Limited Product Warranty

SolarEdge Home Battery 48V Warranty

Subject to the terms of this **SolarEdge Home Battery 48V Limited Product Warranty** ("Limited Warranty"), SolarEdge Technologies Ltd. ("SolarEdge") shall cover defects in (i) workmanship and materials; and (ii) Energy Retention (as defined below) of the SolarEdge Home Battery **48V** ("SolarEdge Home Battery") for the Warranty Period set out below:

The SolarEdge Home Battery shall be covered by this Limited Warranty for 10 years from the earlier of (i) the SolarEdge Home Battery's installation date; or (ii) 12 months from the date the SolarEdge Home Battery is shipped from SolarEdge ("Warranty Period").

The SolarEdge Home Battery shall have a remaining usable capacity ("Energy Retention") of 70% at the earlier of (i) the end of the Warranty Period or (ii) reaching an energy throughput of 2.87MWh per each kWh usable capacity of the battery.

General Guidelines

The Limited Warranty shall apply to:

- ✓ a buyer who has purchased the SolarEdge Home Battery from SolarEdge or an authorized seller of SolarEdge for use within the continent where SolarEdge originally sold the SolarEdge Home Battery, in accordance with its intended purpose and subject to the installation and use of the SolarEdge Home Battery in compliance with applicable laws and regulations in the installation country.
- ✓ a SolarEdge Home Battery, that is connected to an approved SolarEdge Inverter and the SolarEdge Monitoring Platform for the entire duration of the Warranty Period.
- ✓ a SolarEdge Home Battery used solely for standard solar use in one of the following modes: solar self-consumption, time of use, peak shaving, backup applications or SolarEdge-managed Grid Services.
- ✓ a SolarEdge Home Battery used, installed and handled in accordance with the provisions of the SolarEdge Home Battery Documentation. In particular, SolarEdge Home Battery Data Sheet[1], SolarEdge Home Battery Installation Manual[2], SolarEdge Home Battery Safety Data Sheet[3], and Storage and Transportation Guide[4] available on the SolarEdge website
- ✓ the Limited Warranty may be transferred from buyer to any assignee and will remain in effect for the time period remaining under the Limited Warranty, provided that the SolarEdge Home Battery is not moved from its original installation site or de-installed and reinstalled following its original installation.
- ✓ the SolarEdge Home Battery is to be installed in a location where the ambient temperature falls between 0°C to 40°C for no less than 95% of the warranty period.
- ✓ If additional battery modules are added after the SolarEdge Home Battery is installed, the Energy Retention should be measured based on the oldest installed module, as long as it is under Warranty.

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[1] https://www.solaredge.com/sites/default/files/se-solaredge-home-battery-low-voltage-datasheet-eng-row.pdf

[2] https://www.solaredge.com/sites/default/files/se48v-5-12kwh-battery-installation-guide.pdf

[3] https://www.solaredge.com/sites/default/files/se-solaredge-home-battery-low-voltage-safety-datasheet-eng.pdf

[4] https://www.solaredge.com/sites/default/files/se-energybank-transportation-and-storage-guidelines_0.pdf

- ✓ Additional battery modules whose Warranty period has expired, should be disconnected during measuring Energy Retention values, and measuring should be performed on the remaining modules that are within the Warranty period.

Warranty Exclusions

This Limited Warranty does not apply if (i) buyer is in default under the SolarEdge General Terms and Conditions or other agreement governing the purchase of the SolarEdge Home Battery; or (ii) any defect or Energy Retention underperformance is the result of any of the following:

- misuse, abuse, negligence;
- failure to maintain, operate, store, ship, install or handle the SolarEdge Home Battery in strict conformance with the Documentation, including without limitation, failure to maintain the SolarEdge Home Battery under proper environmental conditions or in any manner which is contrary to the Documentation;
- modifications, alterations, repair, attachments, opening or disassembling the SolarEdge Home Battery, which were not pre-authorized in writing by SolarEdge;
- removal and reinstallation of the SolarEdge Home Battery at a location other than the original installation site, without the express written consent of SolarEdge;
- use of the SolarEdge Home Battery in combination with equipment, items or materials not permitted by the Documentation or in violation of local codes and standards;
- connecting the SolarEdge Home Battery to software, interfacing, parts, supplies or other products not supplied by SolarEdge;
- improper site preparation or maintenance or improper installation;
- accidents or other force majeure events such as (but not limited to) flood, earthquake, fire, power surges, lightning, pest damage, corrosion, actions of third parties, direct exposure to water or other substances or other events beyond SolarEdge's reasonable control or not arising from normal operating conditions;
- shipping or transport to or from buyer where buyer arranges such shipping or transport;

This Limited Warranty does not cover cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the SolarEdge Home Battery.

Failure to Connect the SolarEdge Home Battery to the SolarEdge Monitoring Portal in order to provide this Limited Warranty for the Warranty Period, SolarEdge requires the ability to update the SolarEdge Home Battery through remote firmware upgrades. Buyer acknowledges that remote upgrades may temporarily interrupt the operation of the SolarEdge Home Battery. By installing the SolarEdge Home Battery and connecting it to the SolarEdge Monitoring Portal, buyer consents to SolarEdge updating the SolarEdge Home Battery from time to time, without prior notice. If the SolarEdge Home Battery is not connected to SolarEdge Monitoring Portal, SolarEdge will not be able to honor this Limited Warranty.

Remedies

If, during the applicable Warranty Period, buyer discovers any defect in workmanship and materials or suspects that the SolarEdge Home Battery fails to comply with the Energy Retention warranty and buyer therefore seeks to activate the Limited Warranty, then buyer shall, promptly after such discovery, report the defect to SolarEdge by sending an email to support@solaredge.com with the following information: (i) a short description of the defect, (ii) the SolarEdge Home Battery's serial number, and (iii) a scanned copy of the purchase receipt or warranty certificate of the SolarEdge Home Battery. Upon buyer's notification, SolarEdge shall determine whether the reported defect is eligible for coverage under the Limited Warranty. The SolarEdge Home Battery's serial number must

be legible and properly attached to the SolarEdge Home Battery in order to be eligible for Warranty coverage. If SolarEdge determines that the reported defect is not eligible for coverage under the Limited Warranty, SolarEdge will notify buyer accordingly and will explain the reason why such coverage is not available.

If SolarEdge determines that the reported defect is eligible for coverage under the Limited Warranty, SolarEdge will notify buyer accordingly, and SolarEdge may, in its sole discretion, take any of the following actions: repair the product at SolarEdge's facilities or on-site; or issue a credit note in an amount up to the actual pro-rated value of the SolarEdge Home Battery at the time buyer notifies SolarEdge of the defect, as determined by SolarEdge, for use toward the purchase of SolarEdge products in accordance with the following formula: Credit = Current market price of similar product x (120 - Time elapsed from the warranty effective date [in months]) / 120; or replace the SolarEdge Home Battery with an equivalent product at the time of the warranty claim. SolarEdge will determine whether the product should be returned to SolarEdge and, if SolarEdge so determined, the Return Merchandise Authorization ("RMA") Procedure (set out below) will be invoked. SolarEdge may use new, used or refurbished parts that are at least functionally equivalent to the original part when making warranty repairs. The repaired product or replacement parts or SolarEdge Home Battery, as applicable, shall continue to be covered under the Limited Warranty for the remainder of the then-current Warranty Period for the Product. Where the RMA Procedure is invoked by SolarEdge, SolarEdge will instruct buyer how to package and ship the SolarEdge Home Battery or part(s) at Buyer's expense to the designated location. SolarEdge will, at its expense and sole discretion, either repair or replace the SolarEdge Home Battery or part(s). SolarEdge will deliver the repaired or replaced SolarEdge.

Home Battery or part(s) to buyer at buyer's designated location in countries where SolarEdge has an office and/or there is a significant PV market. For the specific list of countries to which such service is provided, please access http://www.solaredge.com/shipping_cost_coverage_warranty.
SolarEdge will bear the cost of such shipment, including shipping and customs (where applicable) and buyer shall bear any applicable value added tax. SolarEdge may elect to ship replacement SolarEdge Home Battery and/or part(s) prior to receipt of the SolarEdge Home Battery and/or part(s) to be returned to SolarEdge as per the above. All costs, including, without limitation, labor, travel and boarding costs of SolarEdge service personnel or others that are incurred for labor relating to repairs, uninstalling and reinstalling of SolarEdge Home Battery on-site, as well as costs related to buyer's employees and contractors repair or replacement activities, are not covered by the Limited Warranty and, unless otherwise agreed in writing in advance by SolarEdge, shall be borne by the buyer.

Limitation of Liability

THE LIMITED WARRANTIES SET OUT HEREIN ARE IN LIEU OF ANY OTHER WARRANTIES WITH RESPECT TO THE PRODUCTS PURCHASED BY BUYER FROM SOLAREDGE, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL (INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), ALL OF WHICH ARE EXPRESSLY EXCLUDED TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

SOLAREDGE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THIS LIMITED WARRANTY, REGARDLESS OF THE FORM OF ACTION AND REGARDLESS OF WHETHER SOLAREDGE HAS BEEN INFORMED OF, OR OTHERWISE MIGHT HAVE

ANTICIPATED, THE POSSIBILITY OF SUCH DAMAGES. SOLAREDGE'S LIABILITY ARISING OUT OF A CLAIM UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE AMOUNT PAID FOR THE SOLAREDGE HOME BATTERY UNDERLYING BUYER'S WARRANTY CLAIM.

Limitation on Use

The SolarEdge Home Battery is not intended for use as a primary or backup power source for life- support systems, medical equipment, or any other use where the SolarEdge Home Battery's failure could lead to injury to persons or loss of life or catastrophic property damage. SolarEdge disclaims any and all liability arising out of any such use of the SolarEdge Home Battery. Additionally, SolarEdge reserves the right to refuse to service products used for these purposes and disclaims any and all liability arising out of SolarEdge's service or refusal to service the Products in such circumstances.

Claims by buyer that go beyond the warranty terms set out herein, including claims for compensation or damages, are not covered by the Limited Warranty, insofar as SolarEdge is not subject to statutory liability. Eventual claims in accordance with the law on product liability remain unaffected.

Coverage under the Limited Warranty is subject to buyer complying with the foregoing notification requirements and cooperating with SolarEdge's directions. SolarEdge's sole obligation and buyer's exclusive remedy for any defect warranted hereunder is limited to those actions expressly stated above. Such actions are final and do not grant any further rights, in particular with respect to any claims for compensation.

Unless otherwise specified in an executed Agreement with SolarEdge, the Limited Warranty and related provisions set out herein are subject to SolarEdge's General Terms and Conditions, including, without limitation, the provisions thereof, which relate to disclaimer of warranties, limitation of liability and governing law and jurisdiction.

September 2022