



Warranty conditions

For the AlphaESS product series

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Suzhou Alpha Energy Storage Solution Co., Ltd.
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No.328, Xinghu Street, SIP Suzhou

Concerning the products of AlphaESS guarantees as follows:

1. Guarantee

AlphaESS ensures end customers for a period of 60 months after installation - in accordance with the provisions of this warranty for installation and use - that the product is free from defects in material and workmanship.

In case of the occurrence of defects in material and workmanship of the product, the end customer is entitled to ask for repair or replacement of the defective product in one week after finding the defects. Otherwise, the end customer shall lose the right to ask for repair or replacement. If the improvement or replacement of the defective product is impractical or impossible, the consumer shall have the right for a price reduction or rescission of the contract.

2. Power plus warranty by the manufacturer AlphaESS

The Power Plus warranty is an extended warranty of two very valuable components of AlphaESS product line, the batteries and the inverter. For granting the Power plus Warranty, the following conditions must be achieved (via the service or distributor partners):

- a permanent connection to the Internet and product registration on AlphaESS server;
- a protocol signed by end customer and installer for product commissioning and handling instructions;

In event of improper installation or commissioning, the Power plus Warranty is invalid. The Power plus Warranty is also invalid when Internet connection is broken.

Upon granting of the Power plus Warranty, LISHEN and AlphaESS guarantees as follows:

① Performance guarantee for the battery cell by LISHEN

LISHEN, Tianjin Lishen Battery Joint-Stock Co. Ltd., No. 38 Haitainan Road, Huayuan Science & Technology Park, Tianjin Binhai Hi-Tech Industrial Development Area, Tianjin, China, as the manufacturer of battery cells, ensures that 120 months after installation and commissioning, the battery is still 80% of the nominal capacity (Usable Capacity). The



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usable capacity at the time of installation is 80%. In the event of the occurrence of defects in the battery capacity, the end customer is entitled for repair or replacement of the defective battery in one week after finding the capacity defects. Otherwise, the end customer shall lose the right to ask for repair or replacement. If the improvement or replacement of the defective battery is impractical or impossible, the consumer has the right for a price reduction or rescission of the contract.

② Guarantee for the inverter AlphaESS

AlphaESS guarantees no material errors or other manufacturing defects of the installed inverter for the period of 5 years from the date of purchase or 3 years from the date of manufacturing whatever comes first.

3. Service and replacement

① Service during the warranty period

If the product shows a failure during the warranty period, please contact your installer or specialist partners. There should be an error analysis, if necessary, together with the technical support of AlphaESS. For a warranty claim following documents are required:

- Copy of the invoice
- The signed commissioning report or protocol.
- Most detailed information of the function error.
- Other information of the product and other circumstances (modules, any modifications, etc.)

On adoption of the service claim, with its sole own discretion on how to proceed AlphaESS decides whether the repair on site is to be performed or a replacement is needed. End customer has no right to claim for loss of earnings or damages from using the product.

② Replacement parts and warranty thereafter

Replacement parts or components are not necessarily new. Parts or components that have been repaired and updated to the latest technical standards may be used as replacement parts or components.

Warranty periods are transferred to replacement parts or components after completion of



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replacement. There is no re-new of guarantee certificates. In addition, the AlphaESS guarantee conditions are in compliance with national warranty rules.

4. Exclusion

Warranty and Guarantee shall be invalid in following cases:

- ① If the product has been modified without consent of AlpahaESS, not expertly repaired, neglected or damaged manly or accidently;
- ② If the product is not installed or maintained in accordance with the technical instructions;
- ③ When the nameplate or the serial number of the product is modified, altered or not readable;
- ④ If the product is installed or operated outside of a closed space or when the product is exposed to weather conditions not as required;
- ⑤ When the ambient temperature is not permanently between 5 °C and 40 °C”;
- ⑥ If the product is exposed to strong vibrations;
- ⑦ If the product is put in condition wrongly or abnormally;
- ⑧ If the safety and handling instructions have not been complied with;
- ⑨ If the operational data (eg close to a strong magnet) is lost or damaged by external influence;
- ⑩ If the installation is wrongly conducted or if damage has occurred during transportation or installation;

5. Force Majeure

In case of force majeure, liability of AlphaESS is exempted. Force majeure includes but is not limited to natural disasters, strikes, epidemics, wars or embargoes.

6. Miscellaneous

This warranty shall be inseparable part of the purchase contract of product between AlphaESS and end customer and shall be complied by both parties.