Solinteg Warranty and Service Conditions

The warranty and service conditions apply to the following products:

Battery Cabinet series: E2BR-S64K-C, E2BR-S80K-C, E2BR-S96K-C, E2BR-S112K-C

Hybrid Inverter series: M2HT-25K-150, M2HT-29.9K-150, M2HT-30K-150, M2HT-40K-150, M2HT-50K-150

1. Warranty Eligibility

1.1. Warranty Claimant: This Warranty is extended to the original purchaser and is transferable to any subsequent holder of the devices under the condition of devices remain at their original installed location for the first time (first installation) which should be upon satisfactory proof (written contract or agreement) of succession or assignment. The persons eligible under this Solinteg Warranty are herein referred to as "warranty claimant". Other persons are not authorized to assert claims against Solinteg under this Solinteg Warranty. Assigning and/or transferring these rights to persons other than a warranty claimant is not permitted. However, the warranty claimant may appoint a third party to raise its claims under this Solinteg Limited Factory Warranty.

1.2. Scope of Application: This Solinteg Warranty only applies to the devices which are originally purchased from channels authorized by Solinteg unless there are specially stipulated warranty terms and conditions between Solinteg and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Solinteg does not provide written confirmation/approval prior to the installation.

2. Warranty Period

2.1. Standard Warranty

5-Year Product Warranty: We warrant that, for a period of 5 years from the date of purchase, we shall, at our sole discretion, repair or replace the Product or any part thereof if such Product is found to be faulty or defective in terms of manufacture or materials.

10-Year Performance Warranty for the Integrated System, with the performance warranty defined as follows:

1. 10-year battery performance warranty applies to battery cabinet products.
2. 10-year inverter warranty applies to the inverter (includes 5 years standard warranty and 5 years optional extension warranty). For inverter warranty shall adhere to the conditions specified in the " Solinteg Warranty-Global-Inverter".
3. 3-year limited warranty applies to AC breaker accessories, and a 1-year limited warranty applies to UPS and fire protection system accessories.

2.2. Battery warranty

Solinteg warrants that the battery product will maintain either seventy percent (70%) of the Usable Energy for ten (10) years or a Minimum Throughput Energy calculated from the start date of the warranty, whichever occurs first.

The Minimum Throughput Energy is subject to the total output energy of the record in Solinteg monitoring platform, the Minimum Throughput Energy for Product Model are set out in the table below:

Product	Minimum Throughput Energy
E2BR-S64K-C	224MWH
E2BR-S80K-C	280MWH
E2BR-S96K-C	336MWH
E2BR-S112K-C	392MWH

When the aforementioned warranty period differs from the one provided by sales order, warranty period is subject to the signed sales order.

2.3. Conditions:

1. The standard warranty starts from the installation date or 180 days after the date of shipment from Solinteg factory, whichever date comes first.
2. In order to activate the performance warranty above, the performance of the battery cells must be measured according to the procedure specified below, to be carried out at Solinteg or a laboratory accredited by both parties in China or country of purchase at Solinteg description:

1) Place the battery in the climatic chamber for no less than 30min: before starting the test phase, the temperature of the cells measured by the BMS must be 25°C +/-1°C.
2) Connect directly to the negative and positive terminals of the battery module and discharge with a constant power of 0.5P until the array reaches 40V **(E2BR-B16K).**
3) Wait 30 minutes, then restart the charging process at constant voltage with 0.05C until the BMS reaches the limit of over-voltage again.
4) Repeat the above discharge/charge cycle until the voltage difference between the cells is less than 0.02V.
5) Allow the battery module to rest until the cell temperature, as measured by the BMS, is 25°C +/-1°C.
6) When the cells reach 25°C +/-1°C, connect directly to the negative and positive terminals of the battery module and discharge it with a constant power of 0.5P until the array reaches 40V **(E2BR-16K)**, and measure the capacitance at the negative and positive terminals of the cell array using a certified DC meter with 1 second datalogger frequency.
7) The capacity test is performed at single battery module and not at cluster level. The battery module shall be tested according with the Specific Voltage limits displayed by the PC software, such as over-voltage and under-voltage.

3. Warranty Coverage

3.1. Geographic Scope of Application

The obligations under the standard Solinteg Limited Factory Warranty are rendered worldwide.

3.2. Limitations and Liability

Solinteg liability under this warranty is limited, in Solinteg's sole discretion:

Replacement with a product equivalent to the remaining capacity or age of the products at the date of the request, repair, compensation calculated on the basis of residual capacity/expected life.

In the event of a credit claim, the battery sent to Solinteg for capacity testing will be retained by Solinteg.

The compensation will be calculated by multiplying the current market average price by the lower value between the one deriving from the number of months of actual use of the products and that deriving from the charging cycles of the same in relation to the performance guarantee provided by Solinteg pursuant based on the following formula: Price multiply by Remained Factor.

Price: Current market average price

Remained Factor 1: 1- Operation time after installation in month/120

Remained factor 2: (Warranted Minimum Throughput Energy - output energy of the Product recorded in the control module of the Product)/ warranted Minimum Throughput Energy

Replaced or repaired Products will be warranted for the remainder of the warranty life of the replaced battery. Substitution will not, without exception, renew the original duration of the warranty.

The Seller is not responsible for any direct or indirect damages related to the failure to achieve performance unlisted in corresponding technical files, unproductive shutdown of the system, or any other damage resulting from any malfunction, loss of battery use, loss of profit and interruption of any type of service or supply; likewise, Solinteg shall not be liable for any consequential, incidental, indirect, special, exemplary, or punitive damages arising out of or related to this warranty, regardless of the form of the action and whether Solinteg has been advised or potentially anticipated by the other party of the possibility of such damages.

Solinteg's liability under this Article shall in no event exceed the amount paid by Claimant.

4. Warranty Preconditions

The performance guarantee referred to in Articles 2 above is recognized only and only on condition that all the following further, more restrictive requirements have also been complied with, of which Claimant must provide proof:

1. Any battery system failure or warning that causes the system not working or working improperly must be reported within 10 (ten) working days of its occurrence in accordance with the terms described in the Warranty Policy.
2. The battery is to be used for the integration of renewable energy storage systems, site preparation and/or maintenance and installation, and in any case mandatory to comply with the instructions contained in the installation and user manuals.
3. The operating battery temperature detected by the BMS must not have fallen below -20°C and exceeded +50°C
4. DOD 90% and Charge and discharge power not exceeding 0.5P.
5. The battery system shall be installed with Solinteg brand inverter. If you want to use any other brand inverter, please check with Solinteg to make sure it's compatible in advance.
6. It is required that all the storage systems have internet connection for Solinteg monitoring and remote firmware upgrades. Because the system is not connected to Solinteg network, Solinteg cannot provide services in time, and the consequences arising therefrom will not be borne by Solinteg.
7. The battery must not be installed in a humid or unhealthy environment and must not be in any way contaminated by liquids, vapors, condensation or dust that can pollute the connections and functionality of the control electronics and/or communication with the inverter
8. The battery must always be connected via CAN BUS communication with an approved inverter.
9. The battery must be kept in perfect condition to prevent dirt build-up and oxidation build-up on surfaces and ventilation grilles.
10. The maximum altitude must not exceed 3000 meters above sea level.
11. The battery should be installed in a vibration-free environment.
12. The battery should be stored in the original packing case.
13. Do not place heavy objects on the battery.
14. Fireworks are strictly prohibited in the storage area, and fireworks warning is expressly prohibited. Do not place together with any other flammable and explosive substances

15. The 'products' shall not be used in facilities with radiation control, nuclear reactors, and facilities related to nuclear safety or nuclear power uses, as well as facilities that may have direct contact with patients
16. The 'Products' shall not be used to power medical devices or life-support equipment
17. The 'Products' shall not be used or installed in a location where vibrations may occur. For example, aircraft, ship (vessel, boat, yacht), car or train are not allowed
18. For short-term storage (≤ 3 months), it is recommended to store the battery module in a temperature range of -20℃ to +45°C, the Max. humidity is 90%, and an environment without corrosive gases
19. For long-term storage (>3 months), it is strongly recommended to store the battery module in a temperature range of -10℃ to +45°C, the Max. humidity is 90%, and an environment without corrosive gases
20. Before storage, the battery should be charged to 50 to 55% SOC. It is recommended to discharge and charge the battery every 3 months, fully charge and discharge to 50%. The maximum discharge and charging interval shall not exceed 6 months.
21. After the battery is fully discharged, it needs to be charged within 12 hours.
22. The Minimum Through Output Energy estimate simulation conditions: ambient temperature 10~30℃, on average ≤ one cycle a day, and the maximum discharge power <=0.5P.

5. Warranty Exclusions

Below one or more of the following activities or omissions, which automatically entail the forfeiture of both the legal warranty for manufacturing defects and the ancillary performance warranty:

1. Transport and/or storage not in accordance with the manual.
2. Private expansion of battery capacity without Solinteg written consent.
3. Opening of the lid by non-Solinteg approved technicians, or otherwise without specific written authorization, including the removal or damage of the warranty seal.
4. Removal or damage to the product label/nameplate or inability to read the serial number.
5. Incorrect wiring of incompatible batteries and controllers or of different power and/or type and/or brand, use of cables of non-compliant section and quality.
6. Reverse polarity and/or short circuit, damage to connector or BMS fuses
7. Moving the battery from its home position without performing a new commissioning test and certification of the system by a licensed and qualified electrician, as per local regulations.
8. Failure to timely disconnect the battery from the system in the presence of inverter or battery alarms.
9. Failure to connect the BMS via CAN to the inverter (The battery must not be used without the BMS/CAN connected and recognized by the inverter).
10. External influences, including mechanical or electrical stresses (overvoltage, high inrush current, lightning, floods, fires, falls, accidental breakage, opening the lid and manually operating the contactor, etc.)
11. Installation in unventilated spaces /or not used and maintained as prescribed; presence of oxidation, condensation damage or pollution from salts, vapors of acidic solvents, etc., which may cause damage to circuits and protections.
12. Use of inverters, rectifier, chargers, BMS, etc., that are incompatible, even if used temporarily.
13. Failure to protect against liquids, including atomized liquids, gases or vapors of any nature, from direct or

indirect impacts of water or other liquids which, in addition to causing immediate loss of warranty, may be dangerous to users.

14. Installation in an environment that is not suitable for use. An indoor room, closed and thermoregulated, away from heat sources and sunlight, is considered suitable, as the glass surfaces contribute to the rise in the temperature of the cells, causing them to decay prematurely.
15. Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, overvoltage, lightning, fire and pests etc.
16. No stable and reliable grounding

Mandatory additional conditions of above 16 for installation and operation for the purposes of the performance guarantee referred to in Articles 3.2.

6. Natural decay

Energy decay is not linear and may be greater in the first 5 years or 1500 cycles than the decadal weighted average.

The battery, due to its chemistry, is subject to natural capacity degradation that can be greater during the first 1000 cycles and/or 12-18 months than during the remaining cycles. The battery degrades even when not in use and even during storage, or during storage with high SOC (⩾55%) in the warehouse.

These circumstances cannot in any way be considered a defect in the quality and/or performance of the product.

7. Statutory Warranty Rights

The statutory warranty obligation of the device seller and the corresponding statutory warranty rights of the buyer which may not lawfully be excluded or limited are not affected by this Solinteg Limited Factory Warranty. Furthermore, should this Solinteg Limited Factory Warranty violate any national statutory rights which may not lawfully be excluded or limited, and which grant the warranty claimant any rights in addition to the Solinteg Limited Factory Warranty, then such national statutory rights shall not be affected by the provisions of this Solinteg Limited Factory Warranty.

If any provision of this Warranty shall be declared void or unenforceable by any court and administrative body of competent jurisdiction, such provision shall be deemed to be amended to achieve as nearly as possible the same economic effect as the original provisions of this Warranty and the amended provisions and other provisions of this Warranty shall continue in full force and effect.

8. Product Applicability

These warranty conditions are applicable to all purchases made after their issue, or from the date indicated at the bottom of this document, and will cease to be effective for products sold after the entry into force of any other ones that Solinteg may decide to draw up in the future.

Unless Solinteg has issued a specific written declaration in addition to or modifying the provisions herein, the Seller is not subject to any type of obligation or liability other or additional than those indicated above and/or provided for by mandatory laws with regard to the product sold.

9. Claim Procedures Warranty and/or Repair/Replacement

Solinteg provides solutions for technical enquiries or problems relating to the devices under warranty by telephone (+86 510-6822-2550) or e-mail (service@solinteg.com).

If, during the warranty period, Claimant discovers any manufacturing defect or suspects that the battery does not conform to the performance warranty, Claimant shall immediately report the defect by providing the following

information:

1. A brief description of the defect, including the date when the problem occurred.
2. The serial number of the battery
3. The type of inverter connected to it
4. A copy of the purchase invoice
5. The date of installation
6. Installation images (minimum 5 images from different angles)
7. Permission to access the battery monitoring account, if any.

Claimant shall also provide Solinteg with access to the battery, either in person or remotely via a laptop provided by the customer for the installation of Solinteg software for analysis operations.

If it is determined from the information received that the reported defect is not covered under the Limited Warranty, Solinteg will inform Claimant explaining the reasons for the non-coverage or non-applicability.

If, on the other hand, Solinteg detects the need to analyze the battery in order to verify its current condition, it will require the customer to send the battery to Solinteg's headquarters or to a laboratory indicated by Solinteg. The battery must be shipped within 30 days from the date of Solinteg's request and must be made in accordance with UN38.3 regulations.

During the execution of the tests, complete charging and discharging phases will be necessary, these in the case of batteries not correctly used by the customer, could lead to the destruction of the same, as a consequence of the tests. In this case, Solinteg will inform the customer that the warranty is not applicable.

If, as a result of the tests carried out, and within 30 days of receipt of the battery, it is determined that the battery is eligible for coverage under the Limited Warranty, Solinteg will notify Claimant by proposing the description of Article 1 of this Limited factory Warranty.

The product sent by Claimant, in case of compensation or replacement, will be retained by Solinteg for recycling or disposal.

If the device is replaced in the warranty period, the remaining warranty period shall be transferred to the substitution product.

10. Out of Warranty

In case a warranty claim is reported which shows not to be valid, the costs (including but not limited to customs duties, transportation costs, labor costs, etc.) incurred by Solinteg due to this non-applicability of warranty claim shall be covered by User unless this non-applicability was not visible for User according to given circumstances and User has evidence to prove warranty claim.

As for the service for the Products out of warranty, Solinteg can provide certain after sales service to User upon the written request addressed to Solinteg Authorized Service Partner, and all the costs and expenses which include but not limited to the materials, parts or labor costs, shall be borne by User. In case that User gives written notice to request the service out of warranty, User shall provide detailed description of defects so that Solinteg Authorized Service Partner is able to detect whether such defect can be cured or not. For the avoidance of doubt, in no event will Solinteg be liable for the service out of warranty, and this Clause will not constitute the promise of Solinteg to provide such service out of warranty.

11. Final Validity

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, Solinteg expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Solinteg cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranties as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of Solinteg and/or Solinteg Authorized Service Partner is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

The rights mentioned in this Solinteg Limited Factory Warranty reflect the exclusive rights of the warranty claimant in accordance with this Solinteg Limited Factory Warranty. No other claims — including, but not limited to, claims for compensation for direct or indirect damage caused by the defective device, claims for compensation for costs arising from disassembly or installation, and/or loss of power production or profits — are covered by the Solinteg Limited Factory Warranty. If the warranty claimant requests unnecessary or unjustified service work and/or Solinteg replacements under this Solinteg Limited Factory warranty, Solinteg shall be entitled to invoice the warranty claimant for the costs incurred as a result.