

# HANCHU ESS 'LV Series' Battery Limited Warranty (UK)

V2.3 May 2024

Jiangsu Hanchu Energy Technology Co., Ltd. is a company duly incorporated under the laws of the People's Republic of China (the 'PRC' or 'China'). Jiangsu Hanchu Energy Technology Co., Ltd., herein referred to as 'HANCHU', provides the following Limited Warranty. This Limited Warranty specified below applies to the 'LV Series' Battery Energy Storage System and the accessory components (hereinafter referred to as 'Products') supplied by HANCHU to the Original Buyer (hereinafter referred to as 'Buyer') through the Authorized Seller (hereinafter referred to as 'Seller').

## 1. Applicable Products & Regions

This Limited Warranty applies to the HANCHU '**LV Series' Battery** Energy Storage System Products sold and installed **in the United Kingdom of Great Britain and Northern Ireland (UK)** .

Including the following Products:

- Home-ESS-LV-3.2K
- Home-ESS-LV-9.4K
- Home-ESS-LV-5.12K
- Home-ESS-LV-3.68K

## 2. Limited Warranty

### 2.1 Warranty Start Date

The Warranty Start Date is calculated from the earlier date of the following:

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

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

### 2.2 Limited Product Warranty

HANCHU warrants that the Product will be free from defects in materials or workmanship for a period of ten (10) years from the Warranty Start Date, subject to the exclusions and limitations set out below. If the Product be successfully put online, a 2-year extended warranty period can be claimed.

### 2.3 Limited Performance Warranty

HANCHU warrants that the Product will (i) retain sixty percent (60%) of its Usable Energy for twelve (12) years from the Warranty Start Date; or (ii) complete 6000 cycles; or (iii) reach the Minimum Throughput Energy, whichever comes first, on the condition that the Product is operated in a normal manner that adheres to the manual guidelines provided by HANCHU.

The Minimum Throughput Energy means the total output energy of the Product recorded in the control module of the Product.

The Minimum Throughput Energy for each Product Model is set out in the table below.

Product Model	Minimum Throughput Energy (MWh)
Home-ESS-LV-3.2K	9.79
Home-ESS-LV-9.4K	28.76
Home-ESS-LV-5.12K	15.67
Home-ESS-LV-3.68K	11.27

\* The Minimum Throughput Energy of a system is determined by multiplying the total number of battery models by the minimum throughput value for each model, as specified in the table provided above.

For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values, with the ambient temperature between 25°C and 28°C:

- Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage;
- Wait for 30 minutes;
- Charge the battery with constant current and constant charge voltage to its full capacity;
- Wait for 30 minutes;
- Discharge the battery with constant current until it reaches End of Discharge Voltage or its self-protective voltage. Record the current, voltage, and time;
- The remaining Usable Energy is calculated as the Product of the integral of discharge time and current, multiplied by voltage.

\* Please refer to the latest specification of the corresponding battery for the specific test current and voltage values.

#### **2.4 Limited Performance Warranty for additional battery modules**

If the Original Buyer purchases additional battery modules after the initial installation of the Product ('Subsequent Product'), the warranty outlined in Section 2.3 applies to the Subsequent Product from the date of sale recorded on the Seller's invoice to the Original Buyer of that Subsequent Product.

### **3. Internet Requirements**

As an express condition of HANCHU's obligation access to Covered Products via the Internet. This Factory Limited Warranty requires that Covered Products are properly connected to the Internet through your Internet Provider, and expressly excludes any defects resulting from actions or omissions that prevent HANCHU from accessing the Covered Products online, as software uploads or performance data downloads may be necessary. 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 held responsible for, and the warranty shall not cover any inability to remotely monitor/detect system or Product Defects or irregularities that result from such service interruption;
- Any Defects discovered and reported, during an internet outage, shall be supported by adequate evidence (including relevant photographs) to facilitate a comprehensive investigation of the Defect and, if feasible, to demonstrate that the issue was not a result of 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 responsible for coordinating an on-site inspection and data collection by qualified personnel as directed by HANCHU;
- HANCHU will monitor the performance of the Product and will notify the owner of the Product of any Defects identified during the Warranty Period via the Internet, provided that the Product is connected to the Internet.
- Otherwise, the Product owner should notify HANCHU as soon as reasonably practicable once any Defects or potential Defects of the Product are found during the Warranty Period.

#### **4. Preconditions for Warranty**

Due to different local safety standards and regulations in installation locations, HANCHU cannot 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 these requirements.

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 0°C~ 40°C. For a long-term storage (more than 1 month): at an ambient temperature of 5°C ~ 35°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 should not be disassembled or modified, in whole or in part. Otherwise, unauthorized disassembled or modified Products will void your warranty;
- The location of the Product installation must be well-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 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 assist in troubleshooting faults through telephone support or direct PC link assistance.

## **5. 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 condition that original Buyer does not grant HANCHU or a HANCHU Partner access to the performance data of the Product over the Internet upon request after reporting the warranty claim or manipulate such data;
- Operation of the Product with an inverter that is not a HANCHU certified inverter;
- The battery that does not operate correctly as per the Product manual;
- Your mishandling, negligence, or any other improper way of handling the Products, including not using the Product according to 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 attempts 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;
- The Product not being operated for any period of 6 months or more;
- The Product that is connected to different types of battery modules;
- The battery that 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 UK;
- 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 or force majeure (including natural disasters and unforeseen, unavoidable, and insurmountable events such as war, civil war, strikes, riots, government intervention activities, or terrorism), Product damage, strikes, lack of suitable and adequate labor or materials, and other events beyond the control of HANCHU or other third parties.

## **6. 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 a different 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;
- 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 laws to the contrary;
- Any costs for making a warranty claim.

## **7. 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 the 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
- Date of Product installation
- Purchase invoice with the delivery date.

\* Please complete the contents of the attached 'Warranty Card' to provide more comprehensive information.

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, 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.

## **8. 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 Article 8 does not constitute a commitment by HANCHU to provide such services beyond the scope of the warranty.

## **9. General Provisions**

This warranty is governed by local laws.

If any terms in this document are unenforceable, illegal or invalid, or makes this document or any part thereof unenforceable, illegal or invalid, those terms will be severed while the remainder of this document remains in effect.

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

## **10. 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 saving, 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.

## **11. Dispute Resolution**

In the event of a dispute regarding the warranty claim, HANCHU and the Product owner will entrust a world-class testing organization to provide third-party verification and opinions, as mutually agreed upon. Unless otherwise agreed, all costs and expenses shall be borne by the party initiating the verification procedure.

The local Chinese courts shall have non-exclusive jurisdiction over any further disputes arising from warranty claims under this warranty.

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

This warranty is governed and construed in accordance with the laws of the People's Republic of China, excluding the United Nations Convention on Contracts for the International Sale of Goods, (CISG).

## **12. 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 :

Failure to Start       Failure to Communicate       Unable to 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: \_\_\_\_\_