Sunwoda Energy Battery Systems Product Limited Warranty

This Limited Warranty applies to Sunwoda Energy battery system products(Series:OASIS Rack Pro+, OASIS A200 All-in-One,OASIS A200).

1. Limited 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.

The seller's total liability for damages or otherwise shall not exceed the invoice amount actually paid by the Customer for the applicable products.

Product Quality Warranty Definition

Products under this warranty including battery modules, PCS module, racks,fire suppression systems(FSS), HVAC,and other equipment, including equipment in battery cabinets provided by Sunwoda Energy.

Battery Performance Warranty Definition

The warranty guarantees that the product will meet the standards in terms of number of cycles and capacity retention for an agreed period of time.

1.1 Warranty Start Date

The warranty start date is the date the 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 paid extension of warranty to 10 years)

Note: Product warranty extensions can only be purchased within 2 years since the product purchase.

The repaired or replaced products will continue to be covered for the remainder of the warranty period.

> **Note**: The standard warranty content excludes on-site service.

1.3 Battery Performance Guarantee

Item	OASIS Rack Pro+	OASIS A200	OASIS A200 All-in-one	Remark
Warranty period	**10 year**			
Cycle number（0.5C，25℃，60%EOL，90%DOD）	**7000 times**	**8000 times**	**8000 times**	**Please refer to the following information for details**
Networking Requirement	If the Internet connection is not established or is interrupted for an extended period of time and Sunwoda Energy is unable to obtain the product data log,the warranty might limited to 2 years.			The system shall be deemed offline if, within any rolling 30-calendar-day period, either of the following conditions is met: 1.The cumulative downtime exceeds 48 hours; 2.Any single continuous disconnection event persists for more than 24 hours.

a.Sunwoda Energy warrants that each battery module retains at least sixty percent (60%) of its available capacity for 10 years. The warranty period may end earlier if the battery system achieves 7000 cycle times (OASIS Rack Pro+,0.5C) and 8000 cycle times (OASIS A200 All-in-one and OASIS A200,0.5C).

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.

·Test is based on a single battery module

·The ambient temperature of the battery module must be 25℃±1 ℃

·The steps and methods for detecting available capacity below

·Charge and discharge at half of the maximum allowable charge and discharge current (0.5C) and the maximum allowable charge and discharge current (1C), the discharge depth is 90%

d.During testing, use a power rating less than or equal to 0.5C

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 -30℃ and 55℃ and the humidity does not exceed 95%.

lf 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 excludes all assumption of responsibility for products if any damage or defect is caused or contributed to by any of the following.

2.1 Warranty Limitations

·Alter, repair or modify the Products without the written consent of the Supplier or without following the written instructions of the supplier.

·Installation of replacement products in other locations.

·Misuse, abuse, negligence or accidents in storage, transport, handling, installation, application, use or provision of services not attributable to the Supplier.

·In the event of force majeure*, electrical surge, lightning, flood, fire, vandalism, tampering, accidental damage, or other circumstances beyond the control of the Supplier causing damage to the product.

·Failure to install and use the equipment in accordance with the user's manual, or failure to perform regular maintenance as required by the supplier.

.Use of incompatible inverters, rectifiers or PCS, resulting in problems such as battery damage (applied to series OASIS A200 All-in-one)

·Damage to the product caused by bites from rodents, cockroaches and other toothed animals.

·Ambient temperature range is -30°C to 55°C

·Theft or vandalism of the Product or any part thereof.

Note: Force majeure* means an unforeseen, unavoidable or insurmountable event beyond the control of the parties hereto which renders the performance of this contract by one of the parties hereto partially or totally impossible. Such events include, but are not limited to, earthquakes, typhoons, floods, fires, wars, strikes, riots, acts of government, changes in the provisions of the law or their application, or any other event which cannot be foreseen, avoided, or controlled, including events commonly recognised as force majeure in business practice.

2.2 Exclusions

(a) If the product was not purchased through proper channels or authorized dealers.
(b) If the Original Purchaser does not allow Sunwoda Energy to access the performance data of the Battery Products via the Internet or manipulate such data upon request after reporting a warranty claim.
(c) Cosmetic wear and tear of the product (including, but not limited to, any scratches, stains, mechanical wear and tear, rust or mould) that does not affect functionality.
(d) If the serial number on the product can no longer be recognized 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 any other indirect damages.

3. Warranty Measures

3.1 Out of Warranty Period

Any product defect that occurs outside of the warranty expiration period, or a condition that occurs during the warranty period but falls within the above warranty limitations or warranty exclusions, is referred to by Sunwoda Energy as an out-of-warranty condition. For all out-of-warranty conditions, Sunwoda Energy will charge the customer for on-site service, parts, labour and shipping:
On-site service costs: the cost of technician travel and time to provide on-site service, and the cost of technician labour to repair, maintain, install (hardware or software) and commission problematic battery systems.
Cost of parts, materials: the cost of replacement parts/materials (including any freight/administrative charges that may apply).
Logistic Fee: When the defective battery system is sent to Sunwoda from the user or after the product is repaired, the transport cost and any other costs (including but not limited to customs duty, etc.) incurred by Sunwoda to send it back to the customer.

3.2 Warranty Application

(a) Sunwoda Energy's products are continuously developed and periodic remote updates are made to the software or firmware of the products to improve or maintain product performance.
(b) The repair or replacement will be made with a new or remanufactured product or part, and the replaced product or part will become the property of Sunwoda Energy.
(c) Repair or replacement of the Product will be at the sole discretion of Sunwoda Energy, and in the event of replacement of the Product and the Product has been discontinued or is unavailable, Sunwoda Energy shall have the right, at its sole option, to deliver a new or remanufactured Product, which may be of a different size, color, shape, model, or power level, and which will have the same performance and reliability as the original Product, or any of the components of the replaced Product, or any part thereof will have the same performance and reliability as the original Product.

(d) This Limited Warranty includes the cost of transportation, product/materials, labour, and on-site service for re-delivery or replacement, it is only applicable to products determined to be covered by the Warranty.
(e) If Products returned to Sunwoda Energy are found to be free of defects or if the period of this Limited Warranty has expired, the Customer shall be responsible for payment of return shipping costs 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 purchaser, to cooperate directly with Sunwoda Energy in arranging for the return of the faulty Product as far as is reasonable and practicable.

3.3 Warranty Claims

Claims can be made by the authorized dealer from whom the product was purchased. The following points must be observed when dealing with warranty claims:
(a) If the customer wishes to make a warranty claim, please contact the local dealer where you purchased the battery system or the installer who installed the battery system for you, a warranty claim must be reported in writing to Sunwoda Energy, please have the following information ready:
(1) The customer's contact information, including the name of the person, the name of the company, the telephone number, the e-mail address and the shipping address.
(2) Information about all defective battery systems, including model number, serial number, date of installation and date of failure. Please provide the claim within one month of the failure, otherwise Sunwoda Energy will consider it as a waiver of your right to make a warranty claim.
(3) The Customer provides proof of original purchase of the battery system along with invoice information and installation information, including the make, model and quantity of the inverter.
(4) The APP screen fault messages (if applicable) and other information about the fault or alarm.
(5) A description of the actions taken prior to the failure and details of previous claims, if applicable, and the Customer's cooperation with Sunwoda Energy in arranging an on-site inspection to identify the cause of the failure.

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

Compensation package: Refund = (Maximum claim amount*/number of months of warranty) x (number of months of warranty - number of months since the start date of the warranty).

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 request the Customer to perform a failure analysis of the product to provide evidence for the claim. The final review of the claim will be conducted by Sunwoda Energy.

(d) If Customer disputes Sunwoda Energy's validation of a claim, the product must be evaluated by a locally accredited testing laboratory or certified third party testing company in compliance with the local certification, and the Customer will bear the cost of the third party evaluation if the certified testing agency's results are in favour of Sunwoda Energy.

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 renders this document or any part of it unenforceable, illegal or invalid, that provision shall be deleted and the remainder of this document shall continue in force.

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

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