



SHENZHEN SOFARSOLAR CO., LTD.

Building No.4, Antongda Industrial Park, No. 1 Liuxian Avenue, Bao'an District, Shenzhen, China.

Tel: +86 755-26423805 Website: www.sofarsolar.com

Date : Nov 27 2019

Lithium-ion Battery Limited Product Warranty

Lithium-Ion Storage Battery This limited warranty (hereinafter "Warranty") specified below applies to Shenzhen SOFARSOLAR Co.,Ltd, Ltd lithium- ion battery and the Accessory Components (hereinafter "Products") supplied by Shenzhen SOFARSOLAR Co.,Ltd, through Authorized Reseller.

1. Purpose The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

2. Warranty Condition

2-1. Warranty Period The Product Warranty is valid for 84 months from the date of installation of the Products or six (6) months after the Product manufactured date, whichever occurs earlier.

2-2. Limitation of Warranty Scope

In case the product quality has any problems, Shenzhen SOFARSOLAR Co.,Ltd will repair or replace the Product if the Product is defective and returned during the Warranty Period. This Warranty does not include any accessories and tool kits provided with the Products.

2-3. Exclusion of Warranty



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The Limited Warranty does not cover damage due to

- Improper transportation, storage, installation or usage not in accordance with product manual. - Installation, alteration, repair not authorized by Shenzhen SOFARSOLAR Co.,Ltd.
- Use of incompatible components, accessories or storage inverters. - Unusual physical or unforeseeable circumstances outside the range of influence.
- Remove or alter Product label/serial number.
- Other reasons not for the quality of the products of Shenzhen SOFARSOLAR Co.,Ltd.
- Stored for more than six months without charging.

3. Performance Warranty

Shenzhen SOFARSOLAR Co.,Ltd. warrants and represents that the Product retains at least 60% of initial capacity of the Product for 7 years after the initial installation date. The operation condition of the valid 7 years Product Warranty shall be as follows:

- (i) The operation temperature of the Products must not be below 0°C or over 45°C



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(ii) The energy throughput is operated under a normal use followed by the specification and the manual provided Shenzhen SOFARSOLAR Co.,Ltd.

(iii)Energy throughput is 9.0MWh per 2.4kwh battery, and Capacity measurement condition is as followed

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

Inside battery temperature with BMS : $25\sim 30^{\circ}\text{C}$

Current and voltage measurement at battery DC side

Charge/discharge method : 0.5C charge (CC/CV) / 0.5C (CC) discharge

Depth of discharge : 80%

Cycle life per year : Must be below 700 times

4. Claim Payment

Claims can be made by Authorized Reseller from whom the Product was purchased. To process the Warranty Claims must follow as below items

(i)Invoice for the procurement of the Product

(ii) Product serial number and initial installation date



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(iii) Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity.

Shenzhen SOFARSOLAR Co.,Ltd. may contact buyer for further information regarding the defect.

Shenzhen SOFARSOLAR Co.,Ltd, may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Shenzhen SOFARSOLAR Co.,Ltd.

Shenzhen SOFARSOLAR Co.,Ltd reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of a battery, you must contact the Shenzhen SOFARSOLAR Co.,Ltd. service center.

Email: Service@solarsolar.com

6. Applicable Law

This warranty is subject to the law of the EU. Products come with guarantees that cannot be excluded under the EU Consumer Law. The Buyer is entitled to a replacement for a major failure for any other reasonably foreseeable damage. The Buyer is also entitled to have the goods repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure but it will affect the normal use of the product. The benefits provided by the warranty are



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in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Terms and conditions Limited to Shenzhen SOFARSOLAR Co.,Ltd.