Sunwoda Energy Battery Energy Storage System Products Limited Warranty Terms

This limited warranty applies to Sunwoda Energy Battery Energy Storage System (BESS) products model: SunESS Power 5/10/15/20/25/30/35/40.

1. Limited Warranty

Sunwoda Energy warrants the BESS product (including battery unit, BMS and inverter,hereinafter referred to as 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.

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 proves to be a problem with the quality of the product itself during use, we will replace or repair your product within the warranty period. The replaced or repaired product will continue to hold the remainder of the original warranty period.

1.3 Product Performance Guarantee

Sunwoda Energy warrants that the battery part,each battery module will be 60% SOH remaining for 10 years from the commissioning date (no more than ten years and six months (126 months) from the date of product shipment from Sunwoda Energy), or that each battery module will be capable of charging and discharging 14.4MWh of electricity (2.88MWh minimum throughput per kWh of available energy), whichever comes first, under the standard capacity test conditions.

a. Each battery module retains at least sixty percent (60%) of its usable capacity for a period of ten years.

b. Minimum throughput energy is the total output energy recorded in the product's control module.

c. For this limited warranty, the remaining usable energy is measured and calculated using the following test methods and values:

(a) The test is based on a single battery module.

(b) The ambient temperature of the battery module must be 25°C±1°C.

(c) The available capacity detection steps and methods are as follows:

(1) Discharge the battery at a constant current of 0.2C until the battery reaches the discharge cut-off voltage.

(2) Stand the battery at rest for 10 minutes.

(3) Charge the battery at a constant current of 0.2C and a constant charge voltage until the battery reaches the charge cut-off voltage.

(4) Stand the battery at rest for 10 minutes.

(5) Discharge the battery at a constant current of 0.2C until the battery reaches the end of the discharge cut-off voltage.

(6) Calculate the discharge capacity:

The calculation formula is: Discharge capacity = Discharge time × Constant current value.

Note: If the system's Internet connection is not established or is interrupted for an extended period of time and Sunwoda Energy is unable to obtain on-site contact, the warranty may be limited to 8 years

2. Warranty Limitations and Exclusions

To the extent permitted by law, if any damage or defect is caused or contributed to by any of the following, all liability for the product is excluded by Sunwoda Energy.

2.1 Warranty Limitations

(a) Altering, repairing, or modifying the product without the written consent of the supplier or following the written instructions of the supplier.

(b) Installation of replacement products in other locations.

(c) Misuse, abuse, negligence, or accidents during storage, transportation, handling, installation, application, use, or service provision that are not attributable to the supplier.

(d) The product is damaged due to force majeure, a power surge, lightning, flood, fire, vandalism, tampering, accidental damage, or other circumstances beyond the supplier's control.

(e) Failure to install and use in accordance with the user manual or failure to maintain regularly as required by the supplier.

(f) Use an incompatible inverter, rectifier, or PCS, leading to problems such as battery damage.

(g) Product damage caused by the bite of rodents, such as rats and cockroaches

(h) The charging temperature of the battery system exceeds -10°C~50°C, the discharge temperature exceeds -20°C~55°C, and the installation area is exposed to direct sunlight or ventilation.

(i) Theft or destruction of this product or any of its parts.

Note: Force majeure* refers to events beyond the control of both parties to this contract, unforeseen, unavoidable, or insurmountable, that make one party to this contract partially or completely unable to perform this contract. Such events include, but are not limited to, earthquakes, typhoons, floods, fires, wars, strikes, riots, government actions, changes in legal regulations or their application, or any other unforeseen, avoidable, or controllable events, including in business practice events generally considered force majeure.

2.2 Exclusion

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

(b) If the original buyer does not allow Sunwoda Energy to access battery product performance data over the Internet or manipulate such data upon request.

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

(d) If the serial number on the product is no longer recognizable or has been modified.

(e) If the product's invoice and product information are not provided with the warranty claim.

(f) Any incidental or consequential damages, loss of profits, loss of data, or other consequential damages.

3. Warranty Measures

3.1 Out of Warranty Period

Any product defect occurring outside the warranty period or within the warranty period but falling under the above warranty limitation or exclusions is called the situation outside the warranty period by Sunwoda Energy. For all cases beyond the warranty period, Sunwoda Energy will charge customers on-site service fees, parts fees, labour fees, and shipping fees.

On-Site Service Fees: The cost of travel and time for technicians to provide on-site service, and the labour costs for technicians to repair, maintain, install (hardware or software), and debug problematic battery systems.

Parts and Material Charges: The cost of replacement parts/materials (including any shipping/handling charges that may apply).

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

3.2 Warranty Applies

(a) The products of Sunwoda Energy are continuously developed, and the software or firmware of the products are regularly updated remotely to improve or maintain product performance.

(b) Repair or replacement will be made with a new or remanufactured product or part, and the replaced product or part is the property of Sunwoda Energy.

(c) Whether the product is repaired or replaced will be determined by Sunwoda Energy at

its sole discretion. If a replacement product is discontinued or unavailable, Sunwoda Energy has the right to deliver a new or remanufactured product, which may differ in size, color, shape, model, 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 reshipment or replacement shipping, product or material replacement, labor, and on-site service charges for products determined to be covered under warranty only.

(e) If Sunwoda Energy's product is returned and found to be free from defects or the limited warranty period has expired, the customer shall be responsible for paying the return shipping and other costs resulting in Sunwoda Energy’ s extra expenses.

(f) Due to the return of the product itself with quality problems, as a buyer, it is the customer's responsibility to cooperate directly with Sunwoda Energy to arrange the return of the faulty product under reasonable and feasible circumstances.

3.3 Warranty Claim

Claims can be made by the authorized reseller from whom the product was purchased, and in dealing with warranty claims, the following must be observed:

(a) If a customer wishes to make a warranty claim, please contact the local dealer from whom you purchased the battery system or the installer who installed your battery system, in order to register a warranty claim to Sunwoda Energy in writing, please have the following information ready:

(1) Customer's contact information, including name, company name, phone number, email address, and shipping address.

(2) All defective information of the battery systems, including model number, serial number, date of installation, and date of failure. Please provide the claim within one month after the failure, otherwise, Sunwoda Energy will treat this as waiving your right to a warranty claim.

(3) The customer provided the original purchase certificate, invoice information and installation information of the battery system, including the brand, model, quantity and other information.

(4) Fault messages displayed on the APP (if applicable) and other information about faults/alarms.

(5) A description of actions taken prior to the failure and details of previous claims (if applicable), where the customer cooperates with Sunwoda Energy to arrange an on-site inspection to determine the cause of the failure.

(b) If the product is no longer available in the market or the battery service is no longer available, Sunwoda Energy decides not to repair or replace defective products or components, Sunwoda Energy will be compensated at the depreciated price of the product during the warranty period (only for products that are determined to be within the scope of the warranty).

The compensation plan is as follows:

Refund = maximum claim amount */warranty months) x (warranty months - number of months from warranty start date).

Note: *The maximum claim amount is the market value of a new, non-defective purchased product (or equivalent) as determined by Sunwoda Energy.

(c) Sunwoda Energy can require the buyer to perform a product failure analysis to provide evidence for the claim. The final review of the claim will be done by Sunwoda Energy.

(d) If the Buyer disputes Sunwoda Energy's claim verification, the product must be evaluated by a local certified testing laboratory or a certified third-party testing company. If the certified testing agency's results favor Sunwoda Energy, the buyer will bear the cost of the third-party evaluation.

4. General Provisions

(a) This warranty applies to the legal jurisdiction of this territory.

(b) If any provision of this document is unenforceable, illegal, or invalid, or renders this document or any part thereof unenforceable, illegal, or invalid, then that provision shall be deleted and the remainder of this document shall remain in effect.

(c) If any provision of this document is unenforceable, illegal, or invalid in one jurisdiction but inapplicable in another jurisdiction, or makes this document or any part thereof unenforceable, illegal, or invalid in one jurisdiction void, the deletion of this provision relates only to the effectiveness of this document in jurisdictions in which it is unenforceable, illegal, or invalid.

(d) The benefits provided by the warranty are in addition to any other rights and remedies the consumer may have 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