Rechargeable Li-ion Battery System Warranty Letter

Model：LIB BSS01L16 Series

Version：A1

After-sales service and Limited warranty letters

Important Note: Australian Consumer Law

If you have purchased your product in Australia, you should be aware that:
This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

All quality-related defects in all products sold by EnergyLIB or its authorized distributors or retailers are covered by a comprehensive warranty.

1. The object of warranty

EnergyLIB limited warranty applies to brand-new uninstalled products or those installed strictly in accordance with the installation manual. If the product has been installed in a building, the warranty shall transfer to the subsequent purchaser of the building or the product and remain valid as long as the product stays in the installed state.

2. Applicable products

2.1 Name

Rechargeable Li-ion battery system

2.2 Model numbers

LIB BSS01L16Ⅰ/LIB BSS01L16Ⅱ/LIB BSS01L16Ⅲ

2.3 Country and Region

The final installation site is in Australia

3. Product Warranty

3.1 Warranty start date definition

The Warranty Period shall commence from the date of successful installation of the

products.

3.2 Warranty Period

The Products warranty period is ten (10) years from the warranty start date.

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.

4. Performance Warranty

4.1 Capacity performance warranty

EnergyLIB warrants that the products maintain seventy percent (70%) of the Nominal Energy for ten (10) years from the warranty start date or a Minimum Energy Throughput* calculated from the warranty start date, whichever occurs first. The Nominal Energy and Minimum Energy throughput for each product Model are set out in the table below. The term “Nominal Energy” herein means the initial nominal Energy of the products as printed on the label of products.

Table 4-1 Product Energy

Model	Rated Energy (kWh)	Minimum Energy Throughput (MWh)
LIB BSS01L16 Ⅰ	16.08	58.69
LIB BSS01L16 Ⅱ	32.15	117.35
LIB BSS01L16 Ⅲ	48.23	176.04

*Definition of Minimum Energy Throughput: The total cumulative energy discharged by the products during normal use, calculated as the sum of energy discharged in each full cycle (a full cycle means discharging the nominal capacity of a fully charged battery and then fully charging it; micro-cycles are summed up to full cycles based on the actual energy charged and discharged).

Measurement and access: The Minimum Energy Throughput data will be automatically recorded by the Battery Management System (BMS) of the products.

4.2 Capacity measurement condition

Ambient temperature: 25~30℃

Initial battery temperature from BMS: 25~30℃

4.3 Charging/discharging method

Charge: (0.5) CC/CV (Constant voltage: (57.6) V/ Cut-off current (0.05) C)

Discharge: (0.5)CC (Cut-off voltage(44.8)V)

Current at (0.5)C

Note. Current and voltage measurement at battery DC side

5. Repair or Replace

Subject to below, EnergyLIB will, at its sole option, repair or replace the products or any part thereof, if such products are faulty or defective in manufacture or materials.EnergyLIB will endeavor to replace any products which require to be replaced under this Warranty with products of equivalent appearance, size, and functionality on a like for like basis. Replacement of products may not be brand new but with quality and specification compliant with the product specifications. Where this is not feasible, due to technological advancements, EnergyLIB will supply another type of product of at least the same value and standard, although it may be of different size, shape, color and/or capacity.

If the products are replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the replacement products.

6. Exclusion

Warranties and services shall not apply in the following circumstances:

(1) The battery or packaging is damaged due to improper storage before installation.

(2) Damage during the transportation of the products.

(3) Any damage caused by unqualified installations, or by unqualified installer, or the use of replacement materials or accessories not approved by the company, or by operations or maintenance carried out against EnergyLIB’s standard.

(4) Damage or defect arise due to the Consumer unauthorized use of his own design, materials, mixed, function changed or service to the products.

(5) Product damage and defect caused by Consumer improper use, mixed-use, misuse, abuse, which non-conforming with User Manual.

(6) Appearance damage, deformation, abrasion, stain, rust, mildew, or similar external influences caused by the Consumer during use.

(7) The model number, nameplate or product serial number of the product has been altered, erased or unrecognizable or the tamper-evident logo has been arbitrarily damaged.

(8) Products suffered any external influences including unusual physical, natural force, electrical stress. (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)

(9) System damage directly caused by problems in customer's infrastructure, or the product performance issues caused by defects in the supporting building or structure or due to adverse operating environments.

(10) Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events which are out of control of EnergyLIB) or other third party.

(11) Removal and reinstallation at another place from the original installation without the confirmation from EnergyLIB.

(12) Damage of products arise due to renewal of the national or regional laws or regulations.

(13) Any damage to the product resulting from accident, intentional or negligent acts of Consumer and/or any person.

(14) Use of an incompatible inverter, rectifier or PCS. Compatible inverter refer to the inverter compatibility list at www.energy-lib.com.

(15) A defect is caused by other circumstance, event or issue beyond a product, including but not limited to the inverter, or any other component, device or appliance at the installation site.

(16) Products failure is not reported to the EnergyLIB Authorized Service Partner or EnergyLIB within 30 days of appearance.

(17) Purchase and installation of the product in an area other than Australia.

(18) Consumer fails to pay the agreed instalments (under a valid instalment contract) for more than 90 days, and the failure to pay is not due to a defect in the product itself.

(19) Warranty period specified above has already expired.

The company is not liable for any indirect or incidental losses suffered by the user (including but not limited to loss of revenue or profit, loss of goodwill, compensation, or fines), whether the claim is based on contract, warranty, negligence, or strict liability. The warranty provided in this certificate is explicitly defined and excludes all implied, suggested, or unstated warranties.

7. Warranty Obligations

If a claim is received within the warranty period and a fault is discovered that is covered, EnergyLIB will, at its own discretion,

(1) Provide remote support by changing configurations or updating software

(2) Repair the Product by replacing spare parts

(3) Replace the Product with a new one functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product.

If EnergyLIB provides repair or replacement services for the system or major components within the warranty period, the original warranty period will remain unaffected.

In case of replacement, the product removed shall become the property of EnergyLIB. If the system is found not to be covered by this Limited Warranty, EnergyLIB reserves the right to charge a handling fee. The warranty can only be transferred from the original owner to next owner in case the device is still installed in the initial location.

Out of warranty

If the product is out of warranty or not covered by the warranty, EnergyLIB may (in its discretion) provide certain after-sales service to consumers, but all the costs and expenses, such as parts, labour costs and travel expenses, shall be borne by consumers.

8. Claim Process

In the event of a fault, an Consumer should contact the Installer from whom the battery system was purchased to arrange preliminary troubleshooting and contact EnergyLIB via local hotline if necessary. If the product is suspected to be faulty, EnergyLIB will ask to submit a warranty claim with reasons. Please make the claim within 30 days from the failure date, otherwise EnergyLIB will treat it as you have abandoned the right to make a warranty claim. For a Warranty Claim to be processed, it must include but not limited to following items:

(1) A copy of the invoice, receipt of the battery;

(2) Information regarding all defective system, including model No., serial number, installation date and failure date;

(3) Description of trouble shooting actions before the failure and detailed information of previous problems.

A warranty claim may be rejected should you fail to provide the above information.

9. Applicable Law

The Warranty is subject to the local legislation and regulations.

The company reserves all rights for the final explanation of the warranty terms.

10. Contact Details

EnergyLIB (Suzhou) New Energy Technology Co., Ltd.

Website: www.energy-lib.com

Service Tel: +86 19856544632

Service E-mail: Judy.Zhu@energylib.co.th

Add: 1F-103, Building 2, Taihu Photonics Technology Park, 198 Jialingjiang Road, High-Tech District, Suzhou, China

Australia Importer:

Company: Solar System Pty Ltd

ABN: 91619655051

Website: www.solarsystemaustralia.com.au

Service Tel: 1800975270

Service E-mail: sunny@solarsystemaus.com.au

Add: Unit 4.142 James Ruse Drive Parramatta NSW 2150

Appendix 1——Precondition For Warranty

This Warranty is subject to the following conditions:

1. Storage environment requirements

(1) Ambient temperature for short-term storage is -20°C ~ 50°C and the temperature should be -10°C ~ 35°C if the storage time is more than three months, relative humidity not exceeding 95% , no condensation.

(2) If batteries are expected to be stored for more than 30 days, the SOC should be adjusted to 40% ± 10%.

(3) During storage, it is prohibited to get in the rain, expose to the sun, turn over, step on, etc.

(4) Do not store batteries near a heat source, such as a fire or heater.

2. Operating environment requirements

(1) Operating temperature: charge: 0~50°C

discharge: -20~50°C

(2) Operating Humidity: ≤95% (Non-condensing)

(3) Altitude: ≤3000m

(4) No conductive dust and corrosive gas.

(5) The ground is flat and level.

(6) There is no heat source or water source near to the installation places.

(7) If the equipment is to be installed in a coastal area, it must be installed at least 1 km from the coastline.

3. Transportation requirements

(1) When the product is transported separately, the individual products should be transported with the original packaging materials.

(2) The product stack in transportation should not exceed 6 layers.

(3) During the transportation of batteries, dust and rain protection measures should be taken, and the goods should be placed and fixed to prevent impact and scattering.

(4) Loading and unloading of goods is recommended to use forklifts, and by professional personnel for loading and unloading operations.

(5) Please check and accept the goods immediately after the arrival of the products.

(6) During transportation, it is prohibited to turn over, step on, etc.

4. Equipment installation requirements

4.1 Preparation

(1) The battery system must be installed and serviced by professionals and qualified personnel.

(2) Check the appearance for damage and check the attachment variety and quantity according to the packing list.

(3) Make sure the connected inverter is in the inverter compatibility list, which you can view at www.energy-lib.com.

(4) Confirm that the maximum charging and discharging current designed by the system meets the specification requirements of the battery system.

(5) Before installing, verify that the device is off state.

4.2 Note for installation

(1) The external power supply should not generate a surge that causes damage to the battery or BMS.

(2) When connecting the power line, pay attention to the positive and negative electrode, avoid reverse connection and short circuit.

(3) The battery system can not be used either in parallel or in series.The design and architecture of the battery management system shall not be modified or changed without the consent of the company.

(4) It is forbidden to connect the battery directly to AC power.

(5) Do not mix the batteries with batteries from other manufacturers.

(6) The battery system should be reliable grounding, grounding resistance should be less than 1 Ω.

5. Equipment Use

5.1 Charge & Discharge

(1) Max. continuous charge/discharge current: 160A/160A (for LIB BSS01L16 Ⅰ)

250A/250A (for LIB BSS01L16 Ⅱ/Ⅲ)

(2) If the battery capacity is empty, please charge it within 48 hours after the battery is empty.

(3) Avoid overcharging and overdischarging the battery.

5.2 Move

(1) Before the movement, disconnect the external power supply and turn off the circuit breaker.

5.3 Maintain

(1) The battery system must be maintained by professionals and qualified personnel.

(2) If batteries need to be replaced, they should be from the same manufacturer.

(3) In the maintenance process, please do not load and unload or dissect the batteries in the battery pack without authorization.

(4) Don't weld the cell, module or battery pack without permission.

5.4 Safety

(1) Do not disassemble, incinerate, heat, or throw batteries into fire.

(2) Do not put the battery in water.

(3) Do not puncture the battery shell, do not hit, trample, hard press, roll the battery.

(4) Keep batteries out of reach of children.

(5) Stop using the battery immediately if abnormal mechanical features such as shell rupture and distortion are found in the process of installation and use.

(6) Stop using the battery immediately and store the battery separately if the looseness, crack, insulation layer rupture, burn mark and other abnormal phenomena are found in the main circuit conductor and connector during installation and use.

(7) Need to use dry powder, foam fire extinguisher, sand, etc. if the battery fires. Then keep it away from the use of the environment.