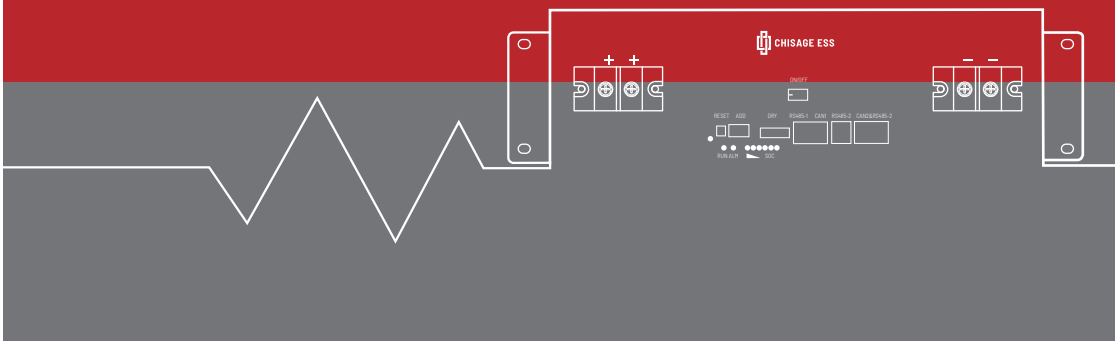
Warranty Terms and Conditions

Battery Pack



CHISAGE ESS

www.chisagess.com

Standard Warranty Terms

The warranty terms (hereinafter “Warranty”) specified below apply to CHISAGE and CHISAGE ESS brand residential LFP battery pack and the accessories (hereinafter “Product”) supplied by Zhejiang Chisage New Energy Technology Co., Ltd. (hereinafter “Seller”) to the customer (hereinafter “Buyer”) through Seller authorized reseller. Including the model: MOON series, Pho series, CE series, Link series.

Warranty Period

The standard Warranty period for the Product is shown below:

No.	Component	Warranty Period	Remark
1	Product	1) Buyer need to provide a valid purchase invoice to verify the date of purchase: 60 months or 6000 life cycles for 100Ah 200Ah 230Ah battery cells and 8000 life cycles for 314Ah battery cells from the date of purchase (the early condition come will be considered). 2) Or 63 months from the date of manufacture (it’s on the Serial Number).	

Warranty Details

Standard Warranty is as follows: As the manufacturer of Products, Seller guarantees that 6000 times life cycle(0.5C, 70% Eol, 25°C) for 100Ah 200Ah 230Ah battery cells and 8000 times life cycles(0.5C,70% Eol, 25°C) for 314Ah battery cells within 5 years since first installation date and follow the Specifications and the User Manual provided.

Standard Warranty is as follows: Seller guarantee that will repair or replace (at Seller's option) the Products, if such Products is faulty or defective in manufacture or materials for warranty period from the date of purchase, 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) The Product has been modified, its design has been changed or parts have been replaced by parts not approved by Seller;

2) Changes have been made, or repairs has been attempted by Buyer, or series number or seals have been erased;

3) The Product has been installed or commissioned incorrectly;

4) Buyer have failed to comply with the safety regulations;

5) The Products has been improperly stored and damaged while being stored by the Buyer;

6) The defect happened during transportation, including painting scratch caused by movement inside the packaging during shipping. (A claim for such transport damage should be made immediately to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified);

7) Buyer have failed to follow any/all of the user manual, the installation guide, and the maintenance regulations;

8) The device has been used improperly or misused;

9) Insufficient ventilation of the device;

10) The maintenance procedures relating to the Battery Module have not been followed to an acceptable standard;

11) The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.);

12) The damage is only cosmetic and has no impact on the functioning of the device.

Warranty Extension

Buyer can also purchase an extension of this standard Warranty within 12 months from the date of manufacture from Seller by providing the serial number and copy of the Warranty card of the unit. Seller may reject any application received which does not meet the date requirement. Extended warranty period can be purchased to 10 years. Refer to the Warranty

Extension Order Form for more information.

Once the purchase of the Warranty extension has been processed, Seller will send the Warranty extension certificate to the user confirming the extended Warranty period.

Latest information about the Warranty terms and conditions and local service hotline can be obtained from the website:

http://www.chisagess.com/

Warranty Claim

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);
- Proof of purchase with date and address;
- Installation date and installation address;
- Error messages and additional information about the fault/error;
- 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.

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

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

Website: https://www.chisagess.com

WARRANTY CARD

Product Model:

Serial Number:

Customer Information:

Name:

Address:

City: Tel: Email:

System Informartion

Installation Date:

Installation Company:

Installer & Contact:

Aftersale Record

No.	Date	Trouble Shooting	Solution
1			
2			
3			
4			
5			

Zhejiang Chisage New Energy Technology Co., Ltd.

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