

# After-sales Service and Limited Warranty Letters

Jiangsu Hanchu Energy Technology Co., Ltd. is a company duly incorporated under laws of the People's Republic of China (the "PRC" or "China"). Jiangsu Hanchu Energy Technology Co., Ltd., in the following text referred to as "HANCHU". This limited warranty specified below applies to Battery Energy Storage system and the accessory Components (hereinafter "Products") supplied by Hanchu to End User (hereinafter "Buyer") through Authorized Seller (hereinafter or "Seller").

## 1. Applicable Product Type

This product warranty only supports the Home Battery Energy Storage system series products produced by HANCHU.

Including the following products:

- Home-ESS-LV-3.2K (hereinafter '3.2K');
- Home-ESS-LV-9.4K (hereinafter '9.4K');

## 2. Warranty Period

HANCHU covers all defects in workmanship and materials during the warranty period under normal conditions of application, installation, use and service as specified in the HANCHU standard product documentation and is subject to the following conditions ("Limited Product Warranty"). Limited Product Warranty are not intended to durability warranties (i.e., warranted products are not guaranteed to last over the life of the building in which they are installed) because end-user conditions and usage are variable.

HANCHU offers a 10-years limited product warranty period. If product be successfully put online, a 2-year extended warranty period for both 3.2K & 9.4K battery will be provided.

The warranty start time is calculated from the earlier date of the following:

- 1) The date when the first installation of the Warranted Products is completed.
- 2) 6 months after production.

This warranty does not cover any accessories and kit items provided with the product.

### **3. Performance Warranty**

HANCHU guarantees that the battery SOH is not less than 70% of the nominal capacity during the warranty period and is free to replace or repair if it is less than 70%. The life cycle during the warranty will be no less than 6000 times and warranty will be terminated if the 6000 times of life cycle ran out.

For 9.4K, with discharge rate of 0.5C the total throughput will be around 45MWH. For 3.2K with the discharge rate around 0.9C, the total throughput will be around 15MWH.

The specific capacity test conditions are as follows:

- Test ambient temperature:  $25\pm 1^{\circ}\text{C}$
- Charging and discharging method:
  1. Discharge the system with the constant current of 30A until the battery reaches the termination voltage (single to 2.5V or a total of 40V).
  2. Leave the battery for 30 minutes.
  3. Charge the system with the constant current of 30A until the single cell reaches 3.6V or the total voltage reaches 57.6V, and then switch to constant voltage charging. When the current drops to 1A, stop charging.
  4. Leave the battery for 30 minutes.
  5. Discharge the system with a constant current of 30A until the battery reaches the termination voltage (single to 2.5V or a total of 40V). Calculate the battery discharge capacity in step 5.

## 4. Internet Requirements

As an express condition of HANCHU's obligation access to Covered Products via internet. This Factory Limited Warranty requires that Covered Products will be properly connected to the Internet through your Internet Provider, and expressly excludes any defects resulting from actions or omissions that prevent HANCHU from accessing Covered Products online, as software uploads or performance data downloads may be required. Failure to meet this condition may void HANCHU's obligations under this Factory Limited Warranty.

HANCHU shall not be responsible for, and the warranty shall not cover any failure to provide product or system updates which had been planned to occur remotely by way of internet connection during such period of outage.

HANCHU shall not be responsible, and the warranty shall not cover any resultant failure to remotely monitor/pick up on system or product defects or irregularities.

Any defects discovered and reported during an internet outage should be accompanied by sufficient evidence (including relevant photographs) to allow a full investigation of the defect and, where possible, to show that the problem was not caused by the internet outage itself.

Every time a warranty claim is made for a product that is not connected to the Internet, the product owner is obliged to organize an on-site inspection and data collection by qualified personnel under the direction of HANCHU.

HANCHU will monitor the performance of the product and notify the owner of the product via the Internet of any defects found during the warranty period, provided that the product is connected to the Internet.

Otherwise, once the product is found to be defective or latently defective during the warranty period, the product owner shall notify HANCHU as soon as reasonably practicable.

## 5. Replace or Repair

Subject to the provisions below, if such products are defective or defective in manufacture or material, HANCHU will, at its option, repair or replace the products or any part thereof:

- HANCHU will endeavor to replace any product replaced under this warranty with a product of the same appearance, size and function. The product used for replacement may not be brand new, but the quality and specifications match the product specifications. If this is not feasible, due to technological advancements, HANCHU will offer another product of at least the same value and standard, although it may be of a different size, shape, color and/or capacity.
- If the product is replaced within the warranty period, the remaining warranty period will be automatically transferred to the product used for replacement.

This warranty does not cover:

- Any costs incurred by the end user or installers in normal or scheduled maintenance of the product.
- Or any other costs, such as transportation (other than the cost of delivery of parts or products replaced under this warranty to the original purchaser), travel and lodging for on-site support personnel, etc.
- Any property damage, personal injury, direct or indirect damages, any consequential damages or other expenses arising out of a breach of this warranty under any law to the contrary.
- Any costs for making a warranty claim are void under the terms of this warranty.

## 6. Product Suitability

Due to different local safety standards and regulations in installation locations, HANCHU can't guarantee that products could meet all applicable requirements for each installation location. Before purchasing, it is the customer's responsibility to check and verify the national and local laws or regulations to ensure that the product is purchased, shipped, installed and operated in compliance with requirements.

## 7. Preconditions for Warranty

This warranty is subject to the following conditions:

- The product must be installed and properly commissioned by an installer trained and certified by HANCHU or the original purchaser of the product. The evidence of correct commissioning of the product (e.g., a certificate of compliance) may be required. Claims for failure due to incorrect installation or commissioning are not covered by this warranty.
- The original serial number and rating label of the product must be complete and readable.
- Batteries should be stored indoors in a dry and clean environment to avoid contact with corrosive substances and keep away from sources of ignition and heat. The storage condition should meet the following standard:
  - For a short-term storage (less than 1 month): at an ambient temperature of  $-10 \sim 45^{\circ}\text{C}$  For a long-term storage (more than 1 month): at an ambient temperature of  $0 \sim 35^{\circ}\text{C}$
- Batteries that have not been used for a long time should be fully charged and discharged at least every 6 months.
- Without the authority or approval of HANCHU, products shouldn't be disassembled or modified, in whole or in part. Otherwise, the unauthorized disassembled or modified products will void your warranty.
- The discharge temperature during the operation of the product should be in range of  $-10^{\circ}\text{C} \sim 50^{\circ}\text{C}$  while the charging temperature should be in range of  $0^{\circ}\text{C} \sim 50^{\circ}\text{C}$ . And the product shall not be stored at a temperature higher than

50°C or exposed to direct sunlight in the installation area. The location of the product installation must be ventilated in accordance with the requirements of the user manual and the installation guide.

- The commissioning report should be signed by the end user and installer after commissioning and may need to be submitted to HANCHU when required.
- All allegedly faulty equipment must be returned in the same packaging as the replacement product within 10 business days after receiving the receipt of the replacement product. HANCHU will provide all labels, manuals and shipping details for returning the allegedly faulty equipment.
- A qualified installer must be available for product replacement and recommissioning.
- The original purchaser shall be responsible for working directly with HANCHU in good faith. HANCHU will help to deal with fault through telephone support or direct PC link.

## 8. After-sales Application Process

After-sales applications can only be made by the original purchaser of the warranted product or based on the following conditions: the warranted product has been registered by an authorized installer through HANCHU product registration website during installation; the title has been transferred by a person with a properly registered warranty product; the product remains in its original location and configuration (including but not limited to purchasers of buildings where the Covered Product is a fixture of the building).

The dealer who sells the product is obliged to connect with the applicant first and provide after-sales support within the scope of its obligation.

To make a claim under this Factory Limited Warranty, the owner of the Covered Product must submit a written request during the applicable warranty period to HANCHU at the specific address or future address as HANCHU may provide from time to time. The application must include the following information:

- The serial number of the covered product
- Detailed information about product defects
- Purchase invoice with the delivery date.
- Data recorded by the product to judge whether it has reached the minimum capacity.

HANCHU may contact you for more information about the defect and seek your help to complete root analysis testing of the product to provide supporting evidence. It will be finally verified by HANCHU.

Both HANCHU and customers could recommend an authorized and certified dealer or installer for repairs. However, customers should begin repairs after notifying HANCHU and getting the authorization. HANCHU will work with the authorized and certified dealer or installer to develop a scope of work document ('Warranty Labor Work Order '). The Warranty Work Order will outline the cost of installation, reinstallation, removal or repair, borne by HANCHU. According to the factory limited warranty, HANCHU will only cover the approved costs on the

## Warranty Work Order.

If you object to the verification result provided by HANCHU, the product must be evaluated by a government-accredited testing laboratory or an accredited third-party testing company. You will be responsible for the cost of any third-party assessment services (HANCHU won't be responsible for the test cost unless your application is proven to be valid.).

The battery capacity must be tested under the conditions specified in the specification.

If a product is no longer available, HANCHU may replace the product at its sole discretion with a refurbished product or a different product/part with equivalent function and performance based on the latest technology.



## 9. Exclusions from Warranty

To the extent permitted by law, HANCHU excludes all liability for the product when any damage or defect is caused or contributed to by the following:

- Inverter or charger failure.
- The product is installed with an uncertified inverter or charger.
- The battery does not operate correctly according to the product manual.
- Your mishandling, negligence or any other improper way of handling the products, including not using the product by the product instructions or not under the recommended ambient temperature conditions.
- Transportation including but not limited to dropping, stepping on, deforming, striking or puncturing with sharp objects.
- Storage, installation, commissioning, modification or maintenance of the product by persons other than HANCHU or installers certified by HANCHU.
- Abuse, misuse, neglect, accident or force majeure event, including but not limited to lightning, flood, fire, extremely cold weather or other events beyond the reasonable control of HANCHU.
- Any attempt to prolong or shorten the life of the product, whether by physical means, programming or otherwise without written confirmation from HANCHU.
- Removal and re-installation from the original installation location without written confirmation from HANCHU.
- Water, conductive dust or corrosive gas.
- The product is connected to different types of battery modules.
- The battery is connected with batteries other than HANCHU batteries.
- Failure to install, operate or maintain the product by the product regulations.
- Normal wear or aging, or surface defects, dents or marks that affect the performance of the product.
- Theft or destruction of the product or any of its components.
- Unauthorized wiring and use with faulty or incompatible equipment.
- The end user fails to provide the correct product serial number; the product

serial number is illegible or modified without the permission of HANCHU.

- The product defect is caused by the update of national or regional laws or regulations.
- The product failure is not reported to HANCHU within 2 weeks after it occurs.
- Purchasing and installing the product in countries other than the Europe.
- Use of any spare parts not manufactured, sold or approved by HANCHU when repairing or replacing the products. Continued use of the product after it is defective or known to be defective through regular maintenance. Caused by external force, force majeure (cause of natural disasters, such as unforeseen, unavoidable and insurmountable objective events, including but not limited to war, civil war, strikes, riots or other government intervention activities, terrorism, war, riots) product damage, strikes, lack of suitable and adequate labor or materials and other events beyond the control of HANCHU or other third parties.

## **10. Out of Warranty**

For product services beyond the scope of warranty, HANCHU can provide users with certain after-sales services. Users can make requests in writing to authorized service partners of HANCHU. All costs and expenses including but not limited to materials, parts or labor costs are borne by the user. If the user notifies in writing that out-of-warranty service is required, the user shall provide a detailed description of the defect so that the HANCHU authorized service partner can detect whether such defect can be repaired.

For the avoidance of doubt, HANCHU shall never be liable for services beyond the scope of the warranty and this clause 10 does not constitute a commitment by HANCHU to provide such services beyond the scope of the warranty.

## **11. General Provisions**

This warranty is governed by local laws.

If any term in this document is unenforceable, illegal or invalid, or makes this document or any part thereof unenforceable, illegal or invalid, that term will be severed while the remainder of this document remains in effect.

If any provision of this document is unenforceable, illegal or invalid in one jurisdiction but enforceable in another, then this provision relates only to the operation of this document in the jurisdiction in which it is enforceable, legal or valid.

## **12. Warranty Limitations**

Unless otherwise specified herein, the warranty document and the remedies above shall be exclusive and replace all other guarantees and remedies to the extent permitted by applicable laws, no matter whether they are oral or in writing, expressed or implied. To the extent permitted by applicable law, HANCHU expressly rejects all legal or implied warranties, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If HANCHU can not abandon the implied warranty as prescribed by applicable law, all of such guarantees and warranties shall be limited to the implied warranty as prescribed by applicable laws or the scope within applicable laws and shall be under mandatory application according to applicable laws.

To the extent prescribed by Applicable Law, it shall be enforced under Applicable Law. Neither the dealers, agents or employees of HANCHU nor the HANCHU authorized service partners are authorized to make any modifications, extensions or additions to the warranty.

Unless otherwise specified herein, HANCHU will not be liable to the maximum range permitted by applicable law for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of products and its system, including but not limited to the loss of use and income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

Under no circumstances shall HANCHU liability for any reason exceed the purchase price paid by the user to HANCHU for such products. Liability beyond this scope is mandatory based on culpable injury to life, bodily injury or health

and intentional or gross negligence.

### **13. Dispute Resolution**

If there is a dispute over the warranty claim, HANCHU and the product owner will entrust a world-class testing organization to provide third-party verification and opinions upon mutual agreement. Unless otherwise agreed, all fees and expenses are borne by the party requesting such verification procedures.

Chinese local courts have non-exclusive jurisdiction for further disputes over warranty claims arising out of this warranty.

In the case of judicial claims, HANCHU authorized service partners to have no rights to send or receive litigation documents.

This warranty is governed and construed by the laws of the People's Republic of China, excluding the Convention on Contracts for the International Sale of Goods.

### **14. Contact Details**

Jiangsu Hanchu Energy Technology Co., Ltd.

Telephone: +86 510 8233 1917

E-mail: [service@hanchuess.com](mailto:service@hanchuess.com)

Official Website: <https://www.hanchuess.com>

Address: No. 588, Jinhui Road, Huishan Economic Development District, Wuxi City, Jiangsu Province, China

# Warranty Card

Please fully read the warranty terms and fill the required information in and send this page back to HANCHU or their authorized distributor when you need to apply warranty service support.

## User Information:

User Name: \_\_\_\_\_ Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

## Product Information:

Battery Model: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Product Serial Number: \_\_\_\_\_ Invoice Number: \_\_\_\_\_

Installation Location: \_\_\_\_\_ Distributor: \_\_\_\_\_

## Fault Description:

● Date of faulty happened: \_\_\_\_\_

● Inverter brand and model: \_\_\_\_\_

● Status of the battery LCD : \_\_\_\_\_

● Real-time battery information displayed on the inverter or inverter monitoring system

Voltage: \_\_\_\_\_ Current: \_\_\_\_\_ SOC: \_\_\_\_\_

Temperature: \_\_\_\_\_ Run State: \_\_\_\_\_

● Fault description :

Can not boot  Can't communicate  Can't charge

Unable to discharge  ALM is on  others \_\_\_\_\_

● How long has the system been used ?

Crash on arrival, failure after installation  within 6 months

6 months to 1 year  1 year to 3 years  over 3 years

● How often does the failure occur ?

once or twice  3 times or more

every day  others \_\_\_\_\_

● Detailed Description of The Fault: \_\_\_\_\_

Please attach all necessary photos or videos to help find and resolve the cause of the problem in a more timely manner.

Applicant : \_\_\_\_\_

Date : \_\_\_\_\_