Sunwoda Energy Battery Systems Product Limited Warranty

This Limited Warranty applies to Sunwoda Energy battery system products (Model: Oasis L215 /344).

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's customers, 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>Oasis L215 /344</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>5500 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>8500 times</td><td>Please refer to the following information for details</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>
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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 7500 (0.5C) or 5500 (1C) 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:

(d) The discharge depth is 90%

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

1.4 Battery Storage Conditions

After the battery products are shipped to the destination and accepted by the buyer, the equipment needs to be stored in the environment where the temperature is controlled between 0℃ and 25℃ and the humidity does not exceed 80%.

If any Equipment has been in storage for more than six (6) months (or more than three (3) months for any Equipment containing lead-acid batteries), the Buyer shall be responsible for checking the battery voltage of the Equipment as instructed by the Supplier (and every six (6) months thereafter, or every three (3) months thereafter, as applicable) and submitting the results to the Supplier for review. Within ten (10) business days of receipt of the results, Supplier shall determine whether recharging is required, and if so, Buyer shall recharge at Buyer's expense in accordance with Supplier's instructions. If Buyer fails to comply with the requirements of this Section, the warranty on the affected equipment may be voided.

2. Warranty Limitations And Exclusions

To the extent permitted by law, Sunwoda Energy releases Sunwoda Energy from all liability

for any damages or defects to the product if such damages or defects are caused by or contributed to by.

2.1 Warranty Limitations

(a) Alterations, repairs or modifications to the Products without the Supplier's written consent or in accordance with the Supplier's written instructions.

(b) Installation of replacement products in other locations.

(c) Misuse, abuse, negligence or accidents in the storage, transportation, handling, installation, application, use or rendering of services that are not attributable to the Supplier.

(d) Damage to the Product due to force majeure, electrical surge, lightning, flood, fire, vandalism, tampering, accidental damage, or other circumstances beyond Supplier's control;

(e) Failure to install and use 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, leading to problems such as battery damage.

(g) Damage to the product caused by bites from rodents such as rats and cockroaches.

(h) Battery systems with charging temperatures exceeding 0°C to 45°C and discharging temperatures exceeding -30°C to 45°C.

(i) Theft or destruction of this product or its components.

(j) Normal wear and tear during operation of the product requires repair or replacement of wear parts, including but not limited to fuses, air filters, and surge suppressors.

Replacement and/or repair of these items is not covered by Seller's warranty or scheduled maintenance program.

Note: Force majeure* means an unforeseen, unavoidable or insurmountable event beyond the control of the parties hereto that partially or totally prevents a party from performing this contract. Such events include, but are not limited to, earthquakes, typhoons, floods, fires, wars, strikes, riots, changes in governmental action, laws and regulations or their application, or any other unforeseen, avoidable or controllable event, including those events that are generally recognized as force majeure in business practice.

2.2 Exclusion

(a) If the product was not purchased through regular channels or authorized dealers.

(b) Warranty claims will be denied if the Original Purchaser does not allow Sunwoda Energy to access Battery Product performance data via the Internet or falsifies such data upon request.

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

(d) If the serial number on the product is no longer recognizable 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 other indirect damages.

3. Warranty Measures

3.1 Out of Warranty Period

Any product defects outside the warranty period or within the warranty period but falling within the above warranty limitations or exclusions are referred to by Sunwoda Energy as out-of-warranty conditions. For all out-of-warranty conditions, Sunwoda Energy will charge the customer for on-site service, parts, labor and freight:

On-site service costs: the cost of technician travel and time to provide on-site service, and the cost of technician labor to repair, maintain, install (hardware or software), and debug a defective battery system.

Parts and materials costs: the cost of replacement parts/materials (including any transportation/handling charges that may apply).

Logistics costs: Transportation costs and any other costs (including but not limited to customs duties, etc.) incurred from Sunwoda Energy to the customer when a defective battery system is sent from the customer to Sunwoda Energy or when the product is repaired.

3.2 Warranty Applies

(a) Sunwoda Energy's products are continuously developed and the software or firmware for the products is regularly updated remotely to improve or maintain product performance.

(b) Repair or replacement will utilize new or remanufactured products or parts, and the products or parts being replaced are the property of Sunwoda Energy.

(c) Products will be repaired or replaced at Sunwoda Energy's sole discretion. If the replacement product is discontinued or unavailable. In such event, Sunwoda Energy shall

have the right to provide a new or remanufactured product, which may differ in size, color, shape, model number, or power level, and the replaced product, or any part thereof, will have the same performance and reliability as the original product.

(d) This Limited Warranty covers only the cost of reshipment or replacement transportation, product or material replacement, labor, and field service for Products determined to be covered by the Warranty.

(e) If Sunwoda Energy's products are returned and found to be free of defects or if the Limited Warranty period has expired, the Customer shall be responsible for payment of return shipping charges 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 Buyer, to work directly with Hindustan Energy to arrange for the return of the defective Product, as far as reasonably practicable.

3.3 Warranty Claims

The following must be observed when processing warranty claims:

(a) If the customer wishes to file a warranty claim, contact the local dealer where you purchased the battery system or the installer who installed the battery system to report the warranty claim in writing to Sunwoda Energy. Please have the following information ready:

(1) Customer's contact information, including name, company name, telephone number, e-mail address, and shipping address.

(2) All information regarding the failure of the battery system, including model number,

serial number, date of installation and date of failure. Please file a claim within one month of the failure; otherwise, Sunwoda Energy will consider you to have waived your right to make a warranty claim.

(3) The customer provided the original proof of purchase of the battery system, invoice information, and installation information, including the make, model, quantity, and other information about the batteries.

(4) Fault messages displayed on the APP (if applicable) and other information about the fault or alarm.

(5) Where the Customer has worked with Sunwoda Energy to arrange an on-site inspection to determine the cause of the failure, a description of the actions taken prior to the failure and details of previous claims, if applicable.

(b) If the Product is no longer on the market or battery service is no longer available, and Sunwoda Energy decides not to repair or replace the defective Product or component, Sunwoda Energy will reimburse the depreciated price of the Product for the duration of the 5-year warranty period (only for Products determined to be covered by the warranty).

Reimbursement Program: Refund = (Maximum Claim Amount * / Number of Warranty Months) x (Number of Warranty Months - Number of Months from Warranty Start Date).

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 require Buyer to perform a product failure analysis to substantiate a claim, and Sunwoda Energy will conduct a final review of the claim.

(d) If Buyer disputes Sunwoda Energy's validation of a claim, the Product must be evaluated

by a local certified testing laboratory or a certified third party testing company. If the results of the certified testing facility are favorable to Sunwoda Energy, Buyer will bear the cost of the third party evaluation.

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 causes this document or any part of it to be unenforceable, illegal or invalid, that provision shall be deleted and the remaining provisions shall remain in force.

(c) If any provision of this document is unenforceable, illegal or invalid in one jurisdiction but does not apply in another, or renders this document or any part of it unenforceable, illegal or invalid in a particular 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) In addition to the benefits provided by the warranty, the consumer may have any other rights and remedies available to him under any law relating to the goods or services covered by the warranty.

5. Contact Information

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