

Product Warranty Commitment

The essence guarantee applies to the household energy storage lithium battery products purchased from Hefei Hefu Intelligent Energy Co., Ltd. (hereinafter referred to as "the Company"). During the product warranty period, if it is determined by the Company or authoritative professional testing institutions that the product problems are caused by battery design, manufacturing, or raw material issues, the Company will provide warranty services to the end users who purchased and used the products in accordance with the warranty terms agreed in the contract.

1. Warranty Commitment

1.1 Product Quality Assurance Commitment

The product is free from material or process defects within Ten (10) years from the start of the warranty period or 6000 cycles, whichever comes first.

Product Performance Warranty: The product will be used within the environmental temperature constraints listed in the table, and it will operate normally according to the guidelines/specifications/warning labels provided by our company, with 80% of available power remaining after several years.

Temperature Range	Warranty Period	Remaining Energy
0~15°C (inclusive)	6	80%
15~30°C (inclusive)	8	80%
30~45°C (inclusive)	5	80%

The ambient temperature in the table refers first to the ambient temperature recorded within the product. If the product does not have ambient recording functionality or the ambient recording functionality is turned off, the ambient conditions at the site will be inferred (indoor air-conditioned environment judgment is 20~30°C, outdoor or indoor non-air-conditioned general environment uses the local temperature from Meteonorm/NASA meteorological database as the ambient temperature, prioritizing the Meteonorm database. For sites with other heat/cold sources, specific judgments will be made by our company or authoritative testing institutions based on the actual circumstances).

Energy remaining measurement method: The environmental temperature is 25±3°C (stored at this temperature for more than 2 hours in advance). The measurement and calculation are carried out using battery charging and discharging equipment according to the following procedure:

- (1) Discharge the battery at a constant current recommended in the specification sheet, until reaching the end-of-discharge voltage or the protection voltage.
- (2) Let sit for ten minutes
- (3) Charge the battery to full capacity with constant current and constant voltage

(constant voltage cut-off current 0.05C).

(4) Let sit for ten minutes

(5) Discharge the battery according to the specification sheet recommended constant current until the discharge end voltage or protection voltage is reached.

1.2 Start of Warranty Period

The warranty start date is generally the first day after three months from the product production date (the production date can be referred to the product nameplate information). However, if the original buyer can provide written documents (such as a receipt notice) to prove the time of the first delivery of the product to the location where the product was installed and operated ("delivery date"), the buyer can choose the first day after thirty (30) days from the delivery date as the start date of the warranty. If the goods are not installed and used within 60 days after arrival, the warranty period will start from the 61st day after arrival.

2. Warranty Limitations and Exclusions.

2.1 Disclaimer

- a) Within the limits permitted by law, the warranties in this essential guarantee document are the sole express warranties for the products. We comply with the express legal requirements, but do not acknowledge any implied warranties, including but not limited to warranties of merchant ability, fitness for a particular purpose, or non-infringement. Within the limits permitted by law, we limit the duration and remedies of such warranties to those stated in the essential guarantee document.
- b) The product salesperson or any other person is not authorized to make any other warranties on behalf of our company contained in this document, or to extend the warranty period beyond the period specified above. Any such warranty made is void.

2.2 Scope of Responsibility

Unless otherwise provided in this Warranty and to the greatest extent permitted by law, our liability shall be limited to direct damages only. In any event, we shall not be liable for any indirect, incidental, special, or punitive damages (including but not limited to loss of profits, loss of goodwill or business reputation, or consequential damages), whether arising from the product, its installation, use, performance or non-performance, or any other defect or breach of warranty (whether based on contract, warranty, negligence, strict liability, or other reasons). Our total liability, if any, for damages or otherwise shall not exceed the purchase price paid by the buyer for the product.

2.3 Limitation Clause

The warranty documents in sections 1.1 or 1.2 do not apply to any defects or deterioration caused by the following reasons:

The product was not installed, maintained, or operated according to the usage label/user manual.

b) The product is in movement or shaking after installation, or the temperature is above 45°C or below 0°C.

c) The buyer fails to notify us of defects or deterioration within 30 days of discovery.

- d) The product is not installed within 30 days from the start of the warranty.
- e) Operation of products with inverters not adapted by our company.
- f) Without the approval of our company, no modifications or repairs to the product are allowed.
- g) Force majeure event (such as natural disasters, like floods, fires, earthquakes, lightning or other abnormal environmental conditions, wars, etc.);
- h) obvious damage to the product during transportation;
- I) Changes in national or regional laws, regulations, or instructions;
- j) The product has not been in operation for a period of 6 months or more.

2.4 Exclusions from Warranty Coverage

Sections 1.1 and 1.2 do not apply to quality assurance documents:

Buyer fails to authorize us to access or cooperate in extracting product performance data or manipulate such data as required after reporting warranty.

- b) Wear on the appearance of the product (including but not limited to any scratches, stains, mechanical wear, rust or mold), but does not affect its function;
- e) If the serial number on the product can no longer be recognized or has been altered;
- c) If the current level of scientific and technological knowledge at the time of selling the product cannot discover certain product defects, and these defects lead to any personal injury and property damage;
- d) Any damage caused by the use of the product in violation of laws and regulations.
- e) Warranty for vulnerable components or parts explicitly stated in product manuals or technical agreements.
- f) If the information listed in section 4 is not provided in the warranty claim.

3. After-sales processing measures

3.1. Subject to the above exclusions and limitations, if the product fails to comply with the warranty documentation in sections 1.1 or 1.2, we will, at our option, repair or replace the non-conforming product or its components free of charge (or provide a partial refund) during the warranty period.

3.2. Whether to repair or replace the product will be decided by our company.

3.3. The replaced product or any part thereof shall have the same performance and reliability as the original product. If the product or any part thereof of the relevant model has been discontinued, withdrawn from the market, or cannot be produced for other reasons, our company may replace the product or part with similar products or parts (which may include previously used parts with performance and reliability equivalent to new parts).

3.4. If we do not repair or replace defective products or parts, we will refund the buyer the amount calculated as follows:

If the product does not meet the limited performance warranty in section 1.2, we can calculate the refund using the following formula: $\text{refund} = \text{maximum claim amount} \times (\text{guaranteed remaining available energy} - \text{remaining available energy}) / \text{guaranteed available energy}$.

- b) If the product cannot operate, we will calculate the refund as follows: $\text{refund} = (\text{maximum claim amount} / 60) \times (60 - \text{months from the start of the self-insurance})$.

The maximum claim amount is the market value of the product as determined by our company or an equivalent product (must be new and free of defects at the time of purchase).

3.5. The above-mentioned after-sales measures are the only and exclusive obligations of our company under the essence assurance document.

4. After-sales procedure

4.1. If the buyer wishes to make a warranty claim under this limited warranty, the warranty claim must be reported to us or our partners in writing, and the written information sheet must contain the following information:

NO.	Item	Detail
1	product module	
2	product code	
3	installation date	
4	inverter	
5	inverter configuration	
6	working mode	e.g.on-grid
7	place	e.g.indoor,outdoor
8	error information	
9	other information	
10	country	
11	street and number	
12	postcode and city	

4.2. Our company reserves the right to charge inspection fees in the following cases:
Our inspection of the product showed that the reasons for the appearance of defects do not apply to any of the claim items specified in the quality assurance documents.

b) The product was found to be free of defects during the inspection process and is functioning properly.

4.3. Unless otherwise agreed with our company, any replaced products or components shall be provided to our company after replacement; otherwise, our company reserves the right to invoice the replacement parts at full price.

4.4. The replaced products or components become the property of our company.

4.5. The original product warranty period still applies to repaired or replaced products, that is, the warranty period for repaired or replaced parts is the remaining warranty period of the original purchased product.

4.6. In the event of force majeure (such as natural disasters, wars, riots, strikes, inability to obtain suitable or sufficient labor, materials, or production capacity, or any unforeseen events beyond its control) causing our company to be unable to perform or delay the performance of its obligations under this essential document, our company shall not be responsible or liable in any way to the original buyer.

5. Beyond the warranty period

If the product is beyond the warranty scope, our company may (at its own discretion) provide certain after-sales services to the buyer, but all costs and expenses, such as

parts, labor costs, travel expenses, etc., shall be borne by the buyer. In order to request such after-sales service, the original buyer must provide sufficient information on any defects so that our company or its partners can determine whether such defects are repairable.

6. Others

6.1. The nature of this document shall be governed only by the laws and regulations of China that are currently in force.

6.2. In the case of judicial determination. The court of the place of contract has non-exclusive jurisdiction over further disputes arising from warranty claims caused by the nature of the contract.

6.3. According to the current effective laws and regulations in China, the buyer may have legal rights related to the sale of goods. This nature certificate does not limit its possible statutory rights or rights arising from the purchase contract.

6.4. If any provision or part provision of this Agreement is found to be invalid, illegal or otherwise unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part provision shall be deemed separate from these terms, but the remaining provisions shall remain in full force and effect.

6.5. If there is a technical dispute over warranty claims, expert determination can be referred to according to the relevant expert determination rules, with the following provisions:

a) Experts must be well-known testing organizations, such as TÜV Rheinland, TÜV SUD, Intertek, UL, CQC, or CGC, or any other mutually accepted neutral third-party testing organization (expert).

In the following cases, the expert's fees (including any costs associated with shipping any products to the expert for testing) shall be paid by the buyer:

i) Within 14 days after we notify the buyer that we intend to submit the dispute to an expert, the buyer does not withdraw the buyer's claim;

ii) Or experts determine that the dispute is favorable to our company.

In all other cases, our company will cover these expenses.