PowerMagic

Product Warranty Service Terms

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1 Overview

This product warranty service terms apply to PowerMagic products(the "**Product**") produced by SHENZHEN SOFARSOLAR CO., LTD.

The PowerMagic has two series due to different AC output voltages as below:

PowerMagic（AC 400V connected series）

a. Energy Storage Cabinet ESS-258kLA-SA1/ ESS-215kLA-SA1

b. Battery Cabinet ESS-258kLA-BD1/ ESS-215kLA-BD1

c. 400V Junction Cabinet PAC-750K-H1

d. Backup Cabinet PAC-750K-W1

PowerMagic（AC 690V connected series ）

a. Energy Storage Cabinet ESS-344kLA-SA1

b. Battery Cabinet ESS-344kLA-BD1

c. Transformer Cabinet PAC-1M29-T1

d. MV Backup Cabinet PAC-2M58-W1

2 Warranty scope

2.1 Performance guarantee

Model	Number of packs	Max charge and discharge ratio	Number of warranty cycles	Typical cycle frequency	Remark
ESS-215kLA-SA1	5	0.5P	7000	One charge and discharge per day	For other working conditions, see related documents of performance commitment baseline.
ESS-258kLA-SA1	6	0.5P	7000		
ESS-344kLA-SA1	8	0.5P	7000		
ESS-215kLA-BD1	5	0.25P	7000		
ESS-258kLA-BD1	6	0.25P	7000		
ESS-344kLA-BD1	8	0.25P	7000		

2.2 Product Warranty

The warranty of energy storage system products is divided into basic warranty and extended warranty. After the device is delivered, the basic warranty is automatically obtained.

2.2.1The basic warranty duration and scope as below,

NO.	Product	Product Parts	Warranty period
1	Energy storage cabinet	Battery Pack	2 years
		PCS	2 years
		High voltage box	2 years
		Auxiliary power module	2 year
		Fire suppression system	2 years
		Liquid cooling system	2 years
		CSU	2 years
2	Battery cabinet	Battery Pack	2 years
		High voltage box	2 years
		Fire suppression pipes	2 years
		Liquid Cooling pipes	2 years
		Auxiliary power module	2 years
3	Junction Cabinet	Circuit breakers	2 years
4	Transformer Cabinet	Transformer, Circuit breakers	2 years
5	Backup Cabinet	STS	2 years
6	MV backup cabinet	MV Switches	2 years

2.2.2The extended warranty duration and scope as below

NO.	Product	Product Parts	Warranty period
1	Energy storage cabinet	Battery Pack	5 years or 10 years
		PCS	5 years or 10 years
		High voltage box	5 years or 10 years
		Auxiliary power module	5 years or 10 years
		Fire suppression system	5 years or 10 years

		Liquid cooling system	5 years or 10 years
		CSU	5 years or 10 years
2	Battery cabinet	Battery Pack	5 years or 10 years
		High voltage box	5 years or 10 years
		Fire suppression pipes	5 years or 10 years
		Liquid Cooling pipes	5 years or 10 years
		Auxiliary power module	5 years or 10 years
3	Junction Cabinet	Circuit breakers	5 years or 10 years
4	Transformer Cabinet	Transformer, Circuit breakers	5 years or 10 years
5	Backup Cabinet	STS	5 years or 10 years
6	MV backup cabinet	MV Switches	5 years or 10 years

2.2.3The following auxiliary materials and mechanical parts are not covered by the warranty:

Category	Description
Consumables	Including cables, door locks and lamps
Cables	Cables from energy storage cabinets to Junction cabinet or 400V AC busbar
Mechanical parts	Including battery installation racks and other mechanical parts
Accessories	Including cabinet mechanical parts, documents, product accessories, installation accessories, and tools

2.2.4The warranty period starts the date of receiving the request for product service or 90 days after shipment date of SOFAR products (whichever is earlier).

2.2.5 The buyer can choose the extended warranty at least three months prior to the expiration of the standard warranty purchased. In principle, the product warranty period must be continuous from the date of purchase. Otherwise, extension warranty is not supported.

3 Warranty Transfer

The warranty is transferable while the product is still in its initial installation position. When the ownership of a product changes, the new product owner will continue to have the right under the warranty to initiate the warranty process under the Warranty Agreement.

The warranty is non-transferable when the product is reinstalled by the Buyer to a non-initial installation location. Although the ownership of the product changes, the new product owner will not be able to continue to enjoy the rights under the warranty. The new Product owner's rights under the warranty will only be granted if the Buyer has obtained the Seller's written consent to change the initial installation. For the avoidance of doubt, the Seller does not bear any costs associated with the reinstallation of the Products.

When the Seller replaces the defective product, the remaining warranty period of the original product will be transferred to the replaced product. The warranty period of the new product does not replace the warranty period of the existing product.

4 Warranty clause

4.1 Basic provisions

During the warranty period, SOFAR promise as follows:

4.1.1 Provide replacement service when normal functions cannot be used due to defects in materials, manufacturing or workmanship.

4.1.2 Provide replacement service when normal functions cannot be used due to non- compliance with published product specifications.

4.1.3 SOFAR spare parts (excluding batteries) shall be dispatched within two working days after the service request is confirmed. After receiving the spare parts, the asset ownership of the faulty parts will be transferred to SOFAR. The customer shall return the faulty parts to SOFAR within 15 working days. If the faulty parts cannot be returned, the customer must compensate SOFAR for the loss.

4.1.4 If SOFAR provides spare parts in the order, the customer is not allowed to sell the spare parts to third parties or use them for other purposes.

4.1.5 Spare parts provided by SOFAR are equivalent to those used by customers on site.

4.1.6 After SOFAR provides spare parts, the system warranty period inherits or is not shorter than the warranty period in the original contract.

4.1.7 Onsite engineering operations should be completed by the customer, and SOFAR is not responsible for onsite replacement.

4.1.8 After the spare parts request is confirmed, SOFAR is responsible for the transportation of spare parts within the warranty period.

4.1.9 If a product fault is found within the warranty scope, the customer should contact SOFAR hotline to report the fault and provide the following information:

- Brief description of the fault, including but not limited to input and output parameters, alarm ID, cause ID, and run logs.
- Product serial number.
- Purchase receipt.

The above information is the condition for reporting faults.

If the customer does not provide sufficient information or the spare parts are replaced without SOFAR's confirmation, the customer shall bear the freight.

4.2 **Exception clause**

4.2.1 The preceding support services are only applicable to SOFAR-produced equipment. The hardware equipment beyond the agreed scope is not covered by SOFAR's service scope.

4.2.2 In all cases, whether on the basis of contract, warranty, tort (including liability for fault and strict liability) or any other theory and legal claim, SOFAR does not assume any liability for any consequences arising from the installation, use, or poor performance of its products, any indirect loss, collateral damage, or punitive damages arising from any defect or breach of warranty. including, but not limited to, loss of profits, damage to goodwill or business reputation, or loss of delay. The total amount of SOFAR's responsibility for damages or otherwise shall not exceed the purchase price paid by the original Buyer for the Products.

4.2.3 SOFAR industrial and commercial energy storage systems have a two-year basic warranty by default. A 5-year or 10-year extended warranty can be purchased. In principle, the product warranty period must be continuous from the date of purchase. Otherwise, extension warranty is not supported.

4.2.4 Widely used vulnerable parts and consumables are not covered by SOFAR's service scope.

4.2.5 If SOFAR cannot fulfill the service commitment within the promised time due to non- SOFAR reasons, the customer shall exempt SOFAR from the SLA fulfillment responsibilities and relevant compensations. If on-site services are required, travel time shall be excluded from SLA time.

4.2.6 Faults caused by the following reasons are not covered by SOFAR's service scope:

4.2.6.1 The storage or handling of improper materials may cause product drop or collision damage. For example, the storage of improper materials may expose the battery to an environment below -40 degree Celsius or above 60 degree Celsius.

4.2.6.2 Battery packs are damp or wet due to outdoor storage.

4.2.6.3 Storage, installation, charging, operation, and control of the energy storage system not in accordance with the user manual, including placing the equipment in an environment below -30 degrees or above 55 degrees. Failures caused by failure to comply with the operating environment or external power parameters required by the written system specifications.

4.2.6.4 Caused by force majeure (such as natural disasters, fires, or wars)

4.2.6.5 Faults due to natural aging and wear.

4.2.6.6 Faults caused by engineering quality of joints.

4.2.6.7 After the system is installed or shut down during operation, no auxiliary power is supplied for more than 24 hours, causing condensation and moisture inside the cabinet.

4.2.6.8 If the system does not run for a long time or has been shut down for more than three months, the initial capacity SOC is lower than 50%, causing serious battery attenuation.

4.2.6.9 Over-range lightning strikes caused by system design problems.

4.2.6.10 The products are modified without SOFAR's written approval.

4.2.6.11 Failure to feed back product problems within the warranty period.

4.2.6.12 SOFAR hardware or data is damaged due to negligence, irrelevant operations, or intentional damage.

4.2.6.13 Performance unqualified/unqualified items due to laws and regulations update.

4.2.6.14 Defects that are not currently recognized by technology at the time the product is sold.

4.2.6.15 Do not provide authorization to operate data via network access and refuse to install firmware updates.

4.2.6.16 If the system fails to be upgraded due to the customer's reasons, SOFAR will not bear the warranty, and the customer will bear all the consequences.

4.2.6.17 Physical access to the system is not granted on site.

4.2.6.18 System damages caused by improper operations of a third party or customer, including those in transportation, installation, and improper adjustment, alteration, and removal of identification marks. If the ESS is used as a backup power device for medical treatment, it may cause personal injury, loss of life, or catastrophic property loss. SOFAR shall not be liable for any loss.

4.2.6.19 This is directly caused by customer infrastructure problems.

4.2.6.20 To remotely upgrade the firmware to ensure the service life of battery cells, ESSs must be connected to SOFAR Cloud. For ESS products that are not connected, the warranty does not cover the battery cell damages caused by failure to upgrade the products in time.

5 Warranty Service

	Service Item	Service Content	Maintenance Service SLA
Service level under product warranty	Remote Support Service	Help Desk	8.5x5: weekdays, 9:00 - 18:00, excluding legal holidays.
		Remote troubleshooting	8.5x5: weekdays, 9:00 - 18:00, excluding legal holidays.
		Online Technical Support	7 ×24, Monday - Sunday, 00:00 - 24:00
	Software Support Services	Software Update Authorization	7 ×24, Monday - Sunday, 00:00 - 24:00
	Hardwar e Support Services	Spare Parts Replacement (Parts)	2 BD-S* delivery SOFAR shall issue spare parts within two days after SOFAR confirms that it is necessary to replace the hardware and provides the RMA number.
		Spare parts recovery	The time is subject to the confirmation with the customer. The time is no later than 15 working days after the spare parts are shipped.

5.1 Spare Parts Service Description

By default, spare parts for industrial and commercial energy storage ESSs are part-level replacements.

The performance of the spare parts provided by SOFAR is not lower than that of the faulty equipment. However, SOFAR does not promise that the appearance of the spare parts is the same as that of the faulty equipment or that the spare parts are new.

Parts: Parts except the whole system

Auxiliary materials and mechanical parts are not covered by the warranty.

The following auxiliary materials/structural parts are not covered by the warranty:

Category	Description
Consumables	Including cables, door locks and lamps
Cables	Cables from energy storage cabinets to Junction cabinet or 400V AC busbar
Mechanical parts	Including battery installation racks and other mechanical parts
Accessories	Including cabinet mechanical parts, documents, product accessories, installation accessories, and tools

5.2 Remote Support Services

Remote technical support refers to the technical support provided by SOFAR by telephone or email for SOFAR product problems. Including SOFAR hotline, remote technical support, and online technical support.

Hotline

Receives and tracks service requests based on the service interface platform.

For details about the hotline number, see the official SOFAR website. If there is no hotline in a country, please contact the hotline of a neighboring country.

https://sofarsolar.eu/technical-support/

Remote technical support

Including technical consultation and problem handling. Technical consultation refers to the technical guidance for non-actual problems. Problem handling refers to the solution to product- related problems and provides solutions to customers within the promised service time.

Online Technical Support

SOFAR provides website access support services. Customers can log in to (https://www1.sofarsolar.com/) to get the latest documents related to products.

5.3 Software Support Services

If necessary, SOFAR provides software update guidance services for customers free of charge within the warranty period.

SOFAR guarantees that the Products are in good operation, but does not guarantee that the Software is error-free or uninterrupted, nor that SOFAR will correct all program errors.

5.4 Hardware Support Services

Hardware is a prerequisite for the stable running of the ESS. SOFAR hardware support service ensures the stable operation of the ESS.

5.5 The service fee borne by the Buyer shall be paid in one lump sum within thirty (30) days from the date of invoice issued by the Seller.