

## Extended Warranty Terms Statement

Effective Date: December 01, 2025 (inclusive)

Duration of Validity: 6 months

Version:251201

### 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 install Luxpower inverters and either HINAESS batteries or Luxpower batteries or purchase Luxpower inverter with a certain price increase on or after December 01 , 2025 (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.

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

- **Hybrid Series** (Standard 5-year limited warranty)

LXP-LB-EU 8-10K
LXP-LB-EU 12K
LXP-3-6K Hybrid (standard or parallel model)
GEN-LB-EU 3-6K
GEN2-LB-EU 3-6K
GEN-LB-EU 7-10K
GEN2-LB-EU 7-14K
TriP-HB-EU 6-30K
TriP2-HB-3P 6-30K
TriP2-LB-3P 5-20K
LXP-LB-US 8-10K
LXP-LB-US 12K

GEN-LB-US 13K
GEN-LB-US 16K
GEN-HB-US 25K

### Warranty Extension Options:

- Extend to 10-year warranty period with a price increase, please consult our sales staff for details ;
- With HINAESS/Luxpower Battery: Extend to 7-year warranty period for free ;
- With HINAESS/Luxpower Battery: Extend to 10-year warranty period with a price increase, please consult our sales staff for details .

### ● AC Coupled Series (Standard 5-year limited warranty)

LXP 3600-ACS
--------------

### Warranty Extension Options:

- Extend to 10-year warranty period with a price increase, please consult our sales staff for details ;
- With HINAESS/Luxpower Battery: Extend to 7-year warranty period for free ;
- With HINAESS/Luxpower Battery: Extend to 10-year warranty period with a price increase , please consult our sales staff for details .

### ● Off-grid SNA-EU Series (Standard 2-year limited warranty)

SNA3000-6000 WPV
SNA-EU 12000-14000
SNA2-EU-LT 10K-14K

### Warranty Extension Options:

- Extend to 3-year warranty period with a price increase, please consult our sales staff for details ;
- With HINAESS/Luxpower Battery: Extend to 3-year warranty period for free.

### ● Off-grid SNA-US Series (Standard 2-year limited warranty)

SNA-US 6000
SNA-NB-US 3000-6000
SNA-3000WPV-120V
SNA-US 12000-15000

**Warranty Extension Options:**

- Extend to 3-year warranty period with a price increase, please consult our sales staff for details ;
- Extend to 5-year warranty period with a price increase, please consult our sales staff for details ;
- With HINAESS/Luxpower Battery: Extend to 3-year warranty period for free ;
- With HINAESS/Luxpower Battery: Extend to 5-year warranty period with a price increase, please consult our sales staff for details .

**3. Conditions for Extended Warranty**

- Customers who purchase Luxpower inverters and either HINAESS batteries or Luxpower batteries and must 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 including with the following contents.
      - ◆ User name: xxxxx
      - ◆ Phone number: xxxxxxxxxx
      - ◆ Email: xxxxxxxxxx
      - ◆ Location of installation: xxxxxxxxxx
      - ◆ 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
------------------	-------------------	--------------------



- Customers who purchase an extended warranty with a certain price increase will be provided with a extended warranty certificate after the purchase contract is signed and approved.

#### **4. How to Make a Claim Under Warranty**

If you need to make a warranty claim, the buyer/user shall contact the seller and provide the following information :

1. **Purchase Invoice:** Including the name of the device, serial number, and date of purchase.
2. **Claimant Contact Information:** Including the name of the person, name of the company, phone number, email address, and shipment address.
3. **Defective Product Information:** Including the model(s), serial number(s), installation date, and failure date of the defective product(s). Please make the claim within 2 weeks of the failure date; otherwise, Luxpower will consider that you have waived the right to make a warranty claim.
4. **Installation Information:** Including the brand, model, and number of PV panels, and the brand and model of batteries.
5. **Error Messages:** Any error messages displayed on the LCD screen (if applicable) and additional information regarding the fault/error.
6. **Failure Description:** A description of actions taken before the failure and detailed information about any previous claims (if applicable).

After the Warranty claim has been lodged, a final verification of the Warranty claim will be made by Luxpower . The Seller reserves the right to refuse a Warranty claim where adequate information is not provided.

In case of Non-availability of any particular Product while claiming a Warranty, Luxpower may, at its discretion, replace the Product with a refurbished Product or different Product or parts, with equivalent or similar functions and performance.

#### **5. Other Terms**

- This extended warranty service is limited to the original purchaser and is non-transferable.

- The Product would be Warranty compliant as long as it is not moved, reinstalled or transferred to any other place, from the original place of installation without authorization.
- The Warranty period will not be extended in case of any repair or replacement of any Product or part. No new period of Warranty of that particular Product shall commence; rather any remaining Warranty shall continue.
- In case of any replacement of Product, the replaced Product would be deemed to be the Seller's property.
- Any claim made under the terms and conditions of this Warranty must be made within the Warranty period.
- 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](mailto:warranty@luxpowertek.com)

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

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