

SUNONWEALTH ELECTRIC MACHINE INDUSTRY CO., LTD**Product Warranty Statement**

1. This warranty is for the main structure of SUNON HVLS Fan Boutique Ceiling Fan Series (including control module, suspension system, bearing system, etc.) for a period of one year starting from the remarked date of completion on the installation of the product mentioned above. SUNON or its authorized distributor(s) will remark the date of completion of the installation into the warranty card after the installation is completed (warranty card should be presented when warranty service is required). Please read the product manual carefully before using the product.
2. If the customer installs the product by himself/herself/itself or appoints a third party to install the product, or the date of completion on the installation is not remarked on the warranty card or the date is not clear, the warranty period calculation will start from the date when the product has been sold (invoice or the logistics receipt should be presented when warranty service is required). Please read the product manual carefully before installing and using the product.
3. This warranty applies only to the products sold by SUNON (including its authorized distributors) from 1 January 2020 onwards.
4. This warranty applies only if the product fails during the warranty period under normal usage due to a manufacturing defect (i.e. the product itself is proven to be a failure caused by the manufacturer's own workmanship or an abnormality in the material); and the warranty content is limited to the repair, return or replacement of the product as detailed in item 7 of this warranty statement.
5. Once the installation and acceptance process has been completed, the product(s) will not be returned, exchanged, replaced or repaired, free of charge, during the warranty period under any of the following conditions:

(5-A) Malfunction caused by improper use or caused by the failure to follow the procedures, instruments or equipments specified by the standard installation instructions of SUNON products to proceed the normal installation, storage and operation.

(5-B) Malfunction caused by installation or repair of the product(s) which was proceeded by the personnel who have not been completely trained by SUNON or its authorized distributor(s).

(5-C) Malfunction caused by non-compliance with standard electrical wiring regulations or non-compliance with relevant building structure regulations promulgated by national or regional authority.

(5-D) Malfunction caused by unforeseen factors due to changes in the environment of the site after the completion of the installation from the original assessment (including, without limitation to, excessive dust, rising temperature and humidity, chemical corrosive gases, acid rain, typhoons, power instability, earthquakes, lightning strikes, strong winds, other force majeure event(s), roof leakage, building deformation or building collapse due to structural weakness, pests and rodents, and other environmental factors).

(5-E) The products are not purchased from SUNON or its authorized qualified distributors.

(5-F) Loss of or failure to provide a recognizable warranty card for the product, or the product itself is not recognizable as a product supplied by SUNON.

(5-G) Malfunction caused by disassembly, adjustment, modification not carried out by the personnel designated by SUNON or an authorized distributor, or by use of addition of accessories not approved by the original manufacturer, (including but not limited to extended rod, external controller), or by abnormal external force (including but not limited to physical shock, electric shock, chemical liquid cleaning, etc.), or by improper installation and operation by humans (scratches, moisture, immersion in water, extrusion, impact, intrusion of foreign body, loss of parts or connection to incorrect voltage, etc.).

6. After the customer has completed the installation and acceptance procedures, the products will not be returned, exchanged, replaced or repaired, free of charge, during the warranty period, even if there is the phenomena caused by normal use and subsequent changes in the environment, which is reasonable and does not affect the normal function and safety of operation (including but not limited to any of the following circumstances):

(6-A) Surface scratches, paint loss, discoloration, dirt, rust, etc. caused by external environmental factors (including but not limited to temperature and humidity, ultraviolet rays, chemical corrosion, dust, etc.).

- (6-B) Continuous or episodic resonance/sound/light flicker due to subsequent structural or environmental changes (including but not limited to the addition of truss or chandeliers).
- (6-C) Unsatisfactory conditions required by the subjective perception of the user or observer (including, but not limited to, unpleasant wind sensations, wind noises inherent in normal operation, mechanical operation noises, minor wobbling or beeping noises necessary for control, etc.).
7. During the warranty period, SUNON will offer the following warranty options at the sole discretion of SUNON to choose the most appropriate option:
- (7-A) Arranging for the replacement or repair of spare parts to restore the product to its normal working condition; if the spare parts are out of production or not available due to special specifications, substitutes will be mainly provided by SUNON.
- (7-B) Arranging for the replacement of the entire machine or provide substituted machine, but cannot guarantee that they are new products nor that the product's specifications and features will be identical to those of the product originally purchased.
- (7-C) If it is determined that the service cannot continue to provide suitable products according to the on-site conditions, the sales department will arrange for the return of the products and refund the purchase price of the original products in proportion to the period of use.
8. Any dispute arising from any of the following conditions are not covered by this Warranty, and SUNON is not obliged to restore to the original condition when, after the customer's consent, carrying out the necessary installation /repair/replacement/maintenance or replacement of the product:
- (8-A) Subsequent decoration/lighting/structure added after the installation of the products themselves or the necessary damage to them caused during the performance process.
- (8-B) Construction holes, wiring, or cable fixing marks necessarily caused by the installation process.
9. In this warranty statement, SUNON reserves the right to explain and adjust other unspecified matters that cannot be listed in full, and SUNON only gives a warranty corresponding to the damage caused by the product itself, and

declares that it excludes the following legal responsibilities:

(9-A) Any consequential or indirect loss suffered by the customer as a result of the malfunction of the products or while awaiting replacement, or any other liability such as loss of commercial reputation, loss of business opportunity, diminution in the value of the products, inconvenience of use or any other connected indemnification liability.

(9-B) Indemnification liability for other defects that cannot be attributed to the products themselves (including, but not limited to, damage to persons or property caused by the closed premises or poor ventilation, leakage of chemical gases, acts of God, or accidents resulting from normal operation of the products).