

WARRANTY POLICY

FACTORY LIMITED WARRANTY

1. LIMITED WARRANTY

1.1. As the manufacturer, MARSTEK and its affiliates ("MARSTEK") warrant that all MARSTEK Products are free from defects in workmanship and materials (excluding cosmetic imperfections) during the Warranty Period.

1.2. The Warranty Period begins on the date of purchase as verified by the original sales invoice. If no invoice is available, MARSTEK's internal sales records shall apply. If no records are available, the Warranty Period will commence on the date of first product activation, as confirmed by the MARSTEK database.

1.3. After the Warranty Period expires, MARSTEK will continue to provide paid maintenance services, and the specific terms and fees shall be subject to the quotation provided by MARSTEK's after-sales service team at that time.

1.4. Customers may submit after-sales service requests via the email address support@marstekenergy.com or the **MARSTEK APP**, together with name, the order number, purchase channel, address, and telephone number. The after-sales service team will respond promptly via email to address the request.

1.5. If a Covered Product is found to be defective, MARSTEK will, at its sole discretion, provide one of the following remedies: (a) repair or (b) replacement. In the case of accessories, only replacement will be provided.

1.6. MARSTEK shall, at its sole discretion, repair or replace defective products free of charge, but shall only bear the freight costs within the country of original purchase.

1.7. MARSTEK may use new and/or reconditioned parts or products for repairs or replacements and reserves the right to use original or improved designs.

1.8. If a product is repaired or replaced, the warranty shall continue for the remainder of the original Warranty Period or ninety (90) days from the date of repair/replacement, whichever is longer.

1.9. If MARSTEK determines the product is not defective or the defect is excluded from warranty coverage, the Customer shall reimburse all costs incurred by MARSTEK in relation to the inspection, attempted repair, or replacement. Warranty eligibility is determined solely by MARSTEK's after-sales services team.

1.10. If the Customer requests to relocate the product, such relocation must be performed by a MARSTEK-authorized service partner. All costs associated with the relocation, including labor, transportation, and any ancillary expenses, shall be borne solely by the Customer.

2. WARRANTY LIMITATIONS

2.1. Except as otherwise required by applicable law, the remedies provided herein are the sole and exclusive remedies available to the Customer. MARSTEK disclaims all other warranties, express or implied, including but not limited to merchantability or fitness for a particular purpose.

2.2. This Factory Limited Warranty is void if:

- 2.2.1. The product is installed or relocated outside the country of original purchase;
- 2.2.2. The product is connected to third-party hardware or used with third-party software;
- 2.2.3. Installation, modification, repair, replacement, relocation, or servicing is performed by an unauthorized third party;
- 2.2.4. The product serial number is altered, removed, or unrecognizable.

2.3. This Factory Limited Warranty does not apply to defects arising from:

- 2.3.1. Customer or any third party's negligence or willful misconduct;
- 2.3.2. Non-compliance with installation manuals, operation manuals or other technical documentation of the product;
- 2.3.3. Failure to meet product requirements, including but not limited to ambient environment or external electricity parameter settings;
- 2.3.4. External factors beyond MARSTEK's control, including normal wear and tear or force majeure events (e.g., storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.);
- 2.3.5. Any non-manufacturing or non-material causes.

2.4. Claims that go beyond the scope of this Factory Limited Warranty, including but not limited to (i) claims for compensation for direct or indirect damages costs arising from the defective products, or (ii) claims for loss of profits, are expressly NOT covered by this Factory Limited Warranty.

2.5. MARSTEK shall not be held liable for any failure to provide this Factory Limited Warranty if such failure arises from causes beyond its reasonable control, including but not limited to force majeure events, governmental actions, or other unforeseeable circumstances.

3. GENERAL

3.1. No personnel or entity, including a MARSTEK employee or authorized representative, can modify or waive any part of this Factory Limited Warranty. MARSTEK may occasionally offer to pay some or all of the costs that are not covered by this Factory Limited Warranty, either for specific Covered Products or on an ad hoc, case-by-case basis. MARSTEK reserves the right to do the above at any time without incurring any obligation to make a similar payment to other owners.

3.2. This Factory Limited Warranty does not affect any rights or remedies that the Customer may have under mandatory consumer protection laws. To the extent permitted by law, all implied warranties are limited in duration to the term of this Factory Limited Warranty. Where any provision of this warranty conflicts with mandatory law, the statutory provisions shall prevail.

3.3. MARSTEK may collect information directly related to the services (including name, telephone number, mailing address, and purchased product details), which shall be used solely for processing after-sales service requests. Submission of an after-sales service application by the Customer shall be deemed as express consent to MARSTEK's collection and use of the foregoing information.