GOODWE Limited Warranty for Lynx Series LX U 5.0-30 Battery System

(For Europe)

OVERVIEW

GoodWe Technologies Co.,Ltd (hereinafter referred to as GOODWE) warrants that, subject to the exclusions and limitations set out below, the GOODWE Lynx Series battery system LX U 5.0-30 come with a *Manufacturer's warranty which includes

1. 5 years of product warranty: GOODWE warrants that the hardware of electronics and enclosure (including battery cover, fuse, BMS PCBA,Heating assembly, Fire suppression assembly) will be free of defects caused by improper workmanship or defective materials and it will be starting from the original buyer purchase date, if the customer is unable to provide adequate documentation of the original purchase, the warranty start date shall be 6 months after the product was manufactured.
2. 10 years of performance warranty: GOODWE warrants that, for ten (10) years, the battery system retains either seventy percent (70%) of Usable Energy, or for a *Minimum Through Output Energy which is calculated from the earlier one of installation date or 6 months after battery system production date, whichever comes first.

Model No.	*Usable Energy (kWh)	Minimum Through Output Energy (MWh)
LX U 5.0-30	5.0	14.3

starting from the original buyer installation date, if the customer is unable to provide adequate documentation, the warranty start date shall be date of the product shipment from GOODWE. GOODWE provides a maximum no more than 11 years of product warranty and 11 years of performance warranty from the date of production.

PRECONDITIONS FOR WARRANTY

1. The defect of the battery system shall occur within the battery system warranty period as determined above.
2. Any battery system failure, fault or warning which leads to system not working or working abnormally, must be reported by following the terms described in 'HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY' within two weeks of appearance.
3. The battery system shall be installed by a skilled person or 3rd party installer.
4. End User shall correctly operate and use the battery system according to the User Manual and Installation Guide.
5. End User shall provide the proof of the original purchase of the battery system.
6. The installation of the Battery system for the End User shall be completed within maximum 6 months from the production date. If the equipment is not to be installed or used immediately, please ensure that the storage environment meets the following requirements:
   a) Pack the equipment using a packing box and put some desiccant in the box before sealing.
   b) Put the equipment back to the packing box if it is not to be installed in 3 days after unpacking.
   c) Storage SOC: 30%~50%SOC. Charge and discharge the battery every 12 months from the last maintenance date.
   d) Recommended storage temperature: 35℃~45℃(less than six month) or -20℃~35℃(less than one year), recommend 0~35℃.
   e) Recommended storage humidity: 5%~95%RH(no condensation). Do not install the battery if any moist or condensation is found.
   f) Place the equipment in a cool place where away from direct sunlight.
   g) Keep the equipment away from inflammable, explosive, and corrosive matters.
   h) Keep the equipment away from the rain.
7. If the Battery system is stored for a long time, the irreversible capacity loss may occur. The storage capacity of the battery may not meet 100% of the rated capacity, if customers perform the discharge test according to the specifications after long storage.
8. The charging temperature of the battery system must NOT exceed 0℃~55℃ (0℃<T≤55℃) and the discharging temperature of battery system must NOT exceed -20℃~55℃ (-20℃<T≤55℃). Battery system shall not be exposed in an installed area to direct sunlight. The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
9. This Warranty covers a capacity equivalent to one full cycle per day. The Battery system is not suitable for supplying life-sustaining medical devices or automotive application.
10. The battery system shall be installed with GOODWE brand inverter. If you want to use any other brand inverter, please check with GOODWE to make sure it's compatible in advance.
11. Battery capacity is suggested to be expanded within one year from the first installation. If it expires, due to the degradation of the capacity of the old battery systems, the new ones can be charged/discharged just to the maximum capacity of the old systems connected in parallel.
12. When expanding/maintaining, please cooperate with the inverter to carry out a full charge and discharge cycle.

HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY

End Users who want to make a warranty claim shall contact their local distributor where they purchased the battery system from, or the installer who installed the battery for them. If the End User was unable to obtain service from them, or was NOT satisfied with their service, the End User can escalate the service request by creating a service ticket and make a claim to GOODWE via https://goodwetechnology.zendesk.com/hc/en-gb

In order to deliver a friendly and timely service, GOODWE is cooperating with many distributors and installers all over the world. As such, they shall be treated as the default service channel of GOODWE and use these service channels to make warranty claims; GOODWE will support and audit its service channel to ensure a good customer service.

Please prepare the following information as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective battery system, including model No., serial number, installation date and failure date. Please make the claim within 2 weeks from the failure date, otherwise GOODWE will treat it as you have waived the right to make a warranty claim.
3. Installation information, including brand, model, and number of PV panels.
4. Error message on APP screen (if applicable) and additional information regarding the fault/error.
5. Description of actions before the failure and detailed information of previous claims (if applicable).

GOODWE may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from GOODWE or an authorized third party company. GOODWE reserves the right not to enter the site should the GOODWE technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the battery system is discovered that is covered under the warranty, GOODWE may, at its sole discretion, either

1. fix the issue by changing configurations or updating software; or
2. repair the battery system by replacing with spare parts; or
3. replace the battery system with a battery system that is brand new or refurbished but at least functionally equivalent to the original battery system, or an upgraded model which is either functionally equivalent or functionally superior to the original battery system. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than half a year after the replacement, it will be extended to a 6 months warranty. For every single battery system replacement case, the claimant must gather the necessary information and send the RMA report (by following GOODWE's RMA template) to GOODWE to confirm the RMA request, prior to the battery system being replaced.

All parts of the battery system that replaced by GOODWE shall become GOODWE's property. If the battery system is found not to be covered by this Limited Warranty, GOODWE reserves the right to charge a handling fee.

WHAT IS COVERED AND NOT COVERED?

For the last 5 years of product warranty GOODWE will be responsible for hardware materials costs only, but for the first 5 years of product warranty please find the details following by:

Transportation costs: in some areas, GOODWE will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact GOODWE for the rate). The claimant must cover any excess costs or any costs generated by using another method of transportation. In some of the cases, the claimant need to organize the return of the allegedly defective battery system to GOODWE and should confirm with GOODWE for the shipment schedule in advance. As battery systems need to be packaged in a reasonable condition, GOODWE suggests using packaging material that is the same size as the battery system package at the time of purchase. If the allegedly defective battery system is not returned within 4 weeks of the replacement unit being received by the claimant, or there is no fault found after checking the returned back battery system, GOODWE will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

On-site service labor costs: in some areas or business cases, to encourage the claimant using the installer authorized by GOODWE to fix the problem, GOODWE may, at its sole discretion, decide to offer a rebate (please contact GOODWE for the rate) to the claimant or local installer/electrician to cover the on-site service labor under the following conditions:

1. The rebate will be eligible ONLY to the party who has carried out on-site service for the allegedly defective battery system.
2. The allegedly defective battery system has been returned to GOODWE and deemed to have workmanship or material defects upon testing and inspection by GOODWE.

3. The claimant must contact GOODWE prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, GOODWE recommends the claimant find a local electrician to carry out the on-site service.
4. The service rebate must be claimed within 2 months of the date upon which the on-site service is authorized by GOODWE.
5. The total labor cost (including TAX/GST) shall NOT exceed a total amount (please contact GOODWE for the rate) per case.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the battery system downtime are NOT covered by the GOODWE limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by GOODWE's limited warranty.

1. Normal wear and tear.
2. Any defects that occur when the battery system warranty period has expired (excluding additional agreements of warranty extension).
3. Product installation MUST be performed by qualified installers. If it's proven that the problem was caused by faulty installation, the faults or damages are NOT covered by GOODWE's limited warranty.
4. Failure or damages due to failure to observe the product manuals or related installation and maintenance requirements.
5. Faults or damages due to faulty installations or operations, maintenance carried out against GOODWE instructions by an unauthorized installer.
6. Damage caused by End User deliberately or by willful act.
7. Disassembly, repair or modifications performed by a third-party company/person not authorized by GOODWE. Battery system modifications, design changes or part replacements not approved by GOODWE.
8. Faults or damages due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
9. Vandalism, engraving, labels, irreversible marking or contamination or theft.
10. Faults or damage caused by other factors not related to battery system quality issues.
11. Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without GOODWE's written confirmation/approval prior to the installation.
12. Damage caused during transport, incorrect product installation, removal, exceedance of temperature range during use and improper use.
13. End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by GOODWE.
14. Defects of Product arise due to renewal of the national or regional laws or regulations.
15. Product failure is not reported to GOODWE within one month of appearance.

OUT-OF WARRANTY-CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which falls into the warranty exceptions conditions above, are known by GOODWE as out-of-warranty cases. For all out-of-warranty cases, GOODWE may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty battery system.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective battery systems are sent from the user to GOODWE or/and repaired battery systems are sent from GOODWE to the user.

GEOGRAPHICAL SCOPE

The GOODWE Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by GOODWE and installed in the destination defined within the international market (mainland China, Hong Kong, Macao and Taiwan are excluded), unless there are specially stipulated warranty terms and conditions between GOODWE and the direct purchaser. For any units sold for installation in one country/region but installed in another country/region, the warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

LIMITATION OF GOODWE's LIABILITY

It is the end user's sole and exclusive remedy against GOODWE and GOODWE's sole and exclusive liability in

respect of defects in battery system. This limited warranty replaces all other GOODWE warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), GOODWE does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, GOODWE's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of GOODWE or in case of death or personal injury resulting from GOODWE's proven negligence.

Final Provisions

As a condition of making a warranty claim Original Buyer agrees that any dispute on technical facts relating to claims brought under this Limited Warranty may be referred by GOODWE to expert determination by the then-current Resolution Institute Expert Determination Rules, except that:

1. the expert must be a reputable testing organization such as TÜV Rheinland, TÜV SUD, Intertek, UL, CQC or CGC or any other mutually acceptable neutral third-party testing organization (Expert);
2. the costs of the Expert, including any costs of shipping any Product to the Expert for testing, are payable by Original Buyer if:

a) Original Buyer does not withdraw Original Buyer claim within 14 days of GOODWE notifying Original Buyer that it intends to refer the dispute to an Expert; and

b) the Expert determines the dispute in favour of GOODWE.

*Manufacturer's warranty is a basic warranty promise from GOODWE to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by GOODWE's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this GOODWE limited warranty statement may NOT be the latest version, please refer to the latest version of the GOODWE limited warranty by visiting our global website via https://en.goodwe.com/warranty.asp

*The Minimum Through Output Energy test conditions: ambient temperature 10~30℃,EOL70%,90% DOD the average <=a cycle a day, and the maximum discharge current <=100A.

*Usable Energy (KWh) needs to be measured by following the testing conditions and methods in Appendix A

Appendix A

Capacity measurement condition: Ambient temperature: 25±2℃， and testing should be conducted after at least 12 hours of storage.

Charge / Discharge method:

1. Discharge the battery with 0.2C constant current until any cell reaches the cut-off voltage.
2. Lay aside the battery for 30mins.
3. Charge the battery with 0.2C constant current until any cell reaches the cut-off voltage.
4. Lay aside the battery for 30mins.
5. Discharge the battery with 0.2C constant current until any cell reaches the cut-off voltage.

Repeat steps 2-4 three times, take the discharge capacity of the third cycle as the final capacity.