



Humless Limited Product Warranty

1. Warranty Cover

- 1.1. Humless provides a Limited Warranty on all battery products for 10 Years or 4,000 cycles and its LV 6kW Inverter for 10 Years to the End User, subject to the terms outlined in the warranty.
- 1.2. The Warrantied Products must be purchased from an authorized reseller, distributor, or Humless itself.
- 1.3. Humless does not make any other express warranties and all implied warranties, including warranties of merchantability or fitness for any particular purpose, are limited to the duration of the Limited Warranty. Any other warranties, remedies, and conditions, whether oral, written, statutory, express or implied (including any warranties of merchantability and fitness for purpose, and any warranties against latent or hidden defects) are expressly disclaimed.
- 1.4. This Limited Warranty grants specific legal rights, and there may be additional legal rights granted depending on the state in which the Product is purchased. For example, in some states, there may be no limitations on how long an implied warranty lasts. The terms of this Limited Warranty will apply to the extent permitted by applicable law, and it is important to refer to the laws applicable in your jurisdiction for a full description of your legal rights.
- 1.5. The scope of this Limited Warranty is limited to faults related to the quality of workmanship and materials used and does not cover claims related to regulatory compliance. To ensure that the Product complies with the relevant regulatory requirements in force at the time of purchase, please refer to the applicable Product Manuals and/or the sales contract.

The Limited Warranty period commences from the date of initial installation at the Original Use Location, as recorded in the online registered Limited Warranty, and upon activation of the

system. If the Limited Warranty is not registered, it commences from the original purchase date from the Distributor or Supplier.

2. Warranty Exclusions and Limitations

The Limited Warranty provided will not be valid in certain circumstances. It will not apply if the purchaser is in breach of the General Terms and Conditions of other agreements related to the purchase of the Product. It also excludes:

- 2.1. Failing to notify Humless or an Authorized Humless Service Partner of the defect or deterioration within 30 days of you becoming aware of the defect or deterioration.
- 2.2. Abuse, accidents, negligence, or failure to maintain the Product.
- 2.3. Products with modifications, alterations, or attachments not pre-authorized in writing by Humless are also excluded.
- 2.4. Damage resulting from failure to comply with applicable safety regulations, improper installation, or operation
- 2.5. Damage during shipping or transport is excluded.
- 2.6. This Limited Warranty only applies to the original end-user purchaser of the Product(s) when installed by a qualified installer in accordance with all Company Installation Manuals, integration Guides, and Specification Sheets, as well as any applicable electrical codes and requirements within the relevant jurisdiction.
- 2.7. Products that have been opened, modified, or disassembled in any way without Humless's prior written consent.
- 2.8. Workmanship performed by any person or firm installing the Product(s) is not covered, nor are the costs of mileage, travel expenses, installation, removal, shipping, reinstallation, or software update-related costs.
- 2.9. Battery Product not being operated for any period of six (6) months or more
- 2.10. Force majeure or any damage as a result of power surges, lightning, fire, flood, vermin, accident, the action of third parties, direct exposure to water, or other events beyond Humless's reasonable control or not arising from normal operating conditions.
- 2.11. Exposure of the Product to movement or shaking following installation, or temperatures of more than 120°F and/or below 14°F.
- 2.12. The Limited Warranty is transferable only if the Product(s) remain installed in the Original Use Location, and only for the remainder of the Original Warranty Period for the Product(s).
- 2.13. The original warranty period will not be extended as a result of repairing or replacing the Product.
- 2.14. The Limited Warranty only applies to defects in workmanship and materials and does not include claims involving regulatory compliance. Consumable

components, cosmetic shortcomings, and damages arising due to amendments to statutory provisions applicable to the operation of the Product made after its delivery are also not covered.

- 2.15. Compensation for damages related to loss of power production or business operation or any expenses incurred by the customer towards repair, removal and/or replacement of the Product (including but not limited to labor, transportation, and temporary power) is not covered, nor are costs or damages arising from changes to existing PV (Solar) systems, building installations, or other site changes.
- 2.16. Claims that relate to damages, failures, or defects caused by any of the following factors are not covered by this Limited Warranty:
 - 2.16.1. Claims for damages, failures, or defects caused by certain factors, such as failure to commission the Product within six (6) months or unauthorized modifications, changes, and attempted repairs, are not covered by this Limited Warranty.
 - 2.16.2. If the Product has been commissioned and shut down or depowered for a period over three (3) months.
 - 2.16.3. Discharging batteries to a voltage level below the 100% Depth of Discharge (DOD) as reported by the batteries.
 - 2.16.4. Unauthorized installation, commissioning, modifications, changes, and attempted repairs to system components.
 - 2.16.5. Vandalism or destruction through external influences, use in an unsuitable environment, insufficient ventilation, and damages caused by other components to the system.
 - 2.16.6. Use as a component part of another Product or system by another manufacturer if the damage to the Product was caused by the other manufacturer's Product is also excluded, as well as damage caused by the defacing, altering, or removal of the original identification markings (trademark, serial number, QR code etc).
 - 2.16.7. Damage caused by Other Components of the Power System Including but not limited to Inverters, Charge Controllers, Breakers, Bypass Switches, Fuses, etc.
 - 2.16.8. Damages arising due to the fact that the use of the Product for the intended purpose is no longer possible or only possible with restrictions as a result of amendments to the statutory provisions applicable to the operation of the Product made after the delivery of the Product.

3. Assignment

Humless maintains the explicit right to transfer its rights and responsibilities under this limited warranty to a third party possessing the necessary expertise and resources to competently fulfill the obligations outlined herein.

4. Product Activation and Internet Connection Requirements

Upon installation of the Humless App and establishment of an internet connection, the Customer agrees to allow Humless to remotely monitor the system's usage and condition and to update the system's software and firmware as necessary, without prior notice.

If the Inverter loses its internet connection for an extended period, Humless may not be able to provide crucial remote upgrades and the retention of the Product(s) warranty. In such instances, Humless may attempt to notify the Customer in order to restore connectivity; however, if the system remains offline for three (3) consecutive months, the Limited Warranty for the relevant Battery or Inverter may be voided.

5. Return Merchandise Authorization (RMA) procedure

If you experience issues with your Humless Product, your first line of resolution is the installation company which will first try to troubleshoot the problem at the original use Location where the Product was used in order to determine if there is a defect. If it is determined that warranty service is needed, the Humless Technical Services team will help you obtain a Return Material Authorization (RMA) number and guide you on how to submit the RMA request through support@humless.com.

Get in touch with Humless Technical Services in writing at support@humless.com during the Limited Warranty Period and provide the following information (at a minimum) in your communication:

- 5.1. Provide proof of date and place of purchase, which should be in the form of a copy of the purchase invoice.
- 5.2. Product model number(s) and serial number(s)
- 5.3. Date of Product commissioning and installation.
- 5.4. An electrical single line drawing or Balance of System (BOS) equipment details, including:
 - 5.4.1. Solar panel quantity/make/model and wiring configuration (if applicable)
 - 5.4.2. If not paired with the Humless inverter, battery-based inverter quantity/make/model
 - 5.4.3. If not paired with an Inverter, charge controller quantity/make/model (if applicable)
 - 5.4.4. Grid-tie inverter quantity/make/model (if applicable)
 - 5.4.5. Non-solar charging sources (generator, grid, wind, micro-hydro, etc.)

- 5.5. All Inverter equipment settings
- 5.6. Photos of the individual Product(s) and the overall system installation
- 5.7. Battery wiring details, including:
 - 5.7.1. Battery cables' gauge
 - 5.7.2. Battery cables' length
 - 5.7.3. DC busbars' make/model/rating DC terminals' torque specifications
 - 5.7.4. A copy of the installation registration
 - 5.7.5. Address where the Product(s) are located
 - 5.7.6. Permission to Operate documentation with the Utility (if applicable)
 - 5.7.7. Description of the problem
 - 5.7.7.1. A detailed description of events/symptoms leading up to the problem with the Humless ESS Product(s)
 - 5.7.7.2. Resolutions attempted and by whom.
- 5.8. We recommend that End Users use a tracking service for their protection. Humless is not responsible for shipping damage caused by an improperly packaged Humless Product.
- 5.9. Clearly mark the exterior of the shipping container/packaging with the RMA number provided by Humless.
- 5.10. Once you return a Product, you acknowledge and agree that Humless will assume ownership of the Product upon its receipt. If your claim is covered by this Limited Warranty, Humless will bear the cost of shipping the repaired or replacement Warrantied Product to you, or to your authorized installer, at the Original Use Location.
- 5.11. If Humless determines that the returned Warrantied Product is not defective, or if it is returned without a valid RMA, Humless may refuse it and return it to you at your own cost (which must be prepaid), or hold it for 30 days for you to collect, after which it may be disposed of at Humless' sole discretion without any further liability or obligation to you as the End User.
- 5.12. After receiving a return and examining it, Humless will inform either the End User or the authorized installer that the returned Warrantied Product has been received. In the event that Technical Services determines that the Humless Product(s) were damaged under conditions that are not covered by this Limited Warranty after receiving them, Humless has the right to issue an invoice for the replacement Product.
- 5.13. The Product may be shipped to Humless Technical Services for further evaluation at the customer's discretion and expense as part of a Root Cause Analysis (RCA). The upfront fee for this RCA is \$300 or in the case of batteries a fee equivalent to the cost for safe disposal plus a 15% administration fee.
- 5.14. Any costs relating to the safe disposal of materials will be for the account of the End User.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The terms of this Limited Warranty will apply to the extent permitted by applicable law.

HUMLESS WILL ONLY PROVIDE THE REMEDIES DESCRIBED ABOVE UNDER THIS LIMITED WARRANTY OR ANY WARRANTY ARISING BY OPERATION OF LAW. HUMLESS WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED, OR STATUTORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

6. California Proposition 65 Warning

We are obligated to inform you that lithium-ion batteries may contain chemicals that are recognized by the State of California to cause cancer, birth defects, and other reproductive harms. It is unlikely that you will come into contact with any part of your battery apart from the external casing, but in case you do, please ensure to wash your hands afterward.

Please note that your Humless Product is not intended to be used as a primary or backup power source for life-support systems, medical equipment, or any other situation where Product failure could result in injury, loss of life, or significant property damage. Humless disclaims all responsibility and liability for any such use of your Humless Product. Additionally, Humless reserves the right to decline service for any Product used for these purposes and disclaims all liability for their decision to service or refuse to service your Product in such circumstances.

Humless Contact Details

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