

Limited product warranty AMASS Batteries

Applicable territory: Middle East and Africa

Valid for sales from: 08.06.2021

Product: GTX 2500 / GTX 5000 / GTX 3000-H4 / GTX 3000-H5 / GTX 3000-H6 / GTX 3000-H7 / GTX 3000-H8 / GTX 3000-H9 / GTX 3000-H10 with GTX 3000-BCU

Lithium-ion energy storage

This limited warranty (hereinafter referred to as "Warranty") applies to GTX Lithium-Ion batteries (hereinafter referred to as "Products") supplied by Shenzhen SofarSolar Co. Ltd. through an authorised reseller.

1. Purpose

The main purpose of this guarantee is to clearly define the issues regarding the warranty policy of the products.

2. Warranty

SofarSolar warrants that the product will be free from defects caused by improper workmanship or defective materials and that the product will maintain either sixty percent (60%) of the usable capacity for seven (7) years or a minimum transit energy calculated from the start date of the warranty, whichever occurs first.

The conditions for capacity measurement are defined in Annex 1.

Product type	Usable Capacity (kWh)	Minimum transit energy (MWh)
GTX 2500	2.25	6.7
GTX 5000	4.50	13.5
GTX 3000-H4	9.00	28.3
GTX 3000-H5	11.25	35.5
GTX 3000-H6	13.50	42.6
GTX 3000-H7	15.75	49.6
GTX 3000-H8	18.00	55.5
GTX 3000-H9	20.25	62.5
GTX 3000-H10	22.50	69.5

The above defined guarantee condition also applies to battery modules which are bought at a later time.

This warranty of 10 years shall commence from the date defined below:

- a. Invoice issued by the customer
- b. 3 months after the manufacturing date of the product.

3. Scope of warranty

If the product cannot meet the defined Warranty criteria during the warranty period and is claimed, Shenzhen SofarSolar Co. Ltd will be free to repair or replace the affected battery module GTX 3000-H with a refurbished or new product. If the same product is not available anymore on the market, SofarSolar Co. Ltd. can, at its own discretion, replace it with a similar product with comparable functions.

SofarSolar may instead of product replacement offer financial compensation according to one of the below methods:

- a. Refund = purchase price x (minimum transit energy – total transit energy) / minimum transit energy
- b. Refund = purchase price x (nameplate usable capacity – actual usable capacity) / nameplate usable capacity

In the case of product defect, SofarSolar can refund on the buyers request the time value according to the calculation: Refund = purchase price / 120 x remaining months of warranty.

Purchase price is the end customers purchase price of the affected single battery module, decreased by subsidies or tax benefits.

4. Warranty conditions

The warranty relating to the product only apply if the product:

- a. purchased from SofarSolar or an authorised reseller in the territory;
- b. has an official SofarSolar serial number;
- c. was installed in applicable territory
- d. is installed, operated and maintained in accordance with the product instructions;
- e. is used on a daily cycle basis and used only for energy storage system (maximum 700 charging cycles per year).

The warranty is not applicable if the defect or failure of performance of the product is due to misuse, abuse, accident or lack of maintenance of the product.

This warranty does not apply to accessories and tool kits supplied with the products.

5. Exclusion of warranty

To the extent permitted by law, SofarSolar excludes all liability for the product to the extent that any damage or defect is caused or contributed to by the following:

- a. The warranty period stated above has already expired.
- b. If there is an inverter or charger failure (SofarSolar energy storage inverters excluded).
- c. If the product is installed with inverters or chargers that are not certified by SofarSolar.
- d. If the product is used improperly, negligently or in any other inappropriate manner, including use of the product outside the recommended ambient temperature as specified in the product instructions.
- e. If there is transportation damage, including but not limited to dropping, deformation, impact or damage with a sharp object.
- f. In case of storage, installation, commissioning, modification or repair of the product carried out by a person other than SofarSolar or an installer certified by SofarSolar.
- g. Misuse, abuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold or other events beyond SofarSolar's reasonable control.
- h. Any attempt to extend or shorten the life of the product without written confirmation from SofarSolar, whether by physical means, programming or otherwise.
- i. Removal and reinstallation in a different location than the original installation without the written confirmation of SofarSolar.
- j. The product comes into contact with water, conductive dust or corrosive gas.
- k. If different types of batteries have been connected together.
- l. If product damage and defects resulting from improper use, misuse or abuse not in accordance with those in the user manual.

- m. In the event of normal wear and tear or deterioration in performance, or due to superficial defects, dents or stains that affect the performance of the product.
- n. Theft or vandalism of the product or any of its components.
- o. If the end user does not provide the correct product serial number or the product serial number is indecipherable, or it has been changed without SofarSolar's permission.
- p. The Product is not suitable for supplying life-sustaining medical devices and automotive application.
- q. Product damage caused by force majeure, acts of God (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riots or other activities intervened by the government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labour or materials and other events beyond the control of SofarSolar) or other third parties.

6. Warranty Claim process

Claims can be made by the authorised reseller from whom the product was purchased. To process warranty claims, the following points must be observed:

- a. Invoice for the procurement of the product
- b. Serial number of the product and date of first installation
- c. Specify the log data recorded by the products to indicate whether the minimum capacity was reached

Shenzhen SofarSolar Co. Ltd. may contact the buyer for further information regarding the defect.

Shenzhen SofarSolar Co. Ltd. may require the purchaser to conduct a failure analysis of the product to provide evidence for the claim. The final verification of the claim will be done by Shenzhen SofarSolar Co. Ltd.

Shenzhen SofarSolar Co. Ltd. reserves the right to reject exchange requests if sufficient information is not provided.

To request the replacement of an energy storage unit, you must contact Shenzhen SofarSolar Co. Ltd. service center (E-mail: Service@sofarsolar.com) or one of its subsidiary companies

(see contact info at the end of the document)

If you dispute SofarSolar's verification of the claim, the product must be evaluated by an EU government certified testing laboratory or a certified third party testing company. You will bear the cost of the third party assessment unless your claim proves to be valid, in which case SofarSolar will bear the cost of the assessment.

If the product is no longer available, SofarSolar may, at its sole discretion, replace the product with a refurbished product or another product or parts with equivalent features and performance according to the latest available technical information. The replacement battery, components or products may not be brand new, but of a quality and specification that meets the product specifications.

7. General provisions

This warranty is governed by the law of the EU. If any provision in this document is unenforceable, illegal or void, or renders this document or any part of it unenforceable, illegal or void, then that provision shall be deleted and the remainder of this document shall continue in force.

If any provision in this document is enforceable, illegal or void in one jurisdiction but not in another jurisdiction or renders this document or any part of it unenforceable, illegal or void in one jurisdiction but not in another jurisdiction, that provision shall be deleted only in relation to the effect of this document in the jurisdiction in which it is unenforceable, illegal or void.

8. Definitions

Authorised Reseller means an approved SofarSolar retailer or distributor in the Territory.

Consumer law means EU consumer law

Rated energy means the initial rated capacity of the product as printed on the product label.

Products means the AMASS GTX batteries manufactured by SofarSolar

Product Instructions means the instructions and manuals issued by SofarSolar with the Product describing how to install and operate the Product.

SofarSolar means Shenzhen SofarSolar Co. Ltd.

9. Applicable law

This warranty is governed by EU law. Products come with guarantees that cannot be excluded under EU consumer law. The buyer has the right to compensation for a material defect for any

other reasonably foreseeable damage. The buyer also has the right to repair or replacement if the products are not of acceptable quality and the defect is not a substantial defect but affects the normal use of the product. The benefits provided by the warranty are in addition to any other rights and remedies available to the consumer under any law relating to the goods or services to which the warranty relates.

The Conditions are limited to Shenzhen SofarSolar Co. Ltd.

10. Contact

Global

Shenzhen SOFARSOLAR Co.Ltd.
401, Building 4, AnTongDa Industrial
Park, District 68, XingDongCommunity,
XinAn Street, BaoAnDistrict
Shenzhen, China

Email: info@sofarsolar.com

Web: www.sofarsolar.com

Europe

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Krämerstr. 20
72764 Reutlingen
Germany

Email: service@sofarsolar.eu

Web: www.sofarsolar.eu

Appendix 1: Conditions for Capacity measurement of GTX 2500 and GTX 5000

The test is based on single GTX series battery module.

The ambient temperature of the Product must be $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$

The initial temperature of the battery pods must be $25^{\circ}\text{C}\pm 1^{\circ}\text{C}$

GTX 2500

Constant voltage (56.16V) constant current (10A) charge, until all cell voltages are above 3.50Vdc or until the charge current less than 1A.

Constant current (10A) discharge, until battery to low voltage protection (45.6V).

GTX 5000

Constant voltage (56.16V) constant current (20A) charge, until all cell voltages are above 3.50Vdc or until the charge current is less than 1A.

Constant current (20A) discharge till battery to low voltage protection (45.6V).

Appendix 2: Condition for capacity measurement of GTX 3000-H

Ambient temperature: 25 ... 28°C

Charge / discharge method

- a. Discharge the battery with constant current until the end-of-discharge voltage is reached or the battery self-protects automatically.
- b. Wait for 10 minutes
- c. Charge the battery with constant current and constant charging voltage according to below table until the battery automatically protects itself
- d. Wait for 10 minutes
- e. Discharge the battery with constant current until the end-of-discharge voltage is reached or the battery self-protects automatically.
- f. Calculate the discharged capacity. Monitor the current promptly. (If it is constant current). The calculation formula is: Current capacity = discharge time × constant current value.
- g. Charge the battery with constant current and constant charging voltage until the battery automatically protects itself.

Test parameters

Product type	End-of-Discharge voltage (V)	Constant charging voltage (V)	Constant current (A)
GTX 3000-H4	182	225	10
GTX 3000-H5	228	281	10
GTX 3000-H6	274	337	10
GTX 3000-H7	319	393	10
GTX 3000-H8	365	449	10
GTX 3000-H9	410	505	10
GTX 3000-H10	456	562	10