

Warranty Policy

1. Definition

a. "Product" refers to residential energy storage system provided by the supplier, and the specific models are as follows:

- Battery energy storage system: SunESS 5/10/15/20; Atrix 5/10/15/20
- b. "Warranty" means this warranty for battery products.
- c. "Manual" means the supplier's user, installation, operation and maintenance instructions for products covered by this warranty.
- d. "Warranty Period" means the period during which the Product is covered by this Warranty.

2. Warranty Scope, Duration & Standard

a. Warranty Scope

This warranty only applies to the market within the scope of the contract, and only applies to the case where the product is installed by qualified personnel or installers recognized by the supplier or buyer

b. Warranty Duration

Supplier guarantees that if the product is defective in manufacture or material, the supplier will repair or replace the product or any part thereof (at the option of the supplier) for a period of 10 years or at room temperature 25°C, 90% DOD, 6000 cycles of 70% EOL under 0.5C charge and discharge, which can be completely replaced or repaired within 6 months from the date of first installation or from the date of shipment, whichever comes first.

c. The supplier guarantees that all products comply with the specified technical parameters and are free from any potential defects in material, fit and functionality. The DC battery capacity should not be less than the nameplate capacity. The capacity decrement is refined according to the specific load profile and operating environment.

3. Warranty Measures

Warranty Measures: The technical specifications are subject to the following operating parameters for warranty. If any equipment is found to be faulty during the supplier's warranty period, the supplier will take the following actions:

- a. Preliminarily inform the possible causes and solutions according to the on-site situation by e-mail or fax;
- b. Remotely analyze the cause of the failure through system record information and alarm status, and provide solutions for engineers of distributor to debug.
- c. For services not covered by the warranty, the supplier can provide paid maintenance services to the buyer. The supplier guarantees that the repair price shall not be higher than the lowest price offered to other customers under the same conditions. Otherwise, the buyer has the right to adjust the price and settle at the lower price.

4. Force Majeure

a. "Force Majeure" refers to events beyond the control of both parties to this contract, unforeseeable, unavoidable or insurmountable, which makes 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 requirements or their application, or any other events that cannot be foreseen, avoided or controlled, including in business practices. events generally considered to be force majeure.

b. In the event of a force majeure event, the obligations of one party affected by force majeure under this contract shall be automatically suspended during the delay period caused by force majeure, and its performance period shall be automatically extended. The extended period is the period of suspension, and the party shall not be liable for breach of contract. The party who proposes to be affected by force majeure shall notify the other party in writing in a timely manner, and provide the other party with sufficient evidence of the occurrence and duration of force majeure within the following 15 days. The other party shall not be compensated for this extended loss. In the event of force majeure, both parties shall consult immediately to seek a just solution, and shall make every reasonable effort to minimize the impact of force majeure.

5. Exclusions

The supplier must train the buyer's engineer in transportation, installation, operation and maintenance. This warranty does not apply to products as follows:

- a. Altering, repairing or modifying the product without the written consent of the supplier or in accordance with the written instructions of the supplier;
- b. After installing the product purchased or the new product replaced by the supplier it received, the product is moved or re-installed to a location different from the original installation location;
- c. Misuse, abuse, neglect or accident occurred during storage, transportation, handling, installation, application, use or provision of services not due to the supplier's reasons;
- d. The product is damaged due to force majeure, 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 product manual, or failure to regularly maintain it in accordance with the supplier's requirements.
- f. Use of an incompatible inverter, rectifier or PCS.