

Sunwoda Energy

Battery System Products Limited Warranty

This limited warranty applies to Sunwoda Energy Battery system products model:

- SunESS-L, SunESS-H (also known as Samvolt Home 2)
- Atrix: Atrix, Atrix Basic, Atrix Smart
- Monawall: Monawall and Monawall-SE
- SunESS Power

1. Limited Warranty

Sunwoda Energy guarantees that the product is free from defects caused by faulty workmanship or inferior materials. However, this warranty does not include any accessories or kits supplied with the product. The warranty is valid only when the product is used in compliance with the specifications and guidelines outlined in the manuals provided by Sunwoda Energy.

1.1 Starting Date

The warranty begins on the earlier of the following dates: the date the battery product is first installed or six months after the shipment date.

1.2 Quality Assurance

If the product exhibits a quality issue during use, we will repair or replace it within the warranty period. The repaired or replaced product will retain the remaining duration of the original warranty period.

1.3 Performance Guarantee

Sunwoda Energy warrants that each battery module will retain at least 70% State of Health (SOH) by the end of the warranty period, or will be capable of charging and discharging 14.4MWh of electricity, whichever occurs first, provided the product is used normally and in accordance with the manual guidelines provided by Sunwoda Energy.

	Atrix	Monawall	SunESS -L	SunESS -H	SunESS Power	Remark	
10 years	✓	✓	✓	✓	✓	standard offer	Parallel conditions, whichever occurs first
up to 12 years	n/a	n/a	n/a	n/a	Negotiable	requires separate contract	
Internet	If the system's internet connection is not established or is disrupted for an						

connection	extended period, and Sunwoda Energy is unable to reach on-site contacts, the warranty may be limited to 8 years.	
Minimum throughput	14.4MWh per module, or 2.88MWh per kWh of available energy.	

(a) Each battery module retains at least seventy percent (70%) of its usable capacity for a period of ten (10).

(b) Minimum Energy Throughput refers to the total output energy recorded in the product's control module.

(c) The remaining usable energy is determined using the following test methods and conditions:

(i) The test is conducted on a single battery module.

(ii) ambient temperature of the battery module during testing must be maintained at $25^{\circ}\text{C} \pm 1^{\circ}\text{C}$.

(iii) steps and methods for determining available capacity:

- 1) Initial Discharge: Discharge the battery at a constant current of 0.2C until the battery voltage reaches the specified discharge cut-off voltage.
- 2) Rest Period 1: Let the battery rest in an idle state for 10 minutes.
- 3) Charging: Charge the battery at a constant current (CC) of 0.2C until it reaches the charge cut-off voltage, then switch to a constant voltage (CV) charge until the current drops to the specified cut-off level.
- 4) Rest Period 2: Let the battery rest in an idle state for 10 minutes.
- 5) Final Discharge: Discharge the battery again at a constant current of 0.2C until it reaches the discharge cut-off voltage.
- 6) Calculate the Discharge Capacity:

$$\text{Discharge capacity} = \text{Discharge time} \times \text{Constant current value}$$

2. Exclusions

To the extent permitted by law, Sunwoda Energy excludes all liability for the product if any damage or defect is caused or contributed to by any of the following circumstances.

2.1 Exclusion of liability

(a) Altering, repairing, or modifying the product without the supplier's written consent or without adhering to supplier's written instructions.

(b) Installing replaced products in locations other than original specified.

(c) Misuse, abuse, negligence, or accidents during storage, transportation, handling, installation, application, use, or service provision that are not attributable to the supplier.

(d) Damage to the product caused by force majeure, power surges, lightning, floods, fire, vandalism, tampering, accidental damage, or other circumstances beyond the supplier's control.

(e) Failure to install or use the product in accordance with the user manual, or failure to perform regular maintenance as required by the supplier.

(f) Use an incompatible inverter, rectifier, or PCS, leading to problems such as battery damage.

(g) Product damage caused by the bite of rodents, such as rats and cockroaches

(h) The charging temperature of the battery system exceeds $-10^{\circ}\text{C}\sim 50^{\circ}\text{C}$, the discharge temperature exceeds $-20^{\circ}\text{C}\sim 55^{\circ}\text{C}$, and the installation area is exposed to direct sunlight or ventilation.

(i) Theft or destruction of this product or any of its parts.

Note: Force majeure* refers to events beyond the control of both parties to this contract, unforeseen, unavoidable, or insurmountable, that make one party to this contract partially or completely unable to perform this contract. Such events include, but are not limited to, earthquakes, typhoons, floods, fires, wars, strikes, riots, government actions, changes in legal regulations or their application, or any other unforeseen, avoidable, or controllable events, including in business practice events generally considered force majeure.

2.2 Warranty does not apply

(a) If the product is not purchased through regular channels or authorized dealers.

(b) If the original buyer does not allow Sunwoda Energy to access battery product performance data over the Internet or manipulate such data upon request.

- (c) Cosmetic wear of the product (including but not limited to any scratches, stains, mechanical wear, rust, or mold) that does not affect functionality.
- (d) If the serial number on the product is no longer recognizable or has been modified.
- (e) If the product's invoice and product information are not provided with the warranty claim.
- (f) Any incidental or consequential damages, loss of profits, loss of data, or other consequential damages.

3. Warranty Measures

3.1 Out of warranty cost

Any product defect that occurs outside the warranty period, or within the warranty period but falls under the specified warranty limitations or exclusions, is classified by Sunwoda Energy as out of warranty. For all cases beyond the warranty coverage, Sunwoda Energy will charge customers for on-site service fees, parts fees, labor fees, and shipping costs..

On-Site Service Fees: The cost of travel and time for technicians to provide on-site service, and the labour costs for technicians to repair, maintain, install (hardware or software), and debug problematic battery systems.

Parts and Material Charges: The cost of replacement parts/materials (including any shipping/handling charges that may apply).

Logistics fee: when the defective battery system is sent from the user to Sunwoda Energy or the product is repaired, the transportation fee and any other expenses (including but not limited to customs duties, etc.) incurred from Sunwoda Energy to the customer.

3.2 Warranty Applies

(a) Sunwoda Energy products are continuously improved, with software and firmware updates regularly delivered remotely to enhance or maintain product performance..

(b) Repair or replacement will be carried out using new or remanufactured products or parts, and any replaced product or part will become the property of Sunwoda Energy..

(c) The decision to repair or replace the product will be made solely by Sunwoda Energy. If the replacement product is discontinued or unavailable, Sunwoda Energy reserves the right to provide a new or remanufactured product that may vary in size, color, shape, model, or power level. The replacement product or part will offer equivalent performance and reliability to the original product.

(d) This limited warranty includes reshipment or replacement shipping costs, product or material replacement, labor, and on-site service charges, but only for products confirmed to be covered under warranty.

(e) If a Sunwoda Energy product is returned and determined to be free of defects or outside the limited warranty period, the customer will be responsible for return shipping costs and any additional expenses incurred by Sunwoda Energy.

(f) If the product is returned due to quality issues, the customer, as the buyer, is responsible for cooperating directly with Sunwoda Energy to arrange the return of the defective product under reasonable and feasible conditions.

3.3 Warranty Claim

Claims can be made by the authorized reseller from whom the product was purchased, and in dealing with warranty claims, the following must be observed:

(a) Contact the local dealer from whom you purchased the battery system or the installer who

installed your battery system, in order to register a warranty claim to Sunwoda Energy in writing, please have the following information ready:

- 1) Claimant's contact information, including name, company name, phone number, email address, and shipping address.
- 2) All defective information of the battery systems, including model number, serial number, date of installation, and date of failure. Please provide the claim within one month after the failure, otherwise, Sunwoda Energy will treat this as waiving your right to a warranty claim.
- 3) The claimant provided the original purchase certificate, invoice information and installation information of the battery system, including the brand, model, quantity and other information.
- 4) Fault messages displayed on the APP (if applicable) and other information about faults/alarms.
- 5) A description of actions taken prior to the failure and details of previous claims (if applicable), where the claimant cooperates with Sunwoda Energy to arrange an on-site inspection to determine the cause of the failure.

(b) If the product is discontinued or battery service is no longer available, and Sunwoda Energy decides not to repair or replace the defective product or components, the claimant will be compensated at the product's depreciated value during the warranty period, provided the product is confirmed to be within the warranty scope. The compensation will be calculated as follows:

$$\text{Refund} = (\text{Maximum claim amount}^* \div \text{Warranty months}) \times (\text{Warranty months} - \text{Number of months since warranty start date}).$$

Note: *The Maximum claim amount refers to the market value of a new, non-defective purchased product (or equivalent) as determined by Sunwoda Energy.

(c) Sunwoda Energy can require the buyer to perform a product failure analysis to provide evidence for the claim. The final determination of the claim will be made by Sunwoda Energy.

(d) If the Buyer disputes Sunwoda Energy's claim verification, the product must be evaluated by a

local certified testing laboratory or a certified third-party testing company. Should the results from the certified testing agency support Sunwoda Energy's findings, the buyer will be responsible for the cost of the third-party evaluation.

4. General Provisions

(a) This warranty applies to the legal jurisdiction of the territory specificized in the accompanying contract.

(b) If any provision of this document is unenforceable, illegal, or invalid, or renders this document or any part thereof unenforceable, illegal, or invalid, then that provision shall be removed and the remainder of this document shall remain in effect.

(c) If any provision of this document is deemed unenforceable, illegal, or invalid in one jurisdiction but remains applicable in another, or if it renders this document or any part thereof void in a specific jurisdiction, the deletion of that provision shall apply solely to its enforceability in the affected jurisdiction, without impacting its validity in other jurisdictions.

(d) The benefits provided by the warranty are in addition to any other rights and remedies the consumer may have under any law relating to the goods or services covered by the warranty.

5. Contact Information

Company:

Sunwoda Energy Technology Co., Ltd.

Sunwoda Energy Global Customer Service

Address:

No.18, Tangjia South Road, Fenghuang Street,

Guangming New District, Guangdong, China

Website Address:

WWW.sunwodaenergy.com

Service hotline:

+86 755 2267 0380

Email Address:

technicalsupport@sunwoda.com

Sales email:

info@sunwoda.com