

WARRANTY-U48100 Battery System

1. INTRODUCTION

Shenzhen UFO Power Technology (“Manufacturer”) warrants its [Solar Advice Pty Ltd] to be as follows:

为保证产品质量，明确购销双方产品质量责任，确保产品质量合格，保证产品安全，特做如下说明： In order to guarantee products quality, clear the responsibility of products quality between buying and selling, make sure quality conformance and safety of products, we will do as below:

2. WARRANTIES

2.1 我公司提供的产品质量按购货方与我司确定的技术标准执行，经购货方同意后向 购货方提供产品； The quality of the products our company offered are accordance with the technical standard confirmed in both sides, products are provided after the consent from the buyer.

2.2 产品保质期分以下两种情况 Product warranty has following two types:

- i. 产品自出货日期起 5 年内，保证电池容量不小于额定容量 80%；
We make sure battery capacity is no less than 80% of rated capacity within 5 years(60 months) from date of installation, without exceeding 61 months from date of manufacturing after the shipment of the products.
- ii. 25 度下 80%DOD 每个电池提供14000Kwh的能量后容量不小于额定容量 80%，两者以先到达的为准； (or) 14000kWh energy Discharged per module under 25°C, battery capacity is no less than 80% of rated capacity. Whichever is subject to the one first arrived.

2.3 本着更好为客户服务的准则，我司承诺在购货方单笔订单合同数量超过 1000 组,我司提供额外 0.1%的备品，以作为购货方不良替换备品 Based on the norm of providing best serves for the customers, we promise to provide 0.1% extra spare parts to the buyer as replacements for defect products if the single order quantity more than 1000sets.

- 24 在保质期内，确认非用户错误使用造成，且数量超过本公司提供的替换备品数量时，本公司负责免费更换超出的不良品电池； We provide exceeded defect battery for replacement free of charge during the warranty, **only if** confirmed the problem of battery is not caused by the user and the quantity of problem battery is exceed the quantity of replacement battery.
- 25 经双方确认后，购货方负责将不良品 CIF 至中国深圳港口，本公司承诺收到供货方退回的不良品后 30 天内将合格的替换产品从中国发货，并负责 CIF 至购货方指定港口； After confirmed on both sides, the buyer send the defect products to Shenzhen port in China at buyer's expense of the shipping cost, we guarantee ship out the replacement products after 30days since we receiving the returned defect products at seller's expense of the shipping cost to designated port.
- 26 我司承诺双方合作订单超过 20000 组时，我司将与购货方协商在当地选取合适城市建立办事处，派驻技术工程师进行已售产品的免费跟踪维护，建立备品备件库，满足日常设备维修更换及应急小批量供货需求。 We will set up an office in buyer's city if the order quantity of our cooperation is more than 20000sets, and assign our engineers to buyer's city assist on the after service and maintenance free of charge, establish spare parts warehouse to meet the daily requirements of equipment replacement, maintenance and emergency small amount product supply.
- 27 在以下情况造成的不良品不在我公司免费质保范围内： The following cases is out of our free warranty:
- i. 在电池因意外碰撞、坠落、冲击而造成的电池箱体损坏、变形； The battery case is damaged because of accidental collision, dropping and impact
 - ii. 电池超出产品规格范围温度使用而造成的不良； The battery is damaged because operating temperature is exceed the working temperature in specification.
 - iii. 在电池安装及使用时用户操作不当造成的电池短路、反接而造成的电池损坏； Improperly installation and operation of the battery lead the battery short-circuit, inversed connection which damaged the battery



- iv. 电池浸水而造成的产品损坏; The battery is damaged by soaking of water
- v. 电池组连续存放超过 6 个月以上未进行充电, 造成电池过放损坏的; The battery stored and haven't charged for 6 months, and result in damage of over-discharging.
- vi. 未经本公司同意, 用户私自拆解、改装、调整电池, 而造成损坏的; Without our consent, the user privately dismantle, re-assemble, adjust the battery leads the damage.
- vii. 不可抗力灾害如地震、洪水、泥石流等造成的电池产品损坏; The force majeure disaster, such as earth quake, flood, debris flow, etc. leads the battery damaged.
- viii. Inverter or charger failure;
- ix. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
- x. Any attempt to extend or reduce the life of the product without written confirmation from UFO, whether by physical means, programming or others;
- xi. The Product has been connected with different type battery modules;
- xii. Failure to install, operate or maintain the product in accordance with the Product Instructions;

U-ECC-WS-3

July.2019