

## STANDARD WARRANTY

The Standard Warranty Agreement from Power-One includes:

- Five (5) to Ten (10) year warranty depending on product and market
- Ten (10) days shipment guarantee of replacement unit/parts once unit/part are received at Power-One repair depot
- Access to Technical Hotline for support and troubleshooting
- Access to global Field Service and Partner Network for on-site commissioning support, troubleshooting, repair, training and system customization

## ASSURE WARRANTY

The Assure Warranty Agreement from Power-One includes all the attributes of the Standard Warranty Agreement with the added benefits of:

- 72-hour response time to any on-site emergency service request
- Three (3) to Five (5) days (typical) advanced swap shipment

## ADVANTAGE WARRANTY

The Advantage Warranty Level Agreement includes all the attributes of the Assure Warranty Level Agreement with the added benefit of:

- 48-hours response to any on-site emergency service request
- Payment for lost production based on Annual Uptime Guarantee - €1.15/kW x nom. AC-Power-rating of the inverter or module that is down per day beyond guarantee: 98% - 7 Days.

OFFER DESCRIPTION	STANDARD	ASSURE (*)	ADVANTAGE (*)
Standard warranty period	Five (5) to Ten (10) years based on product and market. See Standard Product Warranty table.		
Warranty extension options	Upgrade to Assure	Five (5), Ten (10) and Fifteen (15) year warrantee extensions are available	
Free freight for returns (includes all freight to and from Power-One)	N/A	Included	
Swap units shipped (unit swapped prior to return of original units)	N/A	Typically within 3-5 days	Typically within 2-3 days
Emergency on-site repair	N/A	72 Hours	48 Hours
Emergency on-site repair labor compensated when not executed by Power-One	N/A	Included	
Production loss compensation	N/A	N/A	Beyond the uptime, lost kW nameplate rating of unit/day
Yearly uptime guarantee	N/A	N/A	98%
Global locations	Globally available, except the Default countries at ASSURE-level	Default in: EU Countries, Australia, Canada, China, India, Israel, Japan, Singapore, Switzerland, USA	Available in: EU Countries, Australia, China, India, Israel, Japan, Singapore, Switzerland, USA
Technical hot line	Included		

(\*)SLA and related warranty extension can be purchased only in countries listed in the "Global Location" section; for information regarding a country not listed please refer to your local Service/Sales Power-One representative.

## STANDARD WARRANTY

We offer the Standard Warranty Level for customers outside of Power-One's normal service area. Typically, customers covered under our Standard Warranty purchase a local inventory of spare parts. The customer is responsible for the swap and shipment to and from Power-One for any units in need of repair. The repair, labor, and material is fully covered during the warranty period.

Since the spare parts or inverters are already on site, the urgency to restock the inventory is reduced. Power-One will repair defective units and ship refurbished units back to the customer within 10-business days of receipt at the Power-One repair depot.

## ASSURE WARRANTY

We offer the Assure Warranty Level for customers who prefer for Power-One to stock the inventory and provide a fast response in the event they need a spare part. At the Assure Level Power-One commits to shipment of the part within 3-5 days of notification. We can typically ship the part within 2 days, but allow additional days for receipt to account for weekends, holidays and remote locations.

Power-One is responsible for the swap using Power-One personnel or one of our authorized partners.

In summary, customers receive the needed parts and a complete emergency response team ready to help you at any time with the Assure Program from Power-One.

## ADVANTAGE WARRANTY

We offer the Advantage Warranty Level for customers who want complete "peace of mind". In some financing scenarios lenders may ask for additional debt service security. They may want a third party to have some "skin in the game". Here Power-One will guarantee lost production through our Uptime Warranty. Power-One commits to shipment of the part within 2-3 days of notification, and payment for lost production. Customers can request an Uptime Guarantee of 98% per year. Power-One is responsible for the swap.

In the event the Power-One equipment is down longer than the Uptime Guaranteed we agree to pay for lost production based on - €1.15/kW x nom. AC-Power-rating of the inverter or module that is down per day.

Payout per each lost kWh beyond the granted percentage is given by the following formula:

$$\text{kW payout} = \text{€ amount per kW} * \text{nameplate rating of unit} * \text{number of Down Days beyond Uptime Guarantee}$$

Payout example: 98% = 7 days

1 x 10kW inverter is down for 9 days in a calendar year, the payout with 98% will be 2 days x 10kW x €1.15 = €23.00.

If the startup won't be at the beginning of the year the calculation will be done on a pro-rata base.

The compensation claims needs to be reported max. 3 month after the replacement of the broken units.

The yearly summary needs to be reported within the first 3 months of the following calendar year.

PRODUCT	NORTH AMERICA	WORLDWIDE EXCEPT NORTH AMERICA
Single Phase String PV Inverter	10 Years from shipment	5 Years from shipment
Three Phase String PV Inverter	10 Years from shipment	10 Years from shipment
Wind Inverters	5 Years from shipment	2 Years from shipment
Accessories	2 Years from shipment	2 Years from shipment
Aurora Vision™ Monitoring	2 Years from activation	2 Years from activation