



Fox ESS UK M1 Microinverter Warranty Policy for Plug-in Balcony Solar

- i. The M1 microinverter, together with the manufacturer-supplied connection lead fitted with a plug complying with BS 1363, supplied as part of a Fox ESS plug-in solar (balcony solar) kit placed on the market in the United Kingdom (the "Products"), are designed to withstand normal operating conditions when used for their originally intended purpose in compliance with the Fox ESS User Manual and installation instructions supplied with the kit. This Fox ESS Limited Warranty (the "Limited Warranty") covers Defective Products for a period of twelve (12) years (the "Warranty Period"), taking effect on the earliest date of the following: (i) up to three (3) months after the date of original purchase of the Product, or (ii) the date the Product is registered in the Fox ESS cloud, or (iii) the date the Product first connects to the Fox ESS cloud via Bluetooth.

This Limited Warranty applies to Products sold and used in England, Wales and Scotland. The application of this Limited Warranty in Northern Ireland is subject to the separate connection arrangements described in clause vii below.

The territorial scope of this Limited Warranty is the United Kingdom. This Limited Warranty covers the microinverter and its manufacturer-supplied connection lead and plug; photovoltaic modules, mounting systems and any other accessories supplied with the kit are covered by the separate component warranty documentation accompanying those items.

This Limited Warranty is given to the first end-user purchaser of the Products within the United Kingdom ("you") and is enforceable by you against Fox ESS Co., Ltd ("Fox ESS"), No. 8, Xiqin Road, Xinwu District, Wuxi City, Jiangsu Province, China. Warranty claims may be submitted through Fox ESS's designated UK service contact or authorized service provider in accordance with the applicable RMA procedures. Nothing in this Limited Warranty affects your statutory rights or remedies under applicable law.

- ii. Upon receipt of the Products, you should inspect them without delay and notify the supplier Fox in writing of any transit damage, missing items or visible defects. In the absence of written notification sent to the supplier at least fifteen (15) calendar days after receipt of the Products, the Products shall be presumed to have been delivered in good condition. This clause does not affect your statutory rights under the Consumer Rights Act 2015, including your short-term right to reject.
- iii. A Product is defective if it is inoperable because of defects in material and workmanship, provided that Fox ESS, through inspection, establishes the existence of that defect ("Defective Product").
- iv. To obtain service under this Limited Warranty, you must comply with the Return Merchandise Authorization ("RMA") procedures published at www.fox-ess.com. Before returning or disconnecting a Product, you should first unplug the device from the socket outlet and follow the

disconnection notification steps described in clause vii (notification to your Distribution Network Operator).

- v. During the Warranty Period, Fox ESS will, at its option, either (1) repair or replace the Defective Product free of charge, Fox may, at its option, use new and/or reconditioned parts, and/or parts of the original or a subsequent design, in repairing or replacing the Defective Product. If Fox ESS repairs or replaces the Defective Product, Fox ESS will also cover the cost of shipping the replacement Product from Fox ESS to you, but not the cost of any import duties or taxes. (Other exclusions may apply, and are listed in the RMA procedures.) This Limited Warranty does not cover shipping cost of the Product to Fox ESS, or labour costs related to removing the Defective Product or re-installing the repaired or replacement Product, or any shipping damage. If Fox ESS repairs or replaces a Defective Product, the Limited Warranty continues on the repaired or replacement Product for the remainder of the original Warranty Period.
- vi. The Limited Warranty does not apply to, and Fox ESS will not be responsible for, any defect in, or damage to, any Product that (1) has not been purchased from Fox ESS or an entity expressly authorised by Fox ESS to resell the Product, or (2) has been purchased on a non-authorised third-party e-shop, or (3) normal wear and tear, including discolouration and scratches, or (4) has been disassembled, tampered with, or modified in any way, or (5) has been misused, neglected, improperly installed (Installation must strictly comply with the regulations plug in solar device interim dated at July 2026 released by UK government); otherwise, the warranty will be void, or (6) used under conditions for which the product was not designed to be used or used differently than outlined in the Fox ESS User Manual, or (7) has been subjected, directly or indirectly, to circumstances beyond reasonable control, including, without limitation; earthquakes; fires; floods; typhoons; war; civil or military disturbances; acts of terrorism; sabotage; riots; any such circumstances beyond its reasonable control as may cause interruption, loss of function, communication disruption or performance issues (hardware or software); water intrusion; corrosion; infestations; or input voltage outside the parameters listed in the Product specifications, whether from the grid, generators, or lightning strikes, or (8) has been impacted by incidental or consequential damage caused by other components of the electrical system within which it is installed, or (9) has been subject to any attempt to alter or remove the original identification markings (including trademark, model number, or serial number).
- vii. Plug-in solar (balcony solar) devices were brought within a lawful supply-and-use framework in Great Britain by The Product Safety and Energy etc. (Cables and Plugs) (Amendment) Regulations 2026 (SI 2026 No. 848) and The Electrical Safety Quality and Continuity Regulations 2002 (as amended). By purchasing, installing and operating the Products in the United Kingdom, you accept the following obligations:
 - (a) Interim Product Specification. The Products comply with the Plug-in Solar Device Interim Product Specification (IPS) v2 published by the Department for Energy Security and Net Zero

(DESNZ). Battery storage is not within the scope of this Limited Warranty; any battery equipment added to the system is excluded.

(b) DNO notification (G98). Connection and disconnection of the device must be notified to your regional Distribution Network Operator (DNO) under Engineering Recommendation G98 Issue 2 Amendment 1. No more than one (1) plug-in solar device may be installed per dwelling or per metered supply.

(c) Fixed electrical installation (BS 7671). The fixed wiring of the building must comply with BS 7671:2018+A4:2026 (IET Wiring Regulations, Section 551.7.2 et seq.). Any modification to fixed wiring, including the fitting of an additional socket-outlet circuit, must be carried out by a person competent to BS 7671 (qualified electrician) and certified by the issue of an Electrical Installation Certificate (EIC) or Minor Works Certificate.

(d) Type-test registration. The M1 microinverter has been type-tested in accordance with G98 and registered by the manufacturer on the Energy Networks Association (ENA) Type Test Register. You should retain proof of registration (available on request from Fox ESS) and present it to the DNO on request.

(e) Planning and property permissions. Obtaining any necessary planning permission or listed building consent, and any consent from your landlord, freeholder or managing agent where the property is leasehold or rental, is your responsibility. Fox ESS makes no representation as to the acceptability of the installation in any particular location.

viii. This Limited Warranty covers the plug-in solar configuration described in clause i only. It does not extend to battery storage devices, including but not limited to those certified to PAS 63100:2024 (the British Standards Institution specification for the installation of battery energy storage systems in domestic dwellings). Battery equipment may carry a separate warranty from its own manufacturer.

ix. This Limited Warranty is the sole and exclusive warranty given by Fox ESS in respect of the Products and, subject to clause x, is given in lieu of all other warranties, conditions or terms, express or implied, the extent permitted by applicable law, as to the condition, description, fitness for purpose, quality, performance or durability of the Products. Nothing in this Limited Warranty excludes or limits liability to the extent such exclusion or limitation is prohibited by applicable law.

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www.fox-ess.com

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