SUNGROW MANUFACTURER WARRANTY FOR DISTRIBUTION

1. DEFINITIONS

1.1. This Manufacturer warranty is applicable for all products as listed under 1.5, 1.6, 1.7, 1.8 and 1.9 sold from April 24 2023 via SUNGROW to a Distributor.

1.2. SUNGROW Power Supply Co., Ltd. ("SUNGROW") and its subsidiaries shall be the warrantor for the warranty set forth herein for products purchased and installed only in following countries and/or regions :

European Union (Austria, Belgium, Bulgaria, Denmark, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania, Sweden, Slovakia, Slovenia, Spain, Czech Republic); Bosnia and Herzegovina, Norway, Scotland, Switzerland, United Kingdom, Albania, Serbia, Montenegro, North Macedonia and Oversea Territories of countries listed in the European Union and United Kingdom. Countries not listed have different warranty conditions.

1.3. "Distributor" means any natural or legal person in the supply chain, other than Sungrow or the End-User, who makes a product available on the market after has been purchase from SUNGROW;

1.4. "Installer" means any natural or legal person who undertakes to or offers to undertake to install in the final placement of the Residential Products. This definition includes subcontractors, specialty contractors, prime contractors, and any person receiving consideration for the general supervision and/or coordination of such installation project. This definition shall govern without regard to whether or not the installer is acting in fulfillment of a contract.

1.5. "Residential Product" means the photovoltaic inverters for up and equal to 20kW and peripheral devices or accessories mainly used in the residential market. Due to certifications and technical requirements not all products are always available for each market. In case of doubts please contact your local installer, Distributor or SUNGROW.

1.6. "Residential Battery" means Lithium-Ion battery for residential use which is sold together with the SUNGROW hybrid inverter as listed above.

1.7. "C&I Distribution Product" means any Products sold via the Distribution market and mainly used in smaller projects and in C&I markets without direct sales from SUNGROW and peripheral devices or accessories higher than 20kW and up to 350kW. Due to certifications and technical requirements not all products are always available for each market. In case of doubts please contact your local installer, Distributor or SUNGROW.

1.8. "Liquid Cooling Commercial Energy Storage System" also known as Power Stack means the lithium ion battery for C&I use STXXXXCP family which is sold together with Sungrow Power Stack inverter 5xSC50HV that has special requirement in Annex A.

1.9. "Residential AC-Wallbox" means AC charger, including AC 22kW (AC22E-01), 11kW combo-solution version(AC011E-01) &L1 version(AC011E-01 L1), AC 7kW-UK combo-solution version(AC007UK-01) &L1 version(AC007UK-01 L1), AC 7kW combo-solution version(AC007E-01) &L1 version(AC007E-01 L1).

1.10. "Warranty" means this Manufacturer Warranty for Product.

1.11. "End-user" means the owner of the Product or a company authorized by owner making claims under this Warranty.

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1.12. "Manual" means the SUNGROW installation, operation and maintenance guide for the Product covered under this Warranty applicable at the time the contract is concluded.

1.13. "Site" means the location, where the Product is installed for initial operation and which is communicated to SUNGROW.

1.14. "Warranty Period" means the period of time the Product is covered under this Warranty.

1.15. "SUNGROW Service Personnel" means any employee, agent or other third party authorized directly or indirectly by SUNGROW to conduct work under this Warranty.

2. EXECUTION OF THE WARRANTY

2.1. SUNGROW warrants that the product is free from defects as defined by law, and in deviation of SUNGROW's specifications.

2.2. The warranty is transferable within the ownership from original customer to end-user as long as the initial place of installation hasn't been changed.

2.3. If any Product is considered to suffer a Defect while under the Warranty, End-user, or claimant duly authorized by the End-User shall issue as soon as practicable a notification (the "Notification"). To issue a claim for Defect under this Warranty the claimant shall provide following information:

2.3.1. Product and serial number

2.3.2. Copy of the invoice and if available installation report

2.3.3. A brief description of the non-conformity or defect including any failure code

2.3.4. A brief summary on activities done so far.

When applicable, the end-user is doing a proper regular maintenance according the inverter manual valid for this product and thereof proof can be provided on demand.

2.4. SUNGROW will provide at its own discretion either by rectification of such defects or replacement of product as further detailed below:

2.4.1. Sending replacement for product whereby SUNGROW reserves the right to supply a different or newer product model, or product from a third-party, if appropriate; in case of delivery of another product model or the product of a third party. Shipment and delivery date to be agreed between the parties when the claim has been confirmed and accepted.

2.4.2. The replaced unit or part will keep the Warranty Period of the original Product. If the Warranty Period left of the original Product is less than one (1) year, the Warranty Period will be extended to one (1) year from the date, when the replacement is conducted. Anyreplacement parts may be new or refurbished if older than 6 months since production date. In case ofreplacement, the Product removed shall become the property of SUNGROW. The replacement costs will be borne by SUNGROW as listed:

ServiceRegion	Countries of Regions	Handling charge per product	
		Nominal power </= 20kW, Residential Batteries and AC Chargers	Nominal power > 20 kW
A Region	Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway,Sweden, Scotland, Switzerland, United Kingdom	€ 100	€ 150 for up to 100kW € 180 for up to 250kW
B Region	Croatia, Cyprus, Czech Republic, Greece, Hungary, Malta, Poland, Portugal, Slovakia, Slovenia, Spain,	€ 80	€ 100 for up to 100kW € 130 for up to 250kW

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C Region	Bulgaria, Estonia, Latvia, Lithuania, Rumania, Bosnia and Herzegovina, Oversea territories	€ 60	€ 80 for up to 100kW € 110 for up to 250kW
Other countries	Not listed countries	n.a.	n.a.

In case claims are made for more than one product, the handling charge will bereduced by 50 % per each further product.

Service Region	Countries of Regions	Shipment cost and / or custom clearance
A Region	European Union (Austria, Belgium, Bulgaria, Denmark, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania,Sweden, Slovakia, Slovenia, Spain, CzechRepublic); Israel, United Kingdom, Scotland, Norway, Switzerland,	Covered by SUNGROW
B Region	Oversea Territories of countries listed before. Bosnia and Herzegovina, notlisted countries	**Not** covered by SUNROW

2.4.3. Sending on-site SUNGROW Service Personnel for repairs;

2.4.4. Repairing the defective Product in a workshop belonging to, or determined by, SUNGROW or SUNGROW Service Personnel. The transport costs of the damaged Product when sending it to the workshop for repair and the cost for the return of the Product to End- user by a transport company commissioned by SUNGROW will be borne by SUNGROW as stipulated under 2.3.2;

2.4.5. Checking installation and making recommendation for possible corrective measures;

2.4.6. Collecting the defective and replaced Products as property of SUNGROW. After disassembling the Product, the End-user / Owner / Claimant has the responsibility to store the Product in a professional manner (see item 6.4 and to repack the goods in a professional manner, best in the original packaging, ready for pickup by a transport company commissioned by SUNGROW and keep the defective Product at its cost to enable SUNGROW (or SUNGROW's subcontractor) to collect it. During the collection of the Product and its loading for transport, the End-user is responsible for both the adequate monitoring of the collection and in particular the loading process so that the Product is not damaged or can be damaged during the transport in particular by improper loading, which is recognizable to the End user as such.

2.5. SUNGROW reserves the right to require End-user to pay a deposit prior to the subsequent performance for End-users who have, or had, overdue payment in purchasing of products or service from SUNGROW, its subsidiaries or Distributors.

2.6. SUNGROW may asking for signing a cost declaration letter when the owner needs a replacement shipment out without further investigation support on the claimed product. The cost for an invalid claim is limited to the product sales price, shipment and transport cost as well a reasonable handling fee of 10% but minimum 50€ in case of an invalid warranty claim. The claimant will get a report with the invoice. For alternative solutions, in case the subsequent performance shows that claims of the End-User made under the Warranty were unjustified SUNGROW reserves the right to charge the related expenses to End-user in accordance with item 5.5. (all above prices in net plus statutory value added tax, if applicable).

2.7. The period covered by this Warranty for "Residential Product" as listed under 1.5 and 1.6 and installed in the countries as listed under 1.2 for initial operation is ten (10) years for the inverters and five (5) years for the peripheral or accessory devices The Residential Battery is guaranteed for ten (10) years since the installation date, no more than ten (10) years and six (6) month from the manufacturing date or a maximum of measured throughput energy as listed in the table below, whichever comes first. During this time, the Residential Battery is guaranteed to maintain a measured State of Health higher or equal to the corresponding value in the table below.

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Battery nominal capacity (kWh)	Minimum Throughput Energy (MWh) for 80% SOH	Minimum Throughput Energy (MWh) for 60% SOH
SBR064 – 6.4	-	25.6
SBR096 – 9.6	25.53	40.32
SBR128 – 12.8	34.04	53.76
SBR160 – 16.0	42.56	67.20
SBR192 – 19.2	51.07	80.64
SBR224 – 22.4	59.58	92.40
SBR256 – 25.6	68.09	105.42

For the Residential Battery the remaining Usable Energy is as measured and calculated using the following testing method and values:

- Battery SOC range set to 0-100% in the iSolarCloud app
- Ambient temperature is between 25~ 28°C:
- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV") or its self-protective voltage.
- Wait for 10 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 10 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage. Record the current, voltage and time.
- The remaining Usable Energy is the integral of discharge time, current and voltage.

2.8. All products initially sold via SUNGROW, Start date is the date of sales to End-user (invoice as reference). In any case the standard warranty period is no more than eleven (11) years for the residential inverters and ten years and 6 months for Batteries since production date (which can be seen, inter alia, from the serial number of the Product concerned).

2.9. The period covered by this Warranty for "C&I Distribution Product" as listed under 1.7 and installed in the countries as listed under 1.2 for initial operation is five (5) years for the inverters and two (2) years for the peripheral or accessory devices including Batteries. All products initially sold via SUNGROW to Distribution. Start date is the date of sales to End-user (invoice as reference) or 4 weeks after the delivery to the site has been made, whichever comes first. In any case the standard warranty period for the inverters is no more than six (6) years since production date (which can be seen, inter alia, from the serial number of the Product concerned). For all other products, the starting point is not later than one year after initial sales from SUNGROW to Distributor. The extended warranty is negotiable depending on the product and not a fixed number of years.

2.10. The period covered by this Warranty for "Residential AC-Wallbox" as listed under 1.9 and installed in the countries as listed under 1.2 for initial operation is five (5) years for the AC charger combo-solution version, three (3) years for the AC charger L1 version and two (2) years for the peripheral or accessory devices. All products initially sold via Sungrow to Distribution. Start date is the date of sales to End-user (invoice as reference) or with finished commissioning when the products have been registered within SUNGROW. In any case the standard warranty period for the inverters is no more than six (6) years since production date (which can be seen, inter alia, from the serial number of the Product concerned). For all other products, the starting point is not later than one year after initial sales from Sungrow to Distributor

2.11. The best way to claim is going back the supply chain, e.g. owner to installer, installer to Distributor, Distributor to SUNGROW.

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Alternative contact points can be found under https://www.SUNGROWpower.com or using SUNGROW's Service Portal under https://gsp.SUNGROW.cn/user/login

3. EXTENDED WARRANTY FOR C&I DISTRIBUTION PRODUCT

3.1. The purchase of an extended warranty for the inverters can be done via the regular Distribution channel or directly at SUNGROW. During the purchase process as wellup to twenty-four (24) months after the production date which can be seen, inter alia, from the serial number of the Product concerned the parties are free to agreeon an "extended warranty" in addition to the five-year period covered by this Warranty in accordance with item 2.8 of these warranty terms.

3.2. The Handling of the extended warranty is similar to the Manufacturer warranty except for following:

3.2.1. The period covered by the extended warranty follows the logic of the period covered by this warranty 2.8 and will just extend the Manufacturer warranty according theproduct purchased.

3.2.2. The details of this agreement, including the terms and conditions (in particular the price and length of extended warranty) are specified in an additional separate contract (extended warranty) to the regular sales process.

3.2.3. Should the parties agree on an extended warranty beyond the five (5) years establishedin item 2.8 of these warranty terms (extended warranty), in accordance with the separate contract on extended warranty and simultaneously with the conclusion of thepurchase contract on the purchase of the product with SUNGROW, the end user mustadditionally, at his own discretion:

3.2.3.1. Notify SUNGROW about the warranty extension.

3.2.3.2. Do proper regular maintenance according to the inverter manual valid for this product and thereof proof can be provided on demand or on a yearly basis.

3.2.3.3. Either conclude a maintenance contract with SUNGROW regarding the maintenance of theproduct to be purchased from SUNGROW,

3.2.3.4. Or conclude a maintenance contract with a third-party company regarding themaintenance of the product to be purchased,

3.2.3.5. Or perform maintenance of the product to be purchased by itself following SUNGROW'smanual indications.

3.3. The person performing the maintenance – in the event that this is not SUNGROW – shall be qualified by the countries regulation or better trained and homologated by SUNGROW and thereof proof can be provided on demand;

3.3.1. In the event that maintenance is performed by a non-qualified technician, the extended warranty shall lapse with retroactive effect up to the most recent point in time at whichit can be proven that maintenance was performed by a qualified person as requested under 3.3.

3.4. The exclusion of warranty in accordance with item 4. of this Manufacturer's warranty shall remain unaffected.

3.5. SUNGROW will cover the shipment cost as declared under 2.3.2..

3.6. SUNGROW will not compensate for any handling charge per product as stated in2.3.2..

3.7. All the warranty extension rights shall be suspended in the event of the total orpartial non-payment of the product or component giving rise to the claim.

3.8. Termination of the extended warranty by SUNGROW

Irrespective of item 4. of this Manufacturer's warranty, End-User and SUNGROW shall have theright to ordinary terminate the extended warranty – which requires twelve months' notice to be given to the customer (discontinuation) and will take effect on the first calendar day of the month in question – if End-User or SUNGROW becomes aware that continuing to provide the extended warranty will become technically or financiallyimpossible or unreasonable in the foreseeable future. This applies in particular, butnot exclusively, in the event that it becomes likely that relevant replacement partswill no longer be available on the market or the PV plant being sold or taken out of operations by Owner.

4. WARRANTY EXCLUSIONS

This Warranty does not cover any defects, damages and/or losses caused by:

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4.1. Improper transportation, handling and improper delivery caused by or for whichthe Distributor, Installer or End-user is responsible;

4.2. Failure to properly store the Product before installation, unless SUNGROW hasstored the Product;

4.3. Non-compliance with applicable regulations and standards;

4.4. Improper installation, not following the Manual (however, the "applicable regulations and standards" referred to in point 4.3 above take precedence over theManual); this includes but it is not limited to the installation or maintenance being performed for non-certified personnel,

4.4.1. For Residential Battery, Use of an incompatible PCS (inverters, DC/DCconverters, etc.).

4.5. Use and application beyond the definition in the Manual;

4.6. Neglect, abuse, misuse, improper maintenance or lack of maintenance, as set forthin the Manual. This includes the case that maintenance is not executed by qualified personnel;

4.7. Adjustment or alteration, not authorized in writing by SUNGROW;

4.8. Modifications or attempts to repair not made by personal authorized by SUNGROW After Sales Services.

4.9. Voltage surge coming from PV array (DC side) or from grid (AC side);

4.10. Damages due to a numerous external insulation failure coming from the DC side.

4.11. Acts of nature and/ or Force Majeure such as surge, fire, flood, plagues, earthquake,and lightning;

4.12. Damage or accidents due to third parties' actions or any other reasons differentfrom the standard use of the Product;

4.13. Insufficient ventilation/airflow of the equipment, use outside of the operatingtemperatures specified in the User Manual.

4.14. Downtimes or other business interruption of the Product and/or the installation,including but not limited to loss of profit.

4.15. This Warranty does not cover fuses, surge suppressors, filters, or cosmetic / opticaldamages or wear and tear.

4.16. This Warranty does not cover costs for End-user's employees and/or any thirdparties, unless stipulated otherwise in the Warranty.

4.17. This warranty shall be put on hold in case a Firmware/ Software update is needed and the End- User fails to grant access to the product until the System was upgraded. The access shall be granted either remote (free of charge) or onsite (potentially chargeable). This warranty exclusion applies for failures which are related to outstanding Firmware/ Software upgrade where the delay was not caused by SUNGROW.

4.18. This Warranty shall be void, if

4.18.1. The serial number of the Product has been altered, manipulated, or cannot be clearly identified;

4.18.2. The End-user fails to make any Product subject of a claim available for inspection, testing and correction or does not grant adequate access to the property/building on or in which the Product concerned is stored or installed or to the PV array itself, of whichthe Product concerned has become an integral part in the event the Product has already been installed.

4.18.3. When applicable, the End-user fails to proof the maintenance has been done duringthe applicable warranty period according SUNGROW's system manual following 3.3

4.18.4. Products which are not certified and released for a market and have been sold unauthorized are excluded from this Manufacturer warranty. Those products shall be claimed against the seller of the product directly.

5. END-USER's OTHER RIGHTS

5.1. Any other right not mentioned specifically in this Warranty document is out of the scope of this Warranty; contractual or statutory rights resulting out of the End-users purchase agreement with its seller remain unaffected and have to be enforced within the contractual relationship.

5.2. Without prejudice to the End-user's statutory liability claims against SUNGROW, the End-user shall first assert against the seller the Warranty rights in respect of defects to which it is entitled. The rights under this Warranty may only be asserted by the End-user against SUNGROW in a subsidiary manner, i.e. if and to the extent that the seller is not liable for defects in the Product. However, this does not apply if the End-user is a consumer. In this case, the rights arising from the Warranty against SUNGROW and the Warranty rights against the seller shall have equal priority and shall coexist.

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6. END-USER'S OBLIGATIONS

6.1. The End-user shall provide SUNGROW Service personnel free-of-cost with adequate access to the Site, with a suitable lifting tool, if necessary (upper edge installationheight more than 1,80m), and any special instructions for access to the Site. SUNGROW shall have no liability in the event that access is not provided to the Site despite previous date arrangement and End-user might be invoiced for any costsincurred by SUNGROW in the event an additional visit is required to the Site due tolack of access.

6.2. It is the End-user's responsibility to notify SUNGROW of any hazards at the Site and assure that the Site is free from hazards or obstructions, and that all safety precautions are followed at the Site.

6.3. It is the End-user's responsibility to ensure proper and professional storage of any goods in dry and shielded environment (indications for this can be found in the Manual and the proper maintenance of any Products.

6.4. Beside 2.5 and 2.6, in case the root of failure is confirmed to be out of this Warrantyby an On-site Report, Recovery Report or Repair Report, SUNGROW reserves the right to charge the related costs and expenses including but not limited to Site calls involving an inspection that determines no corrective maintenance, replacement of equipment, installation, materials, freight charges, travel expenses or labor of SUNGROW or its authorizes agents to the End-user. For subsequent performances resulting out of unjustified claims not covered by this Warranty, one servicepersonnel of SUNGROW will charge Ninety (90) EUR/hour at normal working (Monday till Friday) days; One hundred and thirty-five (135) EUR/hour in national holidays and weekend; the upper limited of a working day is One thousand (1,000)EUR as well as the upper limited of a holiday is One thousand five hundred (1,500 EUR, including the time of travel from the closest maintenance station to the claimed device and return (all above prices in net plus statutory value added tax, ifapplicable). SUNGROW reserves the right to adjust the prices. In case of adjustments or changes SUNGROW will inform in advance.

7. OTHER LIMITATIONS

7.1. SUNGROW's obligations under this Warranty are expressly conditioned upon settlement towards SUNGROW, its subsidiaries or Distributors or its authorized agents (including interest charges, if any) of all due payments for the Products. During such time as long as SUNGROW has not received payment of any amount owed for the Products, in accordance with the contract terms under which the Product is sold, SUNGROW shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and theexpiration of this Warranty shall not be extended upon payment of any overdue orunpaid amounts.

7.2. This Warranty is suspended, without extending the Warranty Period, in case, andfor the duration, of war, riots, terror, strike, natural disasters or equivalent events of force majeure in the region of the Site.

8. LIMITS OF LIABILITY

8.1. This Warranty constitutes End-user's sole and exclusive remedy for claims against SUNGROW in respect to Products hereunder. All other warranties, conditions, guarantees or representations from SUNGROW relating to the Products hereunder, whether oral or written, express or implied, statutory or otherwise, in contract, including without restriction, any warranties of merchantability or of fitness for a particular purpose, and any such warranty, condition, guarantee or representation are hereby excluded; subject to the provisions of item 7.2. and notwithstanding any rights of the End-user under item 4.

8.2. For any other damage claims in connection with this warranty SUNGROW ServicePersonnel are only liable to the following extent:

8.2.1. SUNGROW is liable in case of intent and gross negligence;

8.2.2. In case of simple negligence SUNGROW is only liable in case of breach of cardinal duties of the Warranty. The liability is reduced to the foreseeable damage;

8.2.3. The Warranty limitations mentioned here above will be applicable unless they are against legal prescriptions currently running on each country in reference with product liability. In the event of conflict with any of those prescriptions, the nullity will affect only to that clause in particular, remaining valid the rest. In particular, it will be applicable in accordance with the European Community Directive 1999/44/CE, that applies to all products purchased to be installed within the European Union territory.

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When	Who	What	Checked by	Approved by	Version	Release date
04.02.21	CM	Transfer of W T&C from 20 to 21 and merge of residential and C&I product. Integration of Residential Batteries, Update of product lines,			2.0	
01.04.2021	CM	Input from HQ for 2.3.1 and 2.7			2.1	
18.05.2021	APO	Updated the SBR performance conditions			2.2, 2.3	
26.07.2021	APO	Updated SBR performance conditions			2.4	
24.08.2021	APO	RN comments, changes to SBR performance			2.5	
15.12.21	CM	Cleaning of document			2.6	
2.3.2021	EO	Final Review			2.7	

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Annex A. Warranty of the product and Performance Guarantee for Liquid Cooling Commercial Energy Storage System

1. Warranty period

The period covered by this Warranty for "Liquid Cooling Commercial Energy Storage System" as listed under 1.8 and installed in the countries as listed under 1.2 is:

Products	Standard Warranty Period
PCS* (Power Conversion System)	5 years
Battery with Premium warranty	
Battery with Standard warranty	2 years
HVAC (Heating, ventilation, and air conditioning)	
EMS (Energy Management System)	
FFS (Fire Fighting System)	1 year
UPS (Uninterruptible Power Supply)	
Accessories - excluding fuses, surge suppressors, filters	

* The PCS, and battery warranty will be limited to 2 years if the Product is installed within 500 metres to the sea or in a corrosive environment.

- The warranty does not cover consumable parts, such as, but not limited to fuses, surge suppressors, filters etc.
- Warranty is valid for items supplied by Sungrow only. Third-party items or any items not supplied by Sungrow are not covered by this warranty

2. Performance Guarantee

a) To the extent that Customer's use, operation or maintenance of the Product conforms with the Technical Specification and daily charge/discharge cycle limits, Sungrow may offer battery Performance Guarantee from the Warranty Commencement Date as set forth in the Purchase Agreement.

b) For the sake of clarity, any Defect found in the components other than cell will not be covered under the Performance Guarantee but will be exclusively covered in accordance with Clause 2.1 of this Policy. Furthermore, after the Product warranty expires, if the aforementioned Performance Guarantee is not satisfied not because of battery cell capacity or battery capacity issues itself but because of Defect of battery itself or accessories, Supplier shall not be liable for Performance Guarantee and, thus, Supplier shall not be responsible for any warranty obligations in this Policy.

c) In the event of failure to meet the capacity set forth in the Technical Specification, Sungrow, at its sole discretion, may (1) replace Product, (2) supply additional Product to fulfil the loss of capacity, or (3) reimburse for 120€ per kWh (or part thereof) by which measured capacity falls short of the warranted DC usable capacity as set out in clause 2.g).

d) For the Premium warranty package, Sungrow warrants that the energy of the Product will be at least 65% percent of the initial usable energy until 2000 cycles, the number of warranted cycled, in accordance with the following provisions has been reached, but no later than five (5) years.

e) For the Standard warranty package, Sungrow warrants that the energy of the Product will be at least 65% percent of the initial usable energy until 730 cycles, the number of warranted cycled, in accordance with the following provisions has been reached,

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but no later than two (2) years.

f) Sungrow warrants the performance of the Product which depends on
- the charge and discharge current
- the operating temperature
- the deep of discharge (DoD)
- the aging of the battery cells
- the resting state of charge (RSOC)

g) Sungrow warrants a certain number of full charge discharge cycles depending on the following conditions:

	Charge/Discharge Current (A)	Operating temperature (°C)	DoD (%)	Warranted full charge cycles
Premium warranty package	Constant Current 0.25C	20-25°C	100%	2000
Standard warranty package	Constant Current 0.25C	20-25°C	100%	730

3. Limitations in the Performance Guarantee

a) In the event that the Claimant fails to procure log file as required, it shall be deemed that any deviation in efficiency or capacity of the Product from Technical Specification is the result of Customer's noncompliance with the user instructions or other technical conditions, and any repair or replacement of such Product shall be at Claimant's expense.

b) The Product shall be stored in accordance with the temperature conditions (5~28℃) of Technical Specification provided. When the maximum storage period of the Product by Customer exceeds three (3) months from the date the Product have been delivered to Customer, the capacity degradation (0.3% per month) shall be accepted. However, if the Product are not stored 5~28℃ or Customer fails to prove the Product are stored at 5~28℃, additional capacity degradation shall be accepted. But also the Performance Guarantee does not cover any defects or underperformance through no fault of Sungrow, including damages caused if Batteries are not fully cycled within the six (6) months after the delivery of the product from factory has been made.

4. Information Required to initiate the warranty claim process

Period	Documents required
During storage	• Temperature & Humidity Log Data during storage period (3 Times/Day) to demonstrate that the Product was stored within the permitted condition • Inspection reports of storage conditions and photos of the Product in storage • (If there is a product defect) Inspection/Defect Report while unloading Product (or while opening container or while opening product packaging)
During installation	• Ambient Condition of Installation Site (Temperature & Humidity) in/outside of battery building or enclosure (container) • Detail history and test result to demonstrate the defect of components/ parts function.

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During operation	• Battery Log Data (before and right after issue occurs) • Ambient Condition of Battery Room (Temperature & Humidity) • Defect Report to demonstrate that the Product is defective

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