

## **SUNOVA SOLAR TECHNOLOGY CO., LTD. WARRANTY**

The Limited Warranty applies to SUNOVA Energy Storage Battery Product (Sunova solar-Bat6.1) which installed in **Europe**.

SUNOVA TECHNOLOGY CO., LTD. (SUNOVA) provides the warranties in this documents (Limited Warranty) to the person who purchases the product for their use and puts the product into operation for the first time (Original Buyer).

### **1 LIMITED WARRANTY**

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#### **1.1. Warranty Start Date**

Generally, Warranty Period is six (6) months after the start date of installation or production date. Whichever occurs earlier.

#### **1.2. Limited Product Warranty**

- a) SUNOVA warrants that the product does not exist defects in materials or craftsmanship within ten (10) years from Warranty Start Date.
- b) After purchased, the installation needs to be completed within one (1) month. If the battery fails, it needs to be declared within two (2) weeks. The battery module damage caused by the battery cannot be charged for a long time due to negligence, it is not within the warranty range.
- c) The warranty period of unregistered products is five (5) years. If it does not meet the installation guide, the product is not within the warranty range.

#### **1.3. Limited Performance Warranty**

- a) SUNOVA warrants that the product will (i) maintain seventy percent (70%) of its Usable Energy within ten (10) years from the Warranty Start Date; or (ii) reach the Minimum Throughput Energy, whichever occurs first. On the condition that the product is operated in a normal manner and comply with the user guide provided by SUNOVA.
- b) The Minimum Throughput Energy means the total output energy of the product recorded in the control module of the Product.
- c) The Usable Energy and Minimum Throughput Energy for each product Model are set out in the table below.

Product Model	Usable Energy (kWh)	Minimum Throughput Energy (MWh)
Sunova solar-Bat6.1	6.14	20

d) For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values, while the ambient temperature is between  $25\pm 3^{\circ}\text{C}$ :

- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV").
- 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 EODV or its self-protective voltage. Record the current, voltage and time.
- The remaining Usable Energy is the integral of discharge time and current multiplied by voltage.

**Test Value List:**

Product Model	System Usable Energy	End of Discharge Voltage (V)	Constant Voltage (V)	Constant Current (A)
Sunova solar-Bat6.1	6.14	43.2	57.6	5

**1.4. Warranty Limitations**

The Limited Warranties in clauses 1.2 and 1.3 are subject to and must be read together with the limitations, exclusions, and limitations set out below.

**2 EXCLUSIONS AND LIMITATIONS**

**2.1. Disclaimer**

- a) In the scope allowed by the law, the warranty in this Limited Warranty is the only clear warranty of the product. SUNOVA deny all legal and hit warranties, including but not limited to any suitable market, suitable for specific purposes or non- infringement warranties. In the scope allowed by the

law, as long as such warranty cannot be denied, SUNOVA limits the period and remedial measures of such warranties within the period of this limited warranty, and SUNOVA selects the maintenance or replacement service described below.

- b) The seller of the product or anyone else has no right to represent SUNOVA to make any guarantee other than the content contained in the document, and there is no right to extend the guarantee period to the time limit of the above regulations.

## **2.2. Limitation of Liability**

In addition to the situation stipulated in this warranty, within the maximum range of law, any indirect, accidental, special, or specially caused by products or its installation, use, performance or non-performance, or any defects or violations of guarantees Or punitive damage (including but not limited to profit loss, goodwill or commercial reputation damage, or delayed damage), whether or not based on contract, guarantee, negligence, strict responsibility or any other theories, SUNOVA is not responsible. The overall responsibility of SUNOVA (if so), whether it is damage or other aspects, it shall not exceed the purchase price paid by the original buyer for the product.

## **2.3. Warranty Limitations**

The Limited Warranty in clauses 1.2 and 1.3 does not apply to any defect or deterioration resulting from:

- 2.3.1. The product is not installed, maintained or operated in accordance with the operation manual.
- 2.3.2. After installation, the product is moved or shaken, or the charging temperature is higher than 50°C or less than 0°C, or the discharge temperature is higher than 55°C or lower than -20°C.
- 2.3.3. The original buyer did not notify the defect or degradation to SUNOVA or SUNOVA authorized service partners (SUNOVA Partner) within 30 days after discovering defects or degradation.
- 2.3.4. The Product not being installed within one (1) month from the Warranty Start Date.
- 2.3.5. operation of the Product with an inverter that is not a SUNOVA certified.
- 2.3.6. Without the approval of SUNOVA or SUNOVA partners, the product is modified or repaired.
- 2.3.7. A force majeure event (e.g., natural disasters, such as floods, fires, earthquakes, lightning, or other abnormal environmental conditions, war, etc.).

2.3.8. The obvious damage of the product during the transportation.

2.3.9. State or regional laws, regulations or instructions changes.

2.3.10. The product has not been used in 6 months or more.

## **2.4. Warranty Exclusions**

The Limited Warranty in clauses 1.2 and 1.3 does not apply:

2.4.1. If the Product was not purchased in Europe.

2.4.2. The original buyer does not grant SUNOVA or SUNOVA partners access to the performance data of the product through the Internet after reporting warranty claim, or manipulate these data.

2.4.3. Product appearance wear (including but not limited to any scratches, stains, mechanical wear, rust or mold) which does not affect its function.

2.4.4. Any property loss or personal damage caused by any defects. If the product is sold to the original buyer, the level of science and technical knowledge is not enough to make the defects to be discovered.

2.4.5. If the invoice of the product and the information listed in clause 4 below are not provided with the warranty claim; or

2.4.6. If the serial number on the product can no longer be recognized or has been modified.

## **3 REMEDIAL MEASURES FOR BREACH OF WARRANTY**

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- 3.1. On the premise of complying with the above mentioned exemption clauses and restrictions, if the product does not meet limited warranty in clauses 1.2 or 1.3, SUNOVA will repair or replace the non-conforming product or parts thereof within the warranty term at no charge (or provide a partial refund), on the following conditions.
- 3.2. Whether to repair or replace the Product will be determined by SUNOVA in its sole discretion.
- 3.3. The Product or any of its parts to be replaced will have the same performance and reliability as the original product. If related types of products or any of its components have been discontinued, withdrawn from the market, or are otherwise unavailable, SUNOVA may replace with the similar products or components (which may include previously used Components).
- 3.4. If SUNOVA does not repair or replace the defective Product or parts, SUNOVA will return the remaining amount to original buyer, which calculated as follows:
  - a) If the Product fails to comply with the Limited Performance Warranty in clause 1.3, SUNOVA may calculate the refund using one of the following two refund formulas:

- i) Refund = maximum claim amount\* x (warranted Minimum Throughput Energy - output energy of the Product recorded in the control module of the Product) / warranted Minimum Throughput Energy;
- ii) Refund = maximum claim amount\* x (warranted remaining Useable Energy - remaining Useable Energy) / warranted Usable Energy; and
- b) If the Product cannot be operated, SUNOVA will calculate the refund as follows:  
Refund = (maximum claim amount\*/120) x (120 - number of months since Warranty Start Date).

\*If the product is newly purchased and has no defective, the maximum claim amount is the market value of products (or an equivalent product) determined by SUNOVA.

- 3.5. The above remedial measures are the only and exclusive obligations of SUNOVA to the original buyer under the limited warranty. If the product does not comply with limited warranty, SUNOVA does not bear other responsibilities to the original buyer.

## 4 FULFILMENT

- 4.1. If Original Buyer wishes to make a warranty claim under this Limited Warranty, the warranty claim must be reported in writing to SUNOVA, including the information specified in the table below, using the contact information specified below:

1	Installation Date*	
2	Invoice Number*	
3	Battery-Box Configuration*	
4	Serial Number of Product *	
5	Serial Number of Module	
6	Serial Number of BCU	
7	Firmware Version of BMS /BMU	
8	Inverter*	
9	Inverter Configuration	
10	Serial Number of Inverter	

11	Firmware Version of Inverter	
12	Working Mode	e.g., On-Grid + Backup
13	Place	e.g., Indoor
14	Comments	
15	Error Information	
16	Country	
17	Adress	
18	Postcode and City	

\*mandatory to provide

- 4.2. SUNOVA or SUNOVA partners are authorized to issue invoices for inspection costs if:
- i. SUNOVA or SUNOVA partner's inspection of the product shows that no matter what the reason, Limited Warranty is not applicable; or
  - ii. No defects were found in the process of checking the product, and it works without error.
- 4.3. Unless otherwise agreed with SUNOVA or SUNOVA partners, any replaced product or component should be made available for pick up by SUNOVA or SUNOVA partners within four (4) weeks; otherwise SUNOVA has the right to issue invoices on the replaceable parts at a full market price.
- 4.4. The replaced products or parts are SUNOVA's property
- 4.5. The original warranty period of the product should still be applied to any maintenance or replacement product, which means that the warranty period of maintenance or replacement components will be the remaining warranty period of the original purchase of the product
- 4.6. For non-resistant incidents such as natural disasters, war, riots, strikes, unable to obtain suitable or sufficient labor, materials or capacity, or any unpredictable incidents that exceed their control scope which leads SUNOVA is not able to fulfill or delay Perform the obligations of this Limited Warranty, SUNOVA or SUNOVA partners shall not be responsible or liable for the original buyer in any way.

## **5** OUT OF WARRANTY

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In the event of the product is out of warranty, SUNOVA can (decide on its own) provide certain after-sales service to the original buyer, but all costs and expenses, such as components, labor costs, and travel expenses, shall be borne by the original buyer. In order to request such after-sales service, the original buyer must provide sufficient information about any defects so that SUNOVA partners can determine whether these defects can be repaired.

## **6** MISCELLANEOUS

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- 6.1. This Limited Warranty is only under the jurisdiction of the local legal, and the choice of its legal terms is not considered.
- 6.2. The local courts shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Limited Warranty. In case of a judicial assertion, SUNOVA, but not SUNOVA Partners, is responsible for sending or receiving lawsuit documents.
- 6.3. The original buyer can enjoy legal rights on the sales of goods in accordance with national laws. This Limited Warranty does not limit their possible legal rights or the rights generated by the purchase contract.
- 6.4. If any terms or some terms of this Limited Warranty are considered or found invalid, no effect or other unruly (whether it is for one party or generally), it will be regarded as the scope of its invalidity or it is separated in the scope of its failure or enforcement, but the rest of the clause will maintain in full force and effect.
- 6.5. As a condition to propose a warranty claim, the Original Buyer agreed to any technical factual controversy related to the claims proposed under this Limited Warranty may be referred by SUNOVA to expert determination by the then-current Resolution Institute Expert Determination Rules, except that:
  - 6.5.1. Experts must be a reputable test organization, such as TÜV Rheinland, TÜV SUD, Intertek, UL, CQC or CGC or any other parties accepting neutral third-party test organization (Experts).
  - 6.5.2. The costs of the Expert, including any costs of delivery any product to the expert for testing, will be paid by the Original Buyer if:
    - i) Original Buyer does not withdraw its claim within 14 days from the date of SUNOVA notifying Original Buyer that it intends to refer the dispute to an Expert; and;
    - ii) The Expert determines the dispute in favour of SUNOVA.In all other cases, SUNOVA will pay those costs.