

# Warranty agreement

**Party A (Supplier):** Sino Soar Hybrid (Shenzhen) Technology Co., Ltd

**Party B (Purchaser):** Ocean Energy Pty Ltd

**Date of signing:** 2025/8/20

Whereas Party A provides products (hereinafter referred to as the "Products") to Party B, and the product models include but are not limited to SP30HBG2, SP25HBG2, SP30HBPS, SP25HBPS. To clarify the rights and obligations of both parties regarding product quality assurance, this Quality Assurance Agreement is hereby concluded upon mutual consultation and agreement of both parties.

## I. Product warranty scope

1. Party A warrants that the products provided (specific models: SP30HBG2, SP25HBG2, SP30HBPS, SP25HBPS) shall comply with the quality requirements stipulated in the acceptance standards agreed upon in the specification sheet mutually confirmed by both parties, and shall conform to the relevant national laws, regulations, and industry standards.
2. The warranty scope includes but is not limited to the design, materials, process, performance and safety of the products.

## II. Warranty period

1. The warranty period starts from the date of inverter installation or activation. Party A shall complete the installation and activation within 1 month after receiving receipt of the goods. If the installation or activation is not completed within the specified time, the warranty period will commence from the day following the expiration of 30 days after the date of receipt. The total warranty period is 5 years.
2. During the warranty period, Party A shall be responsible for providing free repairs for any product malfunctions not caused by human factors. If Party A confirms the product cannot be repaired, Party A shall replace the equipment. The repaired or replaced product must meet the acceptance criteria specified in the mutually agreed specification document.

## III. Warranty conditions

1. Party B shall correctly use and maintain the products in accordance with the instructions and maintenance manual provided by Party A.
2. Party B shall not modify, disassemble, or damage the product in any way, otherwise the warranty shall be void. (Except in cases where disassembly is approved by Party A for troubleshooting purposes).

## IV. Quality assurance service

1. In the event of any issues with Party A's product, Party A shall provide an online response within 24 hours upon receiving the warranty notice from Party B, and offer a solution within 48 hours while arranging for further handling based on the actual circumstances.
2. Upon receiving issue reports from Party B, Party A shall handle the matter according to the following procedures:
  - a) If the product only has repairable component damage:  
Party A shall prioritize shipping the corresponding replacement parts to Party B for repair.
  - b) If Party A determines that the product is severely damaged and irreparable:  
Party A shall provide Party B with a fully functional replacement device.
  - c) Handling of defective equipment:  
Party B must properly collect, and store all replaced defective equipment in a centralized manner. Subsequently, Party A will arrange for technicians to visit Party B's location (or a designated overseas site) to perform repairs or disposal, depending on the actual circumstance.
3. Warranty Terms and Conditions  
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**V. Quality assurance cost**

1. During the warranty period, for any repairs or replacements required due to inherent product quality issues, Party A shall bear all associated costs (including shipping fees but excluding installation fees) .
2. The cost of maintenance or replacement caused by improper use or artificial damage by Party B shall be borne by Party B.

**VI. Dispute Settlement**

Any dispute arising from this Agreement shall first be settled through friendly negotiation . If no agreement can be reached through negotiation, either party may file a lawsuit with the Court of own County.

**VII. Other**

1. This Agreement is made in duplicate, with each party holding one copy and both copies having the same legal effect.
2. This Agreement shall come into force upon being signed and sealed by both parties.

**VIII. Contact Details**

Party A: Sino Soar Hybrid (Shenzhen) Technology Co. Ltd

Address:501, Building G, Tangxi Second Industrial Park, Xixiang Street, Bao'an District, Shenzhen

Email: sales1@vgridpower.com

Phone:+86 189 4830 5213

Website: <https://www.vgridpower.cn/>

Party B:Ocean Energy Pty Ltd

Address: Unit 1 , 23-25 Burchill Street, Loganholme QLD 4129

Phone: +61 426 761 728

Email: services@ocean-energy.com .au

Website: [www.ocean-energy.com .au](http://www.ocean-energy.com.au)

Party A Representative (signature):

Party B Representative (signature):