

SOLAR SOLUTIONS AG | EN

LIMITED PRODUCT WARRANTY TERMS FOR AC-COUPLED BATTERY SYSTEM OF THE BRAND 'AEG'

All AEG residential low voltage energy storage products (AS-BBL09 series, excluding accessories) purchased from Solar solutions AG, and Solar Solutions AG authorized resellers come with the limited warranty ("warranty") as set out below. By using AEG residential low voltage energy storage products, you agree to be bound by the terms of Solar solutions AG limited warranty. We provide a 10-year limited warranty for products purchased from Solar solutions AG, and Solar Solutions AG authorized resellers. The warranty period starts from the date of purchase Solar solutions AG limited warranty is restricted to the country/region of purchase. The limited warranty is void for products taken outside the country/region of purchase or shipped directly from an authorized online store to another country/region.

1. Warranty policy

If the device fails, please provide us with the following information or documentation (This information is mandatory needs to help the after-sales team troubleshoot the problem):

- Device module name and serial number;
- Original invoices or receipts for product purchase, etc., which can prove the time and source of purchase.
- Device fault information (including fault code, fault picture, indicator status) and another descriptive fault information.

The company receives the repair notice sent by the customer and confirms that the product failure is within the warranty scope, and the company will provide the following methods to deal with it according to the specific failure situation:

- Remote online answers and guidance
- Replacement instead of repair service (the original machine and accessories need to be returned to the company or the company designated place)

During the warranty period provided by the company, if it is confirmed by both parties that it is a product quality problem, our company will be responsible for the maintenance costs. If the product problem is not covered by the warranty, the customer needs to bear the relevant logistics and maintenance costs.

Any replacement or repair of the product will continue to be the original product warranty period. If the product or any part of the product is replaced by the company during the warranty period, the replacement machine will automatically extend the warranty time of the faulty machine for the remainder of the warranty period, the replaced product or part is not guaranteed to be a new part, the ownership of the replaced product or part belongs to the company, and the customer needs to return the original and accessories to the company.

2. Warranty disclaimer

Not covered under warranty:

- Products that are damaged or modified.
- Products operated with a damaged cord, plug, or output cable. This condition does not apply if an installer connects the battery to a dedicated circuit, in accordance with local regulations.
- Products that are disassembled.
- Products that are cleaned with harmful chemicals or detergents.
- Non-quality related issues (after 30 days of purchase).
- Products purchased from unauthorized resellers.
- Products without sufficient proof of purchase.
- Products that have been refunded.

- Products with an expired warranty.
- Lost, stolen or complimentary items.
- Damage from outside sources
- Repairs through 3rd parties.
- Damage from misuse of products (including, but not limited to falls, use of the product in excess of its output rating, exposure of the product to rain or snow, extremely low air pressure, extreme temperatures).
- Purchases from illegitimate resources.
- Batteries that are damaged when not used for a long time or not properly maintained according to the user manual.

2.1 Solar Solutions AG is not liable for:

Loss of data incurred from the use of Solar solutions AG products

Returning personal items sent to Solar solutions AG.

When returning items with a prepaid shipping label provided by Solar solutions AG, Solar solutions AG takes responsibility for any damage or loss incurred in transit. When returning items for non-quality issues, the buyer assumes responsibility for any damage or loss incurred in transit. NOVGEN does not provide refunds for items damaged in transit due to non-quality related warranty claims.

3. Service acceptance channel

Online support website: www.aeg-solar.com;

The final interpretation of this article belongs to Solar solutions AG, and Solar solutions AG may modify the above warranty content, please visit the website for details: www.aeg-solar.com;

SOLAR SOLUTIONS AG

Riedweg 3

6418 Rothenthurm

Schweiz / Switzerland

Besucheradresse / Visitor address:

Hauptstrasse 51

6418 Rothenthurm

Schweiz / Switzerland