

## Warranty of HGE 5000 Battery

This warranty specified below applies to HGE 5000 battery energy storage solution supplied by HGE to consumer through authorized reseller. But the accessories and tool kits provided did not be included.

The units must only be used with controllers or equipment which is explicitly deemed compatible by HGE.

In order to supply a high-quality service, you should make sure the unit keeps connected with Internet so that it could be remotely checked.

### 1. Purpose

The purpose of this warranty is to define the matters related to warranty policy of products.

### 2. Warranty Condition

#### 2.1 Warranty Period

The Warranty of HGE 5000 battery is valid for 10 years (5 years for free + 5 years appropriate transport costs):

The Warranty Period shall commence from the earlier of the following:

- (1) the date when the first installation of the Warranted Products is completed;
- 6 months after the shipment dispatch date from HEGATECH.
- For the Defective Product within the Extended Period, only the costs for spare parts and materials or the Product for Replacement shall be assumed by Hegatech. HGE will not cover the shipment and transport costs and any other costs.

This Warranty period covers a capacity equivalent to 1 full cycle per day. Full cycle: Discharge the nominal capacity of a fully charged battery and fully charge it afterwards. Micro cycles sum up to full cycles according to amount of energy charged and discharged.

Note: Products are unable to protect itself from deep discharge/charging in condition of without communication connection. The products without communication connection warranty period is 5(five)years (1 full cycle per day) from the sales date as mentioned in the seller's invoice to the End-user ("Invoice Date")

Regarding Self-discharging degradation 180 days after ex-work is ensured.

#### 2.2 Limitation of Warranty scope

Under this Warranty, HGE is responsible for either battery replacement or battery repair. The Period of Performance Guarantee will continue on any repaired unit. In the event of a replacement units then the Period of Performance guarantee will transfer to the replacement unit.

Otherwise, shall not exceed the purchase price paid by the Original Buyer for the product.

#### 2.3 Exclusion of Warranty

Damage or injure to the Products resulting from any of following activities is NOT covered by this Warranty:

- Failure to install or use the battery in the way intended, or as

demonstrated in the installation manual including incorrect-installation of cables and connections.

- Failure caused by charger or inverter unit.
- Installation or use with any devices not approved as compatible by HGE.
- Incorrect transportation, storage, installation or wiring by consumer or installer; if buyer fails to use the original packing materials provided by seller during the transportation of equipment the products damage or failure shall not fall under the warranty scope of the product.
- Mistreatment of the product including incorrect installation environment, incorrect temperatures or using the units other than in the specified manner.
- Damage caused by any impact, physical trauma to the unit such as dropping or mishandling.
- Extensive superficial damage to the case demonstrating impact or mishandling or poor protection of the battery.
- Anyone else not authorized by HGE to modify, disassemble, repair or replace the product.
- The unit must have clearly identifiable and authentic serial number and labels on the unit.
- Attempts to change the functionality of the unit in any way.
- Exposure of the product to movement or shaking following installation, or temperatures of more than 55°C or below -10°C
- Using the battery outside of the clearly stated performance criteria for the unit. Water ingress, corrosive gas damage or installation in dirty environments causing particles to affect performance.
- Products suffered any external influences including unusual physical force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- Product damage and defect caused by deliberately or willful act.
- Products failure is not reported to seller or HGE authorized service partner within 1 week of appearance.
- The product has not being operated for a period of 6 months or more.  
Unusual physical or electrical stress caused by **Force majeure**, such as power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.

### 3. Performance Warranty

HGE guarantees that the LFP 5000 battery output energy as bellow: At least 70% remaining or 2.95MWh per kWh usable capacity dispatched within 10 years since first installation date and follow the specification and the user manual provided by HGE.

Capacity measurement condition (referenced IEC: 62619)

Ambient temperature:  $25 \pm 2^{\circ}\text{C}$

Total energy/Usable energy measured under specific conditions from LFP 5000 0.2CC-CV at DC side.

But, if you suspect HGE's verification, the Product must be tested by an EU certified origination or a certified 3rd party testing company. Meanwhile, the cost of any 3rd party evaluation service charge should be borne by yourself, unless your claim is proven to be valid, and HGE will respond for the testing costs.

#### **4. Warranty Policy**

If the product is damaged and not caused by distributor, seller or consumer, HGE will repair or replace the LFP 5000 battery.

#### **5. About Service Products/Parts**

Service product or accessory could be used as new or refurbished condition and HGE guaranteed which performance is equal to or higher than replaced device.

If the product is no longer sold in the market, HGE will replace it with different kind of product with equal or higher functions and performances, or the residual annual depreciation value of the buyer paid price within the time limit for performance guarantee.

#### **6. Claim Policy**

Claims under this warranty must be made from authorized distributor whom the product was purchased. Meanwhile, you must notify your distributor or HGE of a claim by:

- Give a call or E-mail to your distributor;
  - Contact with HGE service line or Email us directly.
- within 48 hours of a faulty discovered.

Besides, those following items must be included:

- The original purchase receipt or equal valid document;
- Description of the alleged defect(s) to your distributor or HGE after service hot line or send email to HGE;
- The product's serial number and the initial installation date.

But, if you suspect the battery faulty, the unit should be returned to appointed distributor at the cost of the customer at approved costs. Once our designated expert have checked if it's faulty, we will dispatch a REPLACEMENT or FIXED unit if we find it is faulty and would credit the cost of returning the unit to us for testing (based on standard acceptable logistical costs).