

# Change History

## **Version1.0 (2024.11.06)**

First released

## 10-Year Extended Warranty Terms

The 10-year extended warranty terms (hereinafter “Warranty”) specified below apply to all types of CHISAGE and CHISAGE ESS brand residential and C&I LFP battery pack and the accessories in combination with CHISAGE inverter (hereinafter “Product”) supplied by Zhejiang Chisage New Energy Technology Co., Ltd. (hereinafter “Seller”) to the customer (hereinafter “Buyer”) through Seller authorized reseller.

### Warranty Period

The 10-year extended Warranty period for the Product is shown below:

No.	Component	Warranty Period	Remark
1	Battery	1) In the case of the Battery Cells section, Buyer needs to provide a valid battery series number to verify the date of warranty start time: For 100Ah battery cells: 10 years or 6000 life cycles from the date of purchase (the early condition will be considered). For 314Ah battery cells: 10 years or 8000 life cycles from the date of purchase (the early conditions will be considered). 2) In the case of Battery BMS, the warranty period is 5 years as normal.	
2	Inverter	3) For Mars G2 series and Jup G2 series hybrid inverter: Standard ten years’ warranty for all major components from the date of purchase or from the date of manufacture+6 months (the early conditions come will be considered). (The above warranty does not include labor costs) 4) For output control equipment: Including CT/Meter, the warranty period is 2 years 5) For monitoring device: Including Data logger, the warranty period is 5 years	Country and Region coverage: the final installation site is in Europe

Note: Logger, smart meter, external anti-reverse CT and other accessories are not applicable to the ten-year warranty terms.

### Warranty Details

The 10-year extended Warranty is as follows: As the manufacturer of Products, Seller guarantees that 6000 times life cycle(0.5C, 100%Dod, 70% Eol, 25°C) for 100Ah battery cells

and 8000 times life cycles(0.5C, 100%Dod, 70% Eol, 25°C) for 314Ah battery cells within 10 years since first installation date and follow the Specifications and the User Manual provided. While in the case of battery BMS, Seller only gives the normal guarantee of 5 years. It's notable that warranty terms are only applicable for certain regions, details refer to Appendix A.

The 10-year extended Warranty is as follows: Seller guarantees that they will repair or replace (at Seller's option) the Products, if such Products are faulty or defective in manufacture or materials for warranty period from the date of purchase by reseller, Seller will endeavor to replace Products with identical Products. However, due to technological advancements, that Products may not be available.

In these cases, Seller will supply another type of Products of at least the same value and standard, although the replacement Products may be a different size, shape, colour and capacity. Due to technical advances it is possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems is not covered by this Warranty.

If Products are replaced within the Warranty period, the remaining Warranty period will be automatically transferred to the replacement Products. In this event, Buyer will not receive a new Warranty, and this replacement will be registered by Seller. If the remaining Warranty period is less than 6 months, Buyer will automatically receive a 6-month Warranty period for the replacement unit.

In the events of defects in the material or workmanship of the product within the warranty period, the system can be monitored via internet and the Buyer informed.

If the system is non-internet enabled and thus cannot be monitored by Seller. The Buyer should inform Seller ASAP if a product is found to be defect in order to qualify for repair or replacement under the Warranty.

This Warranty only covers the repair or replacement of the defective product. It does not cover:

- Any costs incurred by the Buyer in normal or scheduled maintenance of the Products; or
- Any other costs such as transportation, traveling and accommodation cost of labor etc;
- Any property damage, personal injury, direct or indirect loss or other loss caused by violation of the User Manual.

The proprietary battery link cables within the packages are free appendixes, altering them is accepted when local regulations has specific requirement, altering the proprietary battery link cables will not void this warranty.

## **Non Warranty Scope**

To provide excellent service to Buyer, all Seller authorized reseller are requested to respond to Warranty claim. Seller will replace Product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following situations will not be covered by this Warranty (the reseller authorized by Seller responsible for the following investigation):

1) Warranty claims for the accessories and tool kits provided with the sold products will not be accepted if these items are not included in the list of products under warranty;

- 2) In the event of the expiration of the warranty period mentioned above, or in the case of any act of theft of the product or any of its components;
- 3) In the situation of the general cell life degradation;
- 4) If the battery product is not installed or used with CHISAGE inverters or if the inverters are used in any unauthorized manner that has not been certified by CHISAGE;
- 5) If the Product is used in ways including but not limited to improper, negligent, and inappropriate use, or used outside the recommended ambient temperature conditions specified in the product instructions, the warranty will not be applicable;
- 6) If the Product is damaged during events including, but not limited to, being negligently dropped, trampled, deformed, impacted, or pierced by a sharp object;
- 7) In the case of any abuse, misuse, negligence, accidents or force majeure events, such as but not limited to lightning, flood, fire, extremely cold weather, or other events beyond Seller 's reasonable control;
- 8) In the event of unauthorized and unjustified removal, transfer, and reinstallation of products at another location without the seller's written consent and without following the necessary procedures;
- 9) If the Product is carelessly exposed to water, conductive dust particles, or corrosive gases, or is connected to different battery type modules or batteries produced by another seller and not approved by the current seller;
- 10) If the Product becomes faulty or gets damaged because of improper use, unauthorized access, or not following the User manuals;
- 11) Changes have been made, or repairs have been attempted by Buyer, or series number or seals have been erased;
- 12) The apparent deterioration, superficial flaws, dents or marks, which are caused by usage and the passage of time and space, have an impact on the Product's performance;
- 13) In the case where the inverter is connected to a battery component that is not compatible with CHISAGE inverters;
- 14) Any modification or replacement of the Product and its accessories without the approval by Seller;
- 15) The consumables, including but not limited to fixings, glues, cables, ducting, replaceable batteries, light bulbs and other consumables, are not covered by any warranty;

## **Warranty Claim**

Here are the conditions for claiming the warranty:

The following are the essential conditions for a product to be eligible for warranty complaints and claims from the seller and authorized resellers:

- 1) The product is designed solely for efficient use in domestic and light commercial settings. (Light commercial settings refer to and include semi - domestic/commercial environments such

as hair salons, small shops, and pubs. Therefore, it must be used accordingly.)

2). For a product to qualify for a warranty claim, it must be used, stored, and maintained in line with the instructions provided by the seller or manufacturer. Repairs and service of the products should be carried out as per the manuals and by authorized agents. Records of such maintenance and servicing must be produced and kept at the time of making a warranty claim.

3). The product will be eligible for a warranty claim if it is not relocated, reinstalled, or transferred to any other place from its original installation site without authorization.

If Products fails within the Warranty period, the Buyer must stop using the Products or the system, make a claim as soon as possible and follow all directions provided by Seller or Seller authorized reseller.

When repairing the Products, please send the Warranty card together with the purchased Products to the Seller authorized reseller for maintenance.

When contacting Seller or Seller authorized reseller, please have the following information in hand:

- Warranty card;
- Buyer's name, address, postcode and telephone number;
- The model designation and serial number of the Products (can be found both on the Products);
- Installation date and installation address;
- Provide the log data recorded by the Product to indicate whether to achieve the minimum capacity;
- Error messages and additional information about the fault/error;
- Seller may require buyer to complete root analysis testing of the product to provide evidence supporting the claim;
- Detailed information about the entire system (inverter, battery etc.);
- Documentation of previous claim/replacement (if necessary);

For invalid claims according to this Warranty, Seller will not be liable for the Buyer's costs in making the Warranty claim, including transport or return freight.

Seller aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all claims under this Warranty are promptly submitted to Seller as soon as the Product fails, and in any event, within three months of knowledge of the matter of event giving rise to the claim. No consideration will be given to claims under this Warranty which are made after this period.

In the event of any dispute regarding the Seller's or CHISAGE's verification of the claim, the Product must be evaluated by a European Government Certified Testing Laboratory or a Certified 3rd Party Testing Company. At its discretion, CHISAGE may replace the Product with

a refurbished product or a different product or parts that have equivalent or similar functions and performance. In such cases, the buyer shall be responsible for the expenses of any 3rd Party Evaluation Service charges. (However, if the buyer's claim is proven valid, CHISAGE will cover all the testing charges.)

In case a particular product is unavailable during a warranty claim, CHISAGE may provide a substitute with equivalent or similar functions and performance.

It is also clearly stated that the replaced battery, components or products might not be brand - new, but they are of the same quality and specifications that are compliant with or equivalent to the claimed product specifications.

## **Out of Warranty**

Products damage which is not caused by Seller, Seller shall provide charged service, including all the expenses of such as material cost, labor cost, warehouse cost, transportation cost, customs duties and so on.

## **Applicable Law**

All demands from or in connection with this Warranty are subject to local law. Our goods come with guarantees that cannot be excluded under local Law. You are entitled to a replacement or refund for a major failure and compensation for any other direct 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.

## **Contact Details**

If any questions, please contact:

Company name: Zhejiang Chisage New Energy Technology Co., Ltd.

Contact number: +86 574 82817056

Email: [service@chisage.com](mailto:service@chisage.com)

Address: No.1828, Fuqing South Road, Panhuo Street, Yinzhou District, Ningbo City, Zhejiang Province, China 315000

Website: <https://www.chisagess.com>

**Note: The final right to interpret the warranty terms belongs to CHISAGE.**

## Appendix A: Applicable Region

Region	Remark
Europe	
The United Arab Emirates (UAE)	
Vietnam	