

PRODUCT WARRANTY STATEMENT (AUSTRALIA)

THIS WARRANTY OPERATES ALONGSIDE YOUR STATUTORY RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW (ACL), WHICH CANNOT BE EXCLUDED.

Effective Date: August 01, 2025

Applies to:

This Product Warranty only applies to the following listed Battery System (BS) products, subsystems and components manufactured by Shandong Huison Electronics Technology Co., Ltd. ("Manufacturer"), and imported and supplied by RENOZ Energy Pty Ltd ("Importer / Supplier").

- RENOZ Energy LV-5KWH100AH LV Stackable Battery System

LIMITED PRODUCT WARRANTY

This Limited Warranty only applies to the product(s) listed above, provided they are installed on your site.

The product(s) must also be installed by a professional accredited by Solar Accreditation Australia (SAA).

The Importer / Supplier, RENOZ Energy Pty Ltd, warrants that your products will be free from defects for a duration of 10 years.

Your Product Warranty commences on the earlier of:

- I. The date the product is installed, activated, and registered on site; or
- II. The date of approved installer / retailers' invoice or written documents (such as receiving note) to prove the time when product is delivered to the installation site.

If the Product Warranty commencement date cannot be determined by the above information, the Warranty starting date shall begin from the date of purchase.

LIMITED PERFORMANCE WARRANTY

The Importer / Supplier warrants that the covered product retains either seventy percent (70%) of “Recommended Usable Capacity “ at ten (10) years; **or** for a Minimum Throughput Energy that is calculated from the earlier of installation date, whichever comes first:

The “Recommended Usable Capacity” is defined as defined as 90% of the “Nominal Capacity”, equal to 4.61kWh per covered product.

The “Minimum Throughput Energy “is defined as the overall warranted output energy started from the Warranty Start Date and recorded in the control module of the covered product.

Covered Product (Model Number)	LV-5KWH100AH
Nominal Capacity	5.12 kWh
Recommended Usable Capacity	4.61 kWh
Minimum Throughput Energy	22.12 MWh
Equivalent Energy Throughput per kWh of Usable Capacity	4.8 MWh

Application	Solar self-consumption ² or time-based control ³ , and backup ⁴ .
Energy Retention¹	70% capacity retention of “Recommended Usable Capacity” at 10 years following initial installation date
Minimum Throughput Energy	6,000 cycles at 80% depth of discharge.

The battery usage must comply with the operating conditions under the specification and installation manuals supplied by the Importer / Supplier.

For minor defects, the Importer / Supplier shall repair, replace or compensate the purchaser if the product is found to be defective, at its own discretion. For major failures under ACL (Australian Consumer Law) – e.g. unsafe products – consumers may choose a refund or replacement. Please contact the point of purchase or the Importer / Supplier if you have any concerns regarding whether the products you have purchased are from an Australian-certified installer.

Note that this Warranty (including its duration) is subject to important exclusions and limitations, as well as certain conditions being met. These are set out in detail below.

Note 1: Expressed as % of rated capacity.

Note 2: Storing energy generated by an onsite solar array, and using that stored solar energy for daily self-consumption.

Note 3: Storing energy generated by the grid or an onsite solar array, and using that stored energy for time-of-use load shifting.

Note 4: Storing energy generated by the grid or an onsite solar array, and using that stored energy as backup power. Measured at the total system’s AC output.

THIS WARRANTY PROVIDES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE FURTHER LEGAL RIGHTS AND REMEDIES UNDER LOCAL LAWS IN YOUR COUNTRY. THE TERMS OF THIS WARRANTY WILL APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW. PLEASE SEE THE DISCLOSURES RELATING TO YOUR COUNTRY IN THE APPENDIX TO THIS WARRANTY. FOR A FULL DESCRIPTION OF YOUR LEGAL RIGHTS, YOU SHOULD REFER TO THE LAWS APPLICABLE IN YOUR COUNTRY.

WARRANTY OBLIGATIONS

If a claim is received within the Warranty period and your product fails to comply with the above Warranty, the Importer / Supplier will, in its sole discretion, either repair your product, replace your product with an equivalent product, or refund you the market price of an equivalent product at the time of the Warranty claim. If your product is repaired or replaced under this Warranty, the remainder of the original Warranty period will apply to the repaired or replaced product, subject to any rights and remedies you have under local laws in your country or region in respect of the repaired or replacement product.

WHAT PRODUCTS ARE COVERED?

This Warranty applies to the products listed above that:

1. Was purchased from the Importer / Supplier, an Authorised Distributor, or a REC (Registered Electrical Contractor) listed on the Importer / Supplier's website; and
2. Has one of the part numbers referenced above; and
3. Is installed in Australia.

WHO CAN MAKE A CLAIM?

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

LIMITATIONS AND DISCLAIMER

TO THE GREATEST EXTENT PERMITTED BY LAW, THIS WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE PRODUCTS LISTED ABOVE.

Any other warranties, remedies and conditions, whether oral, written, statutory, express, or implied (including hidden defects) are expressly disclaimed. If such warranties cannot be disclaimed, to the extent permitted by law, the Importer / Supplier limits the duration of and remedies for such warranties to the durations and remedies described in this Warranty. Some countries do not allow disclaimers of implied warranties or limitations on how long an implied Warranty lasts, meaning the above disclaimers and limitations may not apply to you.

GENERAL WARRANTY EXCLUSIONS

This 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) Damage caused by intention abuse, misuse, or negligence from users, authorized installers, and certified third parties.
- (ii) Damage sustained during transportation to designated installation site.
- (iii) Damage caused by incorrect user operational procedures.
- (iv) Damage caused by installations that are not in accordance with the Importer / Supplier's specifications, instructions and documented installation procedures.
- (v) Damage caused during installation, re-installation, removal and transportation of equipment by unauthorised personnel, contractors or agents.
- (vi) Disassembly, repairs, and replacement of parts performed by unauthorised personnel, contractors or agents.
- (vii) Damage caused by externally triggered electrical overloads and short circuits.
- (viii) Damage caused by weather and climatic events, including but not limited to strong winds, cyclones, hailstorms, lightning, fires and flooding (unless due to manufacturing defects.).
- (ix) Damage caused by chemical corrosion and other processes external to the equipment cabinet or enclosure.
- (x) Damage to externally connected equipment.
- (xi) Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.
- (xii) Second-hand products and equipment purchased privately or at auction unless sold by an authorized dealer.
- (xiii) Products and equipment sourced through an unknown or unauthorised supply agent.
- (xiv) Imitation products purporting to be manufactured by Shandong Huison Electronics Technology Co. Ltd. or imported and supplied by RENOZ Energy Pty Ltd.
- (xv) Equipment with missing model and serial numbers.

In addition, this Warranty does not cover:

- a) Cosmetic issues; normal wear and tear; deterioration; or superficial defects, dents or marks which will not adversely affect the proper functioning of the product.
- b) Noise or vibration that is not excessive or uncharacteristic and does not adversely affect the proper functioning of the product.
- c) Damage or deterioration that occurs after the expiration or voiding of the Warranty period.
- d) Vandalism, engraving, labels, irreversible marking or contamination or theft.

WARRANTY CLAIMS

SAFETY NOTES

IF YOU BELIEVE YOUR BATTERY ENERGY STORAGE SYSTEM OR THE SUPPLIED BATTERY EQUIPMENT TO BE FAULTY, YOU MUST IMMEDIATELY DISCONNECT IT CAREFULLY AND SAFELY FROM ALL EXTERNAL ENERGY SOURCES AND / OR ELECTRICAL LOADS TO AVOID FURTHER DAMAGE TO THE EQUIPMENT AND / OR INTERCONNECTED SYSTEMS.

TAKE ALL NECESSARY PRECAUTIONS TO AVOID HUMAN INJURIES AND DAMAGE TO UPSTREAM AND DOWNSTREAM INTERCONNECTED SYSTEMS AND EQUIPMENT. FOLLOW INSTRUCTIONS FROM YOUR LOCAL EMERGENCY SERVICES PERSONNEL TO MAKE SAFE ALL EQUIPMENT. REMEMBER “LIVE” ELECTRICAL SYSTEMS AND WATER SHOULD NOT CO-EXIST, SO TAKE EXTRA CARE TO PROTECT AGAINST POSSIBLE HUMAN INJURIES, ELECTROCUTION AND FURTHER DAMAGE BY EXCESSIVE WATER.

CLAIMS PROCESS

If you need to make a claim, notify us promptly as delays may affect investigation outcomes.

- Contact original place of purchase and / or the Importer / Supplier listed in the Contact Information section of this document.
- Take suitable and high-quality photographs to document any damage or failed equipment or interconnected systems. Also record carefully the context of the failed equipment in reference to its surroundings.
- Prepare a full written report and statement, listing all equipment model and serial numbers, detailing a full description of the battery, equipment or system fault. Include in your report your full contact details and the location of the equipment. Detail any troubleshooting actions before the failure and detailed information of previous issues.
- Locate and make copies of all purchase documentation including Purchase Orders, contracts, equipment manuals as proof-of-purchase.
- The Importer / Supplier or its agents will make contact with you and ascertain if your claim can be covered under this Warranty.
- In the event that the Importer / Supplier requires the goods, products and equipment to be returned to its factory, or its agent's repair facilities, it is your responsibility to transport the damaged or failed equipment in its original or equivalent substitute packaging to protect the contents from further damage during transportation.

LIMITATION OF LIABILITY:

This Limited Warranty constitutes the end user's sole and exclusive remedy against the Importer / Supplier and the Importer / Supplier's sole and exclusive liability for defects in the Battery Energy Storage Systems products, subsystems or components manufactured by the Manufacturer, and / or equipment specifically integrated or supplied by the Importer / Supplier. It replaces all other warranties or liabilities, whether oral, written, contractual, statutory (to the extent permitted by law), or arising in tort, including any implied conditions or warranties of satisfactory quality or fitness for purpose. However, this Limited Warranty shall neither exclude nor limit any of your legal (statutory) rights under the Australian Consumer Law (ACL), including statutory guarantees of acceptable quality, fitness for purpose, and remedies for major failures (e.g. refund or replacement).

Your product must be installed in compliance with AS/NZS 5139 and AS/NZS 3000 by a licensed professional. Failure to comply may void this voluntary warranty. This does not affect your rights under the Australian Consumer Law (ACL) for defects unrelated to installation.

To the extent permitted by applicable law:

- The Importer / Supplier excludes liability for indirect, consequential, special, punitive, or incidental damages (e.g. loss of profit, revenue, data, business opportunities).
- The Importer / Supplier's total liability is limited to the purchase price of the battery system. This cap does not apply where remedies under ACL are required.
- This Warranty does not cover damage from improper installation (non-certified installers), unauthorized modifications / misuse, environmental factors (e.g. extreme weather), or non-compliance with maintenance guidelines.

SOME COUNTRIES AND REGIONS DO NOT ALLOW, OR RESTRICT, THE EXCLUSION OR LIMITATION OF DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU, OR MAY ONLY APPLY TO A LIMITED EXTENT.

LIMITATION ON USE

YOUR PRODUCT IS NOT CERTIFIED FOR LIFE-CRITICAL SYSTEMS UNDER AUSTRALIAN STANDARDS.

YOUR PRODUCTS ARE 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, LOSS OF LIFE, OR CATASTROPHIC PROPERTY DAMAGE. TO THE EXTENT PERMITTED BY LAW, THE IMPORTER / SUPPLIER DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF ANY SUCH USE OF YOUR PRODUCTS.

FURTHERMORE, THE IMPORTER / SUPPLIER RESERVES THE RIGHT TO REFUSE TO SERVICE ANY PRODUCTS USED FOR THESE PURPOSES AND DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF THE IMPORTER / SUPPLIERS SERVICE OR REFUSAL TO SERVICE YOUR PRODUCTS IN CIRCUMSTANCES.

IMPORTER / SUPPLIER CONTACT DETAILS

- Company: RENOZ Energy Pty Ltd
- Australian Business Number: 56 674 982 408
- Company Website: <https://renoz.energy>
- Email: sales@renoz.energy
- Tel: 1800 736 693
- Address: Unit 4, 8 Murphy St, O'Connor WA 6163, AUSTRALIA

COUNTRY SPECIFIC DISCLOSURES

AUSTRALIA

THIS WARRANTY IS PROVIDED IN ADDITION TO, AND DOES NOT EXCLUDE, RESTRICT OR LIMIT ANY RIGHTS A CUSTOMER HAS UNDER THE AUSTRALIAN CONSUMER LAW.

OUR GOODS COME WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER THE AUSTRALIAN CONSUMER LAW. YOU ARE ENTITLED TO A REPLACEMENT OR REFUND FOR A MAJOR FAILURE AND COMPENSATION FOR ANY OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE. YOU ARE ALSO ENTITLED TO HAVE THE GOODS REPAIRED OR REPLACED IF THE GOODS FAIL TO BE OF ACCEPTABLE QUALITY AND THE FAILURE DOES NOT AMOUNT TO A MAJOR FAILURE. THESE CONSUMER GUARANTEE RIGHTS APPLY FOR A "REASONABLE PERIOD", WHICH DEPENDS UPON ALL THE RELEVANT CIRCUMSTANCES INCLUDING THE PRICE OF THE PRODUCT, THE USES TO WHICH IT HAS BEEN PUT AND THE NATURE OF THE PRODUCT.