Sunwoda Energy Battery System Products Limited Warranty Terms

This limited warranty applies to Sunwoda Energy Battery system products (model: CIESS 50/55/60/65/70/75/80).

1. Limited Warranty

Sunwoda Energy guarantees that products will not be defective due to improper processes or defective materials, and this warranty excludes any accessories and kits supplied with the product.

1.1 Product Quality Assurance

If your product proves to have a quality problem with the product itself during use, we will replace or repair it during **the 5-year warranty period**, and the repaired or replaced products will continue to carry the remaining warranty period.

1.2 Product Performance Guarantee

a. Sunwoda Energy guarantees that the product will maintain 70% of available energy or minimum throughput energy, whichever comes first, for five years from the date the warranty begins, provided that the product is operated in a normal manner and complies with the manual guidelines provided by Sunwoda Energy.

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

c. The available energy and minimum throughput energy for each battery module model are listed in the table below:

Product Series	Battery module model	Available energy (kWh)	Minimum Throughput Energy (MWh)
CIESS	B051100S02	5	12.7

d. 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 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 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.

1.3 Warranty Start Date

The warranty start date refers to the date, when the battery product is first installed or 6 months from the date of shipment, whichever comes first.

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 supplier's written consent or following the supplier's written instructions.

(b) After installing the product purchased or the new product replaced by the supplier, the product is moved or re-installed to a location different from the original installation.

(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 -30°C~50°C, and the discharge temperature exceeds -20°C~55°C.

(i) Theft or destruction of this product or 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 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 Exclusions

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

(b) The warranty claim will be denied 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) This product does not apply to the latest version of firmware officially released by Sunwoda Energy for this product.

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

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

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

(g) 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 limitations 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. In that case, 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.

(g) All products require an Internet connection for service purposes. If a temporary internet connection failure or interruption occurs for a duration not exceeding 48 hours. The warranty period will be shortened to 2 years for products not connected to the Internet.

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 claimant 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 writing to Sunwoda Energy to report a warranty claim. Please have the following information ready:

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

(2) All defective information about 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 claimant provided the original purchase certificate, invoice information, and installation information of the battery system, including the brand, model, quantity, and other battery information.

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

(5) A description of actions taken before the failure and details of previous claims (if applicable), where the claimant 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 5-year warranty period (only for products that are determined to be within the scope of the warranty).

The compensation plan is as follows:

a. If the product fails to meet the Limited Performance Warranty: Sunwoda Energy Chooses one of the following two refund calculation formulas:

Category 1: 100% of the purchase price from the date of initial installation to the 12th month

Category 2: 13th to 18th month, 75% of the purchase price

Category 3: 19 to 24 months, 45% of the purchase price

Category 4: 25th to 30th month, 30% of the purchase price

Category 5: From the 31st month to the 36th month, 20% of the purchase price

Category 6: 10% of the purchase price from the 37th month to the 42th month

Category 7: 5% of the purchase price from the 43rd month to the 48th month

Category 8: 3% of the purchase price from the 49th month to the 54th month

Category IX: 2% of the purchase price from the 55th month to the 60th month

The performance guarantee is no longer available from the 61st month.

b. If the product is inoperable: refund = maximum claim amount */60) x (60 - 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 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