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Solar MD (PTY) Ltd

Lithium-Ion Battery Limited Warranty

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Battery: SS7011 / SS7013 / SS7014 / SS7016 / SS7020 / SS7021 / SS7023 / SS7024

Battery storage system

This limited warranty (hereinafter "Warranty") specified below applies to Solar MD Lithium-ion batteries and the Accessory Components (hereinafter "Products") supplied by Solar MD Pty Ltd. (hereinafter "SMD or Seller") to End-user (hereinafter "Buyer") through Authorized Reseller

1. Purpose

The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

2. Warranty Condition

2-1. Warranty Period

The Performance Warranty for the Products is valid for 12 years from the initial (first) installation date (the "Term of Performance Warranty").

2-2. Limitation of Warranty scope

SMD's liability under this Warranty shall be limited to replacement, repair, refund, and compensation. Replaced or repaired Products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

2-3. Exclusion of Warranty

Damage to the Products resulting from any of following activities is NOT covered by this Limited Warranty:

- Improper transportation, storage, installation or wiring by Buyer
- Modification, alteration, disassembly, repair or replace by someone other than personnel certified by SMD
- Noncompliance with SMD's official installation manual
- External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- Use of an incompatible inverter, rectifier, or PCS.
- Excessive over-charge or under-discharge of the battery cells. For overcharge (4300mV) and for under-discharge (1800mV). Above or below these thresholds, the cells are deemed permanently damaged.

3. Performance Warranty (Standard)

SMD warrants and represents that the Product retains at least 60% of the Nominal Energy for either the 12 years after the date of the initial purchase or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated under a normal use followed by the specification and the manual provided by SMD. Energy throughput calculated over a 6000 cycle period.

The term "Nominal Energy" herein means the initially rated capacity of the Products as printed on the label of the Products.

The precondition of the valid 12-year Performance Warranty shall be as follows:

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- I. The ambient temperature during the operation of the Products must not fall below -10°C or exceed $+45^{\circ}\text{C}$
- II. The energy throughput is less than values in table below:

Product Name	Nominal Energy	Energy Throughput
SS7011	114.4kWh	500MWh
SS7013	128.7kWh	563MWh
SS7014	143.0kWh	626MWh
SS7016	157.3kWh	688MWh
SS7019	185.9kWh	813MWh
SS7020	200.2kWh	876MWh
SS7021	214.5kWh	939MWh
SS7023	228.8kWh	1000MWh
SS7024	243.1kWh	1064MWh

Capacity measurement condition

- Ambient temperature: $25\sim 30^{\circ}\text{C}$
- Initial battery temperature from BMS: $25\sim 30^{\circ}\text{C}$
- Charging / discharging method per module
- Charge: (0.2) CC/CV (Constant voltage (56)V, Cut-off current (0.05)C)
- Discharge: (0.2) CC (Cut-off voltage (48)V)
- Current at (0.2) C: 20A (MSS 5.1c), Current and voltage measurement at battery DC side

4. Out of Warranty Policy

Product damage, which is not caused by the seller, SMD shall provide charged service, including all the expenses such as material cost, labour cost, warehouse cost, transportation cost, customs duties, analysis cost, management cost, corporate profits, disposal expense (If necessary) and so on.

5. About Service Products/Parts

Service products/parts can be used as new or refurbished condition which performance is equal to or higher than defective Products and guaranteed by SMD.

In the event the Products are not available in the market anymore, SMD, at its option, may replace it with different kind of product with equivalent functions and performances or refund the remaining annually depreciated value of the purchase price of the Products during the Term of Performance Warranty as the Compensation Scheme below. The purchase price mentioned hereinabove means the list price actually paid by the Buyer for the purchase.

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Compensation Scheme

CLASS I: 100% of the purchase price from the initial installation date to 24th month

CLASS II: 72% of the purchase price from 25th to 36th month

CLASS III: 58% of the purchase price from 37th to 48th month

CLASS IV: 44% of the purchase price from 49th to 60th month

CLASS V: 22% of the purchase price from 61st to 84th month

CLASS VI: 9% of the purchase price from 85th to 108th month

CLASS VII: 4% of the purchase price from 109th to 144th month

OUT OF Warranty: after 144th month

6. Claim payment policy

Claims under this Warranty must be made by notifying the Authorized Reseller from whom the Product was purchased.

For a Warranty Claim to be processed, it must include following items:

1. Proof of the original purchase.
2. Valid CoC (Certificate of Compliance) for the electrical installation.
3. Description of the alleged defect(s) from the authorized service centre.
4. The relevant Product's serial number and the initial installation date.

7. Applicable Law

The Warranty is subject to the law of South Africa. Products come with guarantees that cannot be excluded under the South African Consumer Law. The Buyer is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The Buyer is also entitled to have the goods repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. This warranty only applies to the Buyer who have purchased the products for their own use.