

# CEEG Warranty Conditions

This limited warranty letter (herein after "Warranty") as described below applies to CEEG CHIEF series, CEEG CHCI series and CEEG Cube series (herein after "Products") supplied by CEEG (jiangsu) Tech Co., Ltd. (herein after "CEEG") to customer via the way authorized by CEEG.

## 1. Warranty Period

CEEG warrants that we will repair or replace (at our option) a Product or any part thereof, if such Product is faulty or defective in manufacture or materials within the warranty period from the initial(first) installation date. Please refer to Appendix 1 for the standard warranty period of each product.

## 2. Performance Warranty

CEEG warrants that the Hybrid all-in-one system battery products remain at 80 percent (80%) of its Usable Energy until the earlier of: (i) ten (10) years from the Warranty Start Date; or (ii) until the output has reached the Minimum Throughput Energy (as measured by the CEEG APP).

The precondition of the valid Performance Warranty shall be followed as the Products should be used in accordance with **Appendix 2 - Usage and Transportation Requirements**.

| Product Model | Minimum Throughput Energy (MWh) | Warranty Period |
|---------------|---------------------------------|-----------------|
| CEEG-BXB5.12  | 15.4                            | 10 years        |
| CUBE-3.84-A   | 11.5                            | 10 years        |

## 3. Preconditions for Warranty

- 1) The Products must have been installed and correctly commissioned by an authorized and licensed installer. The installation of the Product for the End User shall be completed within maximum 1 month from the Invoice Date. Proof may be required of correct commissioning of the Product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- 2) Where a Product or part thereof is replaced or repaired under this Warranty, the balance of the original Warranty period will apply. The replacement product or part(s) do not carry a new voluntary warranty.
- 3) The Product must have its original serial number and rating labels intact and readable.
- 4) This Warranty does not extend to any Products that have been completely or partially disassembled or modified, except where such disassembly is carried out by CEEG.
- 5) The terms of this Warranty cannot be amended except in writing by one of our authorized officers.

- 6) Any warranty claim under this Warranty must meet the requirements set out below in the “How to Make a Warranty Claim” section.
- 7) End User shall correctly operate and use the Product according to User Manual and Installation Guidance.
- 8) The operating temperature during the operation of the Product must not exceed  $-10^{\circ}\text{C}\sim 55^{\circ}\text{C}$  temperature range and the Product shall not be exposed and stored in a temperature higher than  $45^{\circ}\text{C}$ , and shall not be exposed in an installed area to direct sunlight.
- 9) The Product installation location must be ventilated in accordance with the requirements of User Manual and Installation Guidance.
- 10) The Product must be operated with compatible inverters listed by CEEG.
- 11) The product must be transported, installed and operated in accordance with the requirements in Appendix 2 - Usage and Transportation Requirements.

#### **4. General Exclusions**

The Warranty does not apply to any defect or energy capacity shortfall resulting from any of the following, each of which may result in your Warranty being voided: (i) abuse, misuse or negligence; (ii) as a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event outside the reasonable control of CEEG; (iii) storage, installation, commissioning, modification or repair of the Product, or opening of the external casing of the Product, that is performed by none authorized installer or rather than CEEG; (iv) failure to operate or maintain the Product in accordance with the owner’s manual; (v) any attempt to modify the Product, whether by physical means, programming or otherwise, without the express written consent of CEEG; or (vi) removal and reinstallation of the Product at a location other than the original installation location, without the express written consent of CEEG; (vii) due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Product were not designed for or sold, or use of the Product outside the specified or normal operating ranges for such Products; (viii) use of an incompatible inverter, rectifier or PCS.

In addition, this Warranty does not cover (i) normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance of the Product; (ii) noise or vibration that is not excessive or uncharacteristic and does not impact the Product’s performance; (iii) damage of deterioration that occurs after the expiration or voiding of the Warranty period; (iv) damage of Products arise due to renewal of the national or regional laws or regulations.

**EXCLUSION FOR FAILURE TO CONNECT TO THE INTERNET OF FAILURE TO REGISTER THE PRODUCT.**

It is required that all Products have internet connection for monitoring and upgrading. If the



Product has no internet, please contact us ASAP or organize qualified personnel to conduct an on-site inspection and data collection under the instruction of CEEG. Without connecting to the Internet, we may not be able to provide important remote firmware upgrades, so we may not be able to honor the full ten-year warranty. Even in this case, we will always honor the warranty for at least three years from the initial(first) installation date.

## **5. Remedy for Breach of Warranty**

1) Subject to the exclusions and limitations set out above, if the Product fails to comply with the Limited Warranty in clauses 1 or 2, CEEG will repair or replace the nonconforming Product or parts thereof within the Warranty term at no charge (or provide a partial refund) on the following conditions.

2) Whether to repair or replace the Product will be determined by CEEG in its sole discretion.

3) The Product or any of its parts to be replaced will have the same performance and reliability as the original Product. If the production of the relevant type of the Product or any of its parts have been discontinued, withdrawn from the market, or are otherwise unavailable, CEEG may replace the Product or parts with a similar Product or part (which may include previously used parts that are equivalent to new in performance and reliability). If the products are replaced within the Warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this event, you will not receive a new certificate.

4) The remedies as set out above are the sole and exclusive obligations of CEEG to you under this Warranty and CEEG will have no other liability to you if the Product fails to comply with the Warranty.

## **6. Warranty Restriction**

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. If CEEG cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of CEEG and / or CEEG Authorized Service Partner is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable. Unless otherwise specified herein, to the maximum range permitted by applicable law, CEEG will not be liable 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, loss in 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.

CEEG'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY END USER TO CEEG FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY. EXCEPTED FROM THIS IS LIABILITY ON THE GROUNDS OF CULPABLE INJURY TO LIFE, PHYSICAL INJURY OR INJURY TO HEALTH AND THE MANDATORY LIABILITY FROM INTENT OR GROSS NEGLIGENCE.

## 7. Limitation on Use

The Product is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury to persons or loss of life or catastrophic property damage. To the extent permitted by law, CEEG disclaims any and all liability arising out of any such use of the Product. Further, CEEG reserves the right to refuse to service any Product used for these purposes and disclaims any and all liability arising out of CEEG's service or refusal to service the Product in such circumstances.

## 8. Claim Procedure

### 1) Who can make a claim?

Warranty claims can be made by or on behalf of the end user who acquired and put the Product into use for the first time. A subsequent owner of the Product who provides proof of ownership is also entitled to make Warranty claims

### 2) Claim process

If a Product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

When contacting us either online or Email, please have the following information to hand:

|    |                               |                               |
|----|-------------------------------|-------------------------------|
| 1  | Installation Date*            |                               |
| 2  | Invoice Number*               |                               |
| 3  | Battery Box Configuration*    | e.g. CEEG-BXB5.12/CUBE-3.84-A |
| 4  | Serial Number of the Product* |                               |
| 5  | Serial Number of Modules      |                               |
| 6  | Software Version BCU          |                               |
| 7  | Inverter*                     |                               |
| 8  | Inverter Configuration        |                               |
| 9  | Serial Number of the Inverter |                               |
| 10 | Software Version of Inverter  |                               |
| 11 | Working Mode                  | e.g. On-Grid +Backup          |
| 12 | Place                         | e.g. in door                  |

|    |                   |  |
|----|-------------------|--|
| 13 | Comments          |  |
| 14 | Error Information |  |
| 15 | Country           |  |
| 16 | Street and Number |  |
| 17 | Postcode and City |  |

### 3) Cost of claim

Costs of Submitting a Warranty Claim For invalid claims under this Warranty, we will not be liable for the end-user's costs in making the warranty claim, including transport or return freight. In respect of valid claims under this Warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight, and labor cost associated with the Products removal and installation. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from us.

If the Product is found not to be defective (either under this document or the applicable local law ) or the Warranty has expired, the Claimant will be responsible for the call out fees, transportation and shipping fees and/or repair costs invoiced by the CEEG or the authorized seller.

## Appendix 1

| Products   | Models                          | Standard Warranty |
|--|---------------------------------|-------------------|
| <b>Inverters</b>   | CHIEF AIO series 1-phase (CHCI) | 5+5* years        |
|  | CHIEF AIO series 3-phase        | 5+5* years        |
|  | CHIEF AIO series off grid       | 1 year            |
| <b>Batteries</b>   | CEEG-BXB 5.12                   | 10 years          |
|  | CUBE-3.84-A                     | 10 years          |
|  | CUBE-5.12-A/R/W                 | 5 years           |
|  | CUBE-9.6-R                      | 5 years           |
|  | CUBE-10.24-W                    | 5 years           |
| <p><b>10 years(5 + 5*):</b> During the first 5 years, if warranty replacement happens, CEEG will offer substitute products and cover relevant costs; from year of 6<sup>th</sup>, if warranty replacement happens, CEEG only offer substitute products or parts, for any relevant costs will not be covered by the warranty.</p> |                                 |                   |

## Appendix 2

### Usage and Transportation Requirements

This product includes Lithium iron phosphate battery and the Accessory Components. In order to ensure that the buyer is entitled to full warranty policy, the following clauses should be strictly observed in the transportation and use of products. The product failure or damage caused by violation of the following requirements is not covered by this Limited Warranty.

#### 1. Operating Environment Requirements

The battery should be stored at an ambient temperature of -10~45°C;

The battery should work in the environment temperature of -10~55°C;

Working humidity: 5%~85% RH

Do not expose the battery to direct sunlight for extended periods of time;

Ensure reliable grounding;

Do not reverse the polarity;

No conductive dust and corrosive gas

Installation location should be away from the sea to avoid brine and high humidity environment.

The ground is flat and level.

There is no flammable explosive near to the installation places.

Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

#### 2. Storage Environment Requirements

- Short-term storage environment:

Within 3 months of temperature range is -20~45°C.

Relative humidity <85% RH. No corrosive gases.

- More than 3 months long-term storage environment:

temperature range for -20~20°C

Relative humidity <65% RH

No corrosive gases

**THE BATTERY SHOULD BE CHARGED AT LEAST ONCE WITHIN SIX MONTHS DURING STORAGE.**

If long-term storage is required, it should be recharged every 6 months, and no less than 80% of SOC should be charged.

Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

### 3. Transportation Requirements

When the product is transported separately, the individual products should be transported with the original packaging materials of the Seller. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 6 layers.

If the product does not use Seller's original packaging material transportation, Buyer shall fully consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.

### 4. Equipment Installation Requirements

|   |                                       |   |
|---|---------------------------------------|---|
| 1 | Visual inspection                     | A. Check whether the packaging of the device is intact and whether there is any shipping damage.<br>B. Check the device integrity.  |
| 2 | Electrical specification confirmation | A. Should be confirmed that the storage energy inverter battery power interface parameter is matched.<br>B. Confirm that the maximum charging and discharging current designed by the system meets the specification requirements of the energy storage PACK.<br>C. The external power supply should not generate a surge that causes damage to the battery or BMS. |
| 3 | Connection                            | A. When connecting the power line, pay attention to the positive and negative electrode, avoid reverse connection and short circuit.<br>B. It is forbidden to connect the battery directly to ac power.<br>C. Ensure reliable grounding;  |

### 5. Equipment Use

|   |                |   |
|---|----------------|---|
| 1 | Move           | To remove the battery, disconnect the external power supply and turn off the switch.  |
| 2 | Maintain       | It is forbidden to open the battery shell or dismantle the components before obtaining the written authorization of Seller. |
| 3 | Fire emergency | In case of emergency, for the use of fire-fighting equipment, use only dry powder fire extinguishers.                       |