

Warranty of AOBO Uhome-LFP 2400 Battery

This warranty specified below applies to battery supplied by AOBO Uhome-LFP 2400 battery to consumer through authorized reseller. If you have acquired the battery in the UK then the product is provided with a warranty that cannot be excluded by EU law. The accessories and tool kits provided are not included. If the unit suffers major failure you will be provided with a replacement unit and your warranty will be transferred to the new unit. The units must only be used with controllers or equipment which is explicitly deemed compatible by Aoboet.

In order to supply a high quality service, you should make sure the unit remains connected with Internet so that it can be remotely checked.

1. Purpose

The purpose of this warranty is to define the matters related to warranty policy of products.

2. Warranty Condition

2.1 Warranty Period

The Warranty as the accessory of Uhome-LFP 2400 battery is valid for 5 years with an additional 5 years when Registered starting from:

- The Registration date (the "Period of Performance Guarantee");
- Six months after the Product was manufactured.

2.2 Limitation of Warranty scope

Under this Warranty, AOBOET is responsible for either battery replacement or battery repair. The Period of Performance Guarantee will continue on any repaired unit. In the event of a replacement units then the Period of Performance guarantee will transfer to the replacement unit.

In no event will Aobo be liable for any consequential, incidental or punitive damages (including without limitation of loss of profit, harm to goodwill or business reputation, or delay damages) arising from or out of the Product or its installation, use, performance or non-performance, or any defect or breach of warranty, whether based on contract, warranty, negligence, strict liability, or any other theory. Aobo's aggregate liabilities, if any, in damages or otherwise, shall not exceed the purchase price paid by the Original Buyer for the product.

2.3 Exclusions of Warranty

Damage or imparement to the Products resulting from any of following activities are NOT covered by this Warranty:

- Installation or use with any devices not approved as compatible by Aoboet
- Failure to install or use the battery in the way intended, or as demonstrated in the installation manual including mis-installation of cables and connections.
- Failure caused by charger or inverter unit.



- Incorrect transportation, storage, installation or wiring by consumer or installer;
- Mistreatment of the product including incorrect installation environment, incorrect temperatures or using the units other than in the specified manner.
- Damage caused by any impact, physical trauma to the unit such as dropping or mishandling.
- Attempts to change the functionality of the unit in any way.
- exposure of the Product to movement or shaking following installation, or temperatures of more than 50°C or below -10°C;
- Using the battery outside of the clearly stated performance criteria for the unit.
- Water ingress, corrosive gas damage or installation in dirty environments causing particles to affect performance.
- Anyone other than those authorized by AOBOET may not modify, disassemble, repair or replace the product;
- The unit must have clearly identifiable and authentic serial number and labels on the unit.
- Extensive superficial damage to the case demonstrating impact or mishandling or poor protection of the battery.
- The Product not being operated for any period of 6 months or more.
- Unusual physical or electrical stress caused by **Force majeure**, such as power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.;
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3. Performance Warranty

AOBOET guarantees that Uhome-LFP 2400 battery will retain 70% of output energy capacity for 10 years from the first installation date and follow the specification and the user manual provided by AOBOET.

Capacity measurement condition (referenced IEC: 62619)

Ambient temperature: 25 ± 2°C

Total energy/Usable energy measured under specific conditions from AOBOET 0.2CC-CV at DC side.

But, if you suspect AOBO's verification, the Product must be tested by an EU certified origination or a certified 3rd party testing company. Meanwhile, the cost of any 3rd party evaluation service charge should be borne by yourself, unless your claim is proven to be valid, in which case AOBO will be responsible for the testing costs.

4. Warranty Policy

If on arrival the product is not of acceptable quality the customer is entitled to have the goods repaired or replaced.

5. About Service Products/Parts

Service product or accessory could be used as new or refurbished condition and AOBOET guaranteed which performance is equal to or higher than replaced device.



If the product is no longer sold in the market, AOBOET would replace it with different kind of product with equal or higher functions and performances, or the residual annual depreciation value of the buyer paid price within the time limit for performance guarantee.

6. Claim Policy

Whether to repair or replace the Product will be determined by Aobo in its sole discretion.

Claims under this warranty must be made from authorized distributor whom the product was purchased. Meanwhile, you must notify your distributor or AOBO of a claim by:

- Give a call or E-mail to your distributor;
 - Contract with AOBO hotline or Email us directly.
- within 48 hours of a faulty discovered.

The following items must be included:

- The original purchase receipt or equal valid document;
- Description of the alleged defect(s) to your distributor or AOBOET after service hot line or send email to AOBOET;
- The product's serial number and the initial installation date.
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If you suspect the battery to be faulty, the unit should be returned to appointed distributor at the cost of the customer at approved costs. Having been checked by designated expert, if the unit is deemed faulty, we will dispatch a REPLACEMENT or FIXED unit and would credit the cost of returning the unit to us for testing (based on standard acceptable logistical costs).

7. Out Of Warranty

In the event the Product is out of warranty, Aobo may (in its discretion) provide certain after-sales service to Original Buyer, but all the costs and expenses, such as parts, labour costs and travel expenses, shall be borne by Original Buyer. To request such after-sales service Original Buyer must provide sufficient information about any defects, to enable Aobo Partner to determine whether such defects are capable of repair.