标识（包括商标、序列号等）被人为破坏、涂改或删除。
- 4、本质保仅限于对有缺陷产品的更换和维修，不包括产品的安装和拆卸。
- 5.甲方提供的质保承诺为唯一且排他性保证，其范围受法律允许的限制，并明确声明替代所有其他明示或暗示的陈述，包括但不限于对所有权、质量、适销性、特定用途适用

性、侵权行为以及用户手册或其他产品数据中技术信息准确性、完整性及适用性的担保。在任何情况下，甲方均不承担因乙方未及时采取行动而产生的扩展保修责任，亦不承担由此导致的任何额外损失或成本增加的赔偿责任，包括但不限于经济损失、民事责任及任何形式的人身或财产损害。

6、SRNE对从SRNE购买后自行改装的产品不提供保修服务，客户要求保修服务的，应与SRNE协商一致后在销售协议中约定。

7、在任何情况下，包括合同中明文约定的情形，SRNE公司对因SRNE公司原因造成的客户损失的最高赔偿金额不得超过客户为产品支付的金额，赔偿金额仅用于从产品价格中扣除或作为购买新产品折扣。

四、备用机器和备件

1、对于一体式太阳能充电器逆变器，甲方为IP20系列产品提供1%同功能备用机，为IP65系列产品提供1%备用机。

2、备品备件：甲方为VIP客户及一级代理商提供上述型号的备品备件（乙方必须有专门的维修团队），包括电源板、控制板、风扇、MOS管、IGBT、电容式电阻、显示屏、螺丝、端子等，数量为去年出货量的1%；

3、乙方有责任对服务用备机及备件进行管理并定期检查，更换的故障机或板可存放于乙方仓库，更换后的备件乙方必须联系甲方专职技术人员制定处理方案，甲方将对所有可用的备件进行维修或更换，经甲方技术人员评估后无法维修的备机备件，经甲方确认后报废，并补充相应的备机。

4、众筹机甲方不提供备机及配件。

五、产品维修与更换

1、发现可疑缺陷产品时，乙方应首先联系甲方技术人员，甲方技术人员将在24小时内响应并进行远程评估，并在48小时内提供解决方案。在此期间，双方应保持密切和良好的沟通。乙方应准确反馈甲方技术人员现场所需的相关信息，必要时配合其进行简单的调试操作。未经甲方技术人员许可和指导，乙方应承担擅自操作的后果。

2、如果现场无法排除故障，甲方可以书面或邮件等方式授权乙方拆解缺陷产品，但乙方不得拆解缺陷产品的外壳或内部组件，并应为甲方提供以下信息，以便于相关的维修和更换：

a)产品缺陷模型

- b)有缺陷产品的序列号
 - c) 缺陷产品的具体描述
 - d) 用于接收维修或更换产品的地址
 - e) 有缺陷的产品
- 3、未经甲方书面授权，乙方不得拆解或维修待返的有缺陷产品。
- 4、在质保期内出现质量问题，甲方将根据实际情况从以下方法中选择一种方式予以解决：
- a) 通过互联网远程提供答案和指导或软件升级；
 - b) 将产品退回厂家进行标识或维修；
 - c) 现场检查或修理；
 - d) 提供备品备件或整套产品，以便现场更换。

六、产品包装与运输

- 1、产品到货后乙方应检查包装，如发现包装破损，乙方应在货物到指定地点后2天内通知甲方拒收，如产品在乙方验收后发现包装破损导致产品损坏的，由承运人和乙方共同承担。
- 2、甲方授权退回或更换的全部不良品，必须使用原包装或具有同等保护性能的包装运输，否则由承运人对运输或货运公司造成的货物损坏负责。
- 3、将缺陷产品从现场发给甲方的，应当使用甲方指定或者经协商一致的承运人，甲方仅承担产品的非加急运费；否则甲方有权拒收产品或者要求托运人承担相关费用。
- 4、产品维修或更换后，由甲方自行选择甲方指定的或双方约定的承运人发运至乙方指定地点，甲方仅承担非加急运费，否则甲方有权拒收或要求收货人支付运费。

七、超出保修范围的服务

对于不在质保范围内的产品问题，乙方要求甲方提供维修服务或其它解决方案的，甲方将收取相应的现场服务费、材料费、物流费等，包括但不限于以下内容：

- 1、外勤服务费：技术服务工程师的差旅费及人工费，包括修理、维护、安装（硬件或软件）、设备调试等费用；
- 2、材料费：更换零件所用的费用（包括运输、管理等）；

3、物流费用：包括设备或材料从乙方运至甲方的运输费用，以及设备或材料维修后从乙方运至甲方的运输费用。

八、通用条款

1、有效期：本协议自双方代表签字之日起生效，双方合作期间长期有效，任何一方提出终止或修改本协议，应提前两个月通知对方。

二、生效：本协议构成本采购合同的附件，本协议条款与采购合同条款发生矛盾时，以本协议条款为准。

3、本协议一式两份，甲乙双方各执一份。

4、本协议未尽事宜及本协议外发生的争议，由双方协商解决；

5、SRNE太阳能有限公司对微电网太阳能储能设备及配件的零部件、技术及解决方案拥有最终解释权。

九、法律管辖和仲裁

1、适用法律：本协议应受中华人民共和国法律管辖，并依其进行友好解释。

2、争议的解决：本协议项下产生的或与本协议有关的任何争议，双方应首先通过友好协商解决，若协商不成，任何一方均有权将争议提交深圳国际仲裁法院仲裁。

深圳硕日新能科技股份有限公司

2025年09月25日

甲方：（签章）

公司名称：**SRNE Solar Co., Ltd.**

法定代表人：**陈勇**

日期：**2025年09月25日**

乙方：（签章）

公司名称：**ATG Solar**

法定代表人：

日期：**2025年09月25日**