# Sunwoda Energy Limited Warranty on Battery System Products

This Limited Warranty applies to Sunwoda Energy battery system products (models: CIESS 50/55/60)

## 1. Limited warranty

### Product Warranty:

**Sunwoda Energy warrants the product to be free from defects due to faulty workmanship or poor materials, and this warranty does not cover any accessories and kits supplied with the product. This warranty applies only if the product is used properly in accordance with the specifications and manuals provided by Sunwoda Energy. If the user fails to operate this product in accordance with the user manual, no warranty coverage will apply.**

**The seller's total liability for damages or otherwise shall not exceed the invoice amount actually paid by the Buyer for the applicable products. The Seller refers exclusively to Sunwoda, and the Buyer refers exclusively to Sunwoda'scustomers, with compensation limited to the relationship between these two parties.**

**Product Quality Warranty Definition. Products under this warranty shall include battery modules, racks, fire suppression systems (FSS), HVAC, and other**

**equipment, including equipment in battery cabinets provided by Sunwoda Energy.**

## Battery Performance Warranty Definition：

**This warranty guarantees that the product will meet the specified cycle count or throughput at the specified depth of discharge within the stipulated time period, along with the remaining end-of-life (EOL) performance.**

### 1.1 Warranty Start Date

The warranty start date is the date the battery product is first installed or 6 months from the date of shipment, whichever comes first.

### 1.2 Product Quality Assurance

If your product is proven to have quality problems during use, we will replace or repair the product within the **5-year warranty period (or extend the warranty to 10 years)**. The replaced or repaired product will continue to hold the remainder of the original warranty period. Note: Product warranty extensions can be purchased within 2 years of product purchase, with a maximum coverage period of up to 10 years.

Products include control modules, battery modules, fire suppression systems (FSS), air conditioning, data modules and equipment in battery cabinets.

## 1.3 Battery Performance Guarantee

<table>
<tr><td></td><td>CIESS 50/55/60</td><td colspan="2">Remark</td></tr>
<tr><td>Warranty 10 years</td><td>√</td><td>Standard warranty period</td><td rowspan="3">Parallel conditions: Warranty coverage terminates upon any single condition reaching the specified threshold.</td></tr>
<tr><td>Cycle number（1C，25℃，60%EOL，90%DOD）</td><td>4000 times</td><td>Please refer to the following information for details</td></tr>
<tr><td>Cycle number（0.5C，25℃，60%EOL，90%DOD）</td><td>6000 times</td><td>Please refer to the following information for details</td></tr>
<tr><td>Minimum throughput</td><td colspan="3">14.4MWh minimum throughput per module, or 2.88MWh minimum throughput per kWh of available energy</td></tr>
<tr><td>Networking Requirement</td><td colspan="3">If the Internet connection is not established or is interrupted for an extended period of time and Sunwoda Energy is unable to contact you, the warranty may be limited to 2 years.</td></tr>
</table>

Sunwoda Energy warrants that each battery module will be capable of 6000 (0.5C) or 4000 (1C) cycles or 60% SOH remaining at the expiration of the warranty period, or that each battery module will be capable of charging and discharging 14.4MWh of electricity, whichever comes first, provided that the product is operated in a normal

manner and in accordance with the manual guidelines provided by Sunwoda Energy.

**a.** Sunwoda Energy warrants that each battery module retains at least sixty percent (60%) of its available capacity for 10 years,If the battery system reaches 6000 (4000) energy cycles ahead of the warranty period,The warranty period can end early.

**b.** A cycle refers to the system continuous charge and discharge absolute sum to reach the rated capacity of the system.

**c.** In this limited warranty, the number of cycles is measured and calculated using the following test methods and numerically:

(a) Test is based on a single battery module.

(b) The ambient temperature of the battery module must be 25°C±1°C.

(c) The steps and methods for detecting available capacity are as follows:

The discharge depth is 90%;

Charge and discharge at half of the maximum allowable charge and discharge current (0.5C) and the maximum allowable charge and discharge current (1C).

## 2. Warranty Limitations and Exclusions

To the extent permitted by law, Sunwoda Energy excludes all assumption of responsibility for products if any damage or defect is caused or contributed to by any of the following.

### 2.1 Warranty Limitations

(a) Alter, repair or modify the Products without the written consent of the Supplier or without following the written instructions of the supplier.

(b) Installation of replacement products in other locations.

(c) Misuse, abuse, negligence or accidents in storage, transport, handling, installation, application, use or provision of services not attributable to the Supplier.

(d) In the event of force majeure*, electrical surge, lightning, flood, fire, vandalism, tampering, accidental damage, or other circumstances beyond the control of the Supplier causing damage to the product.

(e) Failure to install and use the equipment in accordance with the user's manual, or failure to perform regular maintenance as required by the supplier.

(f) Use of incompatible inverters, rectifiers or PCS, resulting in problems such as battery damage.

(g) Damage to the product caused by bites from rodents, cockroaches and other toothed animals.

(h) The charging temperature of the battery system exceeds 0°C to 50°C and the discharging temperature exceeds -20°C to 55°C.

(i) Theft or vandalism of the Product or any part thereof.

Note: Force majeure* means an unforeseen, unavoidable or insurmountable event beyond the control of the parties hereto which renders the performance of this contract by one of the parties hereto partially or totally impossible. Such events include, but are not limited to, earthquakes, typhoons, floods, fires, wars, strikes, riots, acts of government, changes in the provisions of the law or their application, or any other event which cannot be foreseen, avoided, or controlled, including events commonly recognised as force majeure in business practice.

**2.2 Exclusion**

(a) if the product was not purchased through proper channels or authorized dealers.

(b) If the Original Purchaser does not allow Sunwoda Energy to access the performance data of the Battery Products via the Internet or manipulate such data upon request after

reporting a warranty claim.

(c) Cosmetic wear and tear of the product (including, but not limited to, any scratches, stains, mechanical wear and tear, rust or mould) that does not affect functionality.

(d) If the serial number on the product can no longer be recognized or has been modified.

(e) If the invoice and product information for the product is not provided with the warranty claim.

(f) any incidental or consequential damages, loss of profits, loss of data or any other indirect damages.

## 3. Warranty measures

### 3.1 Out of Warranty Period

Any product defect that occurs outside of the warranty expiration period, or a condition that occurs during the warranty period but falls within the above warranty limitations or warranty exclusions, is referred to by Sunwoda Energy as an out-of-warranty condition. For all out-of-warranty conditions, Sunwoda Energy will charge the customer for on-site service, parts, labour and shipping:

On-site service costs: the cost of technician travel and time to provide on-site service, and the cost of technician labour to repair, maintain, install (hardware or software) and commission problematic battery systems.

Cost of parts, materials: the cost of replacement parts/materials (including any freight/administrative charges that may apply).

Logistic Fee: When the defective battery system is sent to Sunwoda from the user or after

the product is repaired, the transport cost and any other costs (including but not limited to customs duty, etc.) incurred by Sunwoda to send it back to the customer.

**3.2 Warranty Applies**

(a) Sunwoda Energy's products are continuously developed and periodic remote updates are made to the software or firmware of the products to improve or maintain product performance.

(b) The repair or replacement will be made with a new or remanufactured product or part, and the replaced product or part will become the property of Sunwoda Energy.

(c) Repair or replacement of the Product will be at the sole discretion of Sunwoda Energy, and in the event of replacement of the Product and the Product has been discontinued or is unavailable, Sunwoda Energy shall have the right, at its sole option, to deliver a new or remanufactured Product, which may be of a different size, color, shape, model, or power level, and which will have the same performance and reliability as the original Product, or any of the components of the replaced Product, or any part thereof will have the same performance and reliability as the original Product.

(d) This Limited Warranty includes the cost of transportation, product/materials, labour, and on-site service for re-delivery or replacement, it is only applicable to products determined to be covered by the Warranty.

(e) If Products returned to Sunwoda Energy are found to be free of defects or if the period of this Limited Warranty has expired, the Customer shall be responsible for payment of return shipping costs and other costs that result in additional expenses to Sunwoda Energy.

(f) In the event of a return due to a quality problem with the Product itself, it is the

responsibility of the Customer, as the purchaser, to cooperate directly with Sunwoda Energy in arranging for the return of the faulty Product as far as is reasonable and practicable.

**3.3 Warranty Claims**

Claims can be made by the authorized dealer from whom the product was purchased. The following points must be observed when dealing with warranty claims:

(a) If the customer wishes to make a warranty claim, please contact the local dealer where you purchased the battery system or the installer who installed the battery system for you, a warranty claim must be reported in writing to Sunwoda Energy, please have the following information ready:

(1) The customer's contact information, including the name of the person, the name of the company, the telephone number, the e-mail address and the shipping address.

(2) Information about all defective battery systems, including model number, serial number, date of installation and date of failure. Please provide the claim within one month of the failure, otherwise Sunwoda Energy will consider it as a waiver of your right to make a warranty claim.

(3) The Customer provides proof of original purchase of the battery system along with invoice information and installation information, including the make, model and quantity of the inverter.

(4) The APP screen fault messages (if applicable) and other information about the fault or alarm.

(5) A description of the actions taken prior to the failure and details of previous claims, if

applicable, and the Customer's cooperation with Sunwoda Energy in arranging an on-site inspection to identify the cause of the failure.

(b) If the product is no longer available on the market or battery service can no longer be provided, and Sunwoda Energy decides not to repair or replace the defective product or component, Sunwoda Energy will reimburse the product at the depreciated price of the product for the duration of the warranty period (only for products determined to be covered by the warranty).

Compensation package: Refund = (Maximum claim amount*/number of months of warranty) x (number of months of warranty - number of months since the start date of the warranty).

**Note: *Maximum amount claimed is the market value of the defect-free newly purchased product (or equivalent) as determined by Sunwoda Energy.**

(c) Sunwoda Energy may request the Buyer to perform a failure analysis of the product to provide evidence for the claim. The final review of the claim will be conducted by Sunwoda Energy.

(d) If Buyer disputes Sunwoda Energy's validation of a claim, the product must be evaluated by a locally accredited testing laboratory or certified third party testing company in compliance with the local certification, and the Buyer will bear the cost of the third party evaluation if the certified testing agency's results are in favour of Sunwoda Energy.

### 3.4 Product Sold in Australia Only

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.

## 4. General Provisions

(a) This warranty applies to the legal jurisdiction of the Territory.

(b) If any provision of this document is unenforceable, illegal or invalid, or renders this document or any part of it unenforceable, illegal or invalid, that provision shall be deleted

and the remainder of this document shall continue in force.

(c) If any provision of this document is unenforceable, illegal or invalid in one jurisdiction but does not apply in another jurisdiction, or renders this document or any part of it unenforceable, illegal or invalid in a jurisdiction, the deletion of that provision relates only to the validity of this document in the jurisdiction in which it is unenforceable, illegal or invalid.

(d) The benefits provided by the warranty are in addition to any other rights and remedies available to the consumer under any law relating to the goods or services to which the warranty relates.

## 5. Contact Information

**Importer:**

Company: SUNWODA ENERGY AUSTRALIA PTY LTD

Address: 80 Newman Street, Newtown, NSW 2042

Website Address: WWW.sunwodaenergy.com

Service hotline:+61403546304

Email Address: contact.au@sunwoda.com

**Manufacturer:**

Company: Sunwoda Energy Technology Co., Ltd.

Sunwoda Energy Global Customer Service

Address: No.18, Tangjia South Road, Fenghuang Street, Guangming New District, Guangdong, China

Website Address: WWW.sunwodaenergy.com

Service hotline:+86 755 2267 0380

Email Address: technicalsupport@sunwoda.com

Sales email: info@sunwoda.com