



Consumer Warranty

Energy Storage Battery



Consumer Warranty

1. Limited Warranty

1.1 Warranty Scope

This product warranty only supports the HOME-ESS-LV series products produced by HANCHU ESS.

1.2 Limited Product Warranty

HANCHU ESS provides a 10-year limited product warranty. HANCHU ESS guarantees that the battery capacity is not less than 70% of the nominal capacity during the warranty period, and is free to replace or repair if it is less than 70%. In the first 5 years of product quality problems, you can enjoy free maintenance or replacement services (normal use non-artificial), after more than 5 years, other components other than cells, such as BMS, chassis, connectors, WIFI stick, etc., will be paid for repairs.

HANCHU ESS covers all defects in workmanship and materials during the warranty period under normal conditions of application, installation, use and service as specified in the HANCHU ESS standard product documentation and is subject to the following conditions ("Limited Product Warranty"). Limited Product Warranty are not intended and are not durability warranties (ie, warranted products are not guaranteed to last over the life of the building in which they are installed) because end-user conditions and usage are variable.

Warranty start time is calculated from the earlier of the following:

- 1) Date of product installation.
- 2) 3 months from the date the product arrives at the dealer or user warehouse.

This warranty does not cover any accessories and kit items provided with the product.

The actual storage capacity of the original battery modules ("battery modules") included in the HANCHU ESS Limited Performance Warranty product during the 10-year warranty period will not be less than 70% of the nominal capacity (specific capacity test conditions are as follows):

NOTE: The product needs to be successfully registered on the official website of Hanchu, and the performance warranty of unregistered products will be reduced to 5 years.

Test ambient temperature: $25 \pm 1^\circ\text{C}$

Charging and discharging method:

1. Constant current discharge the system at 30A until the battery reaches the termination voltage (single to 2.5V or total 40V)
2. Leave the battery for 30 minutes.
3. Charge the system with constant current with a current of 30A. When the single cell



reaches 3.5V or the total voltage reaches 56V, switch to constant voltage charging.

When the current drops to 2A, stop charging.

4. Leave the battery for 30 minutes.

5. Constant current discharge the system at 30A until the battery reaches the termination voltage (single to 2.5V or total 40V)

Calculate the battery discharge capacity in step 5

During the warranty period, the total guaranteed watt-hours by model are as follows:

Model	Number of battery modules	Maximum Throughput Energy /MWh
HOME-ESS-LV-3.2K	1	12.8

2. Replace or Repair

Subject to the provisions below, if such products are defective or defective in manufacture or material, HANCHU ESS will, at its option, repair or replace the products or any part thereof.

- HANCHU ESS will endeavour to replace any product replaced under this warranty with a product of the same appearance, size and function. The replaced product may not be brand new, but the quality and specifications match the product specifications. If this is not feasible, due to technological advancements, HANCHU ESS will offer another product of at least the same value and standard, although it may be of a different size, shape, colour and/or capacity
- If the product is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replaced product.

This warranty does not cover:

- Any costs incurred by the end user or installers in normal or scheduled maintenance of the product.
- Or any other costs, such as transportation (other than the cost of delivery of parts or products replaced under this warranty to the original purchaser), travel and lodging for on-site support personnel, etc..
- Any property damage, personal injury, direct or indirect damages, any consequential damages or other expenses arising out of a breach of this warranty under any law to the contrary.
- Any costs for making a warranty claim are void under the terms of this warranty.

3. Preconditions for Warranty

This warranty is subject to the following conditions:

- The product must be installed and properly commissioned by an installer properly trained and certified by HANCHU ESS or the original purchaser of the product. Evidence of correct commissioning of the product (eg a certificate of compliance) may be required. Claims for failure due to incorrect installation or commissioning are not

covered by this warranty.

- The original serial number and rating label of the product must be complete and readable.
- Batteries should be stored indoors in a dry, clean environment and should meet the conditions defined below for short- and long-term. Avoid contact with corrosive substances and keep away from sources of ignition and heat.
Short term: less than 1 month at ambient temperature -20 ~ 45°C
Long term: ambient temperature at 0 ~ 35°C for more than 1 month
- Batteries that have not been used for a long time should be fully charged and discharged at least every 6 months.
- This warranty does not apply to any product that has been disassembled or modified, in whole or in part, unless such disassembly has been carried out by HANCHU ESS.
- The discharge operating temperature during the operation of the product shall not exceed the temperature range of -10°C~50°C, the charging operating temperature shall not exceed the temperature range of 0°C~50°C, and the product shall not be exposed and stored at a temperature higher than 50°C not exposed to direct sunlight in the installation area. The product installation location must be ventilated in accordance with the requirements of the user manual and installation guide.
- The commissioning report should be signed by the end user and installer after commissioning and may need to be submitted to HANCHU ESS when required.
- Upon receipt of a replacement product, the product owner must return the allegedly faulty unit in the same packaging as the replacement product. HANCHU ESS will provide all labels, documentation and shipping details for the return of allegedly faulty equipment. All allegedly faulty equipment must be returned within 10 business days of receipt of the replacement product.
- A qualified installer must be available for product replacement and recommissioning.
- As the original purchaser, he shall be responsible for working directly with HANCHU ESS in good faith. HANCHU ESS will support the correction of faults or fault messages through telephone support or direct PC link.

4. Product Suitability

Due to different local safety standards and regulations associated with different installation locations. HANCHU ESS cannot guarantee that products meet all applicable requirements for each installation location. It is the customer's responsibility to check and verify national and local regulations and regulations to ensure that the product is purchased, shipped, installed and operated in compliance with requirements prior to purchase.

5. After-sales Application Process

After-sales applications can only be made by the original purchaser of the warranty product, provided that the warranty product has been registered by an authorized installer through HANCHU ESS' product registration website during installation, or that title has been transferred by a person with a properly registered warranty product, provided that it covers



The Product remains in its original location and configuration (including but not limited to purchasers of buildings where the Covered Product is a fixture of the building).

The dealer who sells the product is obliged to connect with the applicant first and provide after-sales support within the scope of its obligation.

To make a claim under this Factory Limited Warranty, the owner of the Covered Product must submit a written request during the applicable Warranty Period to HANCHU ESS at the above address, or such future address as HANCHU ESS may provide from time to time. The application must include the following information:

- The serial number of the Covered Product for which the notification of application is being sent.
- Reasonably detailed defect information.
- Submit product purchase invoice with delivery date
- Provide HANCHU ESS data recorded by the product as an indication of whether the minimum capacity is reached (but this is not conclusive)

HANCHU ESS may contact you for more information about the defect. HANCHU ESS may require you to complete root analysis testing of the product to provide supporting evidence. It will be finally verified by HANCHU ESS.

During processing, HANCHU ESS may recommend an Authorized Certified Dealer or Authorized Certified Installer for repairs. Owners can also recommend an authorized, certified dealer or an authorized, certified installer for repairs. However, under no circumstances shall the owner begin repairs without prior notification to HANCHU ESS and authorization to begin repairs. HANCHU ESS will work in good faith with the selected Authorized, Certified Dealer or Authorized, Certified Installer to develop a scope of work document ("Warranty Labor Work Order") outlining the repair program. The warranty labor work order will outline the cost of installation or reinstallation, removal costs and/or repair labor costs to be borne by HANCHU ESS. Under this Factory Limited Warranty, HANCHU ESS will only cover installation or re-installation costs, removal costs and/or repair costs which are approved by HANCHU ESS on the Warranty Labor Work Order prior to commencing work.

If you object to the verification of your application by HANCHU ESS, the product must be evaluated by a government-accredited testing laboratory or an accredited third-party testing company. You will be responsible for the cost of any third party assessment services (unless your application is proven to be valid, in which case HANCHU ESS will be responsible for the cost of the test).

If the capacity of the product needs to be tested, it must be tested under the conditions specified in the specification.

If a product is no longer available, HANCHU ESS may, at its sole discretion, replace it with a refurbished product or a different product or part with equivalent functionality and performance, based on the latest technical information available.

6. Exclusions from Warranty

To the extent permitted by law, HANCHU ESS excludes all liability for the product to the extent that any damage or defect has been caused or contributed to by the following::

- Inverter or charger failure.
- The product is installed with an uncertified inverter or charger.
- The battery does not operate correctly according to the product manual.
- Your mishandling, negligence or any other improper way of handling the product, including using the product in accordance with the product instructions and at the recommended ambient temperature conditions.
- Transportation, including but not limited to dropping, stepping on, deforming, striking or puncturing with sharp objects.
- Storage, installation, commissioning, modification or maintenance of the product by persons other than HANCHU ESS or HANCHU ESS certified installers.
- Abuse, misuse, neglect, accident or force majeure event, including but not limited to lightning, flood, fire, extreme cold weather or other events beyond the reasonable control of HANCHU ESS.
- Any attempt to prolong or shorten the life of the product, whether by physical means, programming or otherwise, without written confirmation from HANCHU ESS.
- Removal and re-installation from the original installation location without written confirmation from HANCHU ESS.
- Water, conductive dust or corrosive gas.
- The product is connected to different types of battery modules.
- The battery is connected with non-HANCHU ESS battery.
- Failure to install, operate or maintain the product in accordance with the product regulations.
- Normal wear or aging, or surface defects, dents or marks that affect the performance of the product
- Theft or destruction of the product or any of its components.
- Unauthorized wiring and use with faulty or incompatible equipment
- The end user fails to provide the correct product serial number or the product serial number is illegible or modified without the permission of HANCHU ESS
- The product defect is caused by the update of national or regional laws or regulations.
- The product failure is not reported to HANCHU ESS within 2 weeks after it occurs.
- Purchasing and installing the product in countries other than the UK.
- Use of any spare parts not manufactured, sold or approved by HANCHU ESS in connection with the repair or replacement of the product
- Continue to use the product after it is defective or becomes known to be defective through regular maintenance
- Caused by external force, force majeure (cause of natural disasters, such as unforeseen, unavoidable and insurmountable objective events, including but not limited to war, civil war, strikes, riots or other government intervention activities, terrorism, war, riots) product damage, strikes, lack of suitable and adequate labor or materials, and other



events beyond the control of HANCHU ESS) or other third parties.

7. Internet Requirements

As an express condition of HANCHU ESS's obligations under this Factory Limited Warranty, HANCHU ESS requires continuous online access to Covered Products via an internet connection. This Factory Limited Warranty requires that Covered Products will be properly connected to the Internet through your Internet Provider, and expressly excludes any defects resulting from actions or omissions that prevent HANCHU ESS from accessing Covered Products online, as software uploads or performance data downloads may be required. Failure to meet this condition may void HANHUESS's obligations under this Factory Limited Warranty.

In the event of a temporary internet connection failure or interruption lasting 48 hours or less:

If the failure lasts for more than 20 minutes, the product owner shall notify HANCHU ESS as soon as possible and take own measures to monitor the product for defects during this failure.

The Product Owner shall, where possible, develop and implement processes to collect and maintain system and product data locally in order to retain data generated by the system during internet outages and to send such data to HANCHU ESS as soon as possible as the internet reconnects.

HANCHU ESS shall not be responsible for and the warranty shall not cover any failure to provide product or system updates which had been planned to occur remotely by way of internet connection during such period of outage..

HANCHU ESS shall not be responsible and the warranty shall not cover any resultant failure to remotely monitor/pick up on system or product defects or irregularities.

Any defects discovered and reported during or during an internet outage should be accompanied by sufficient evidence (including relevant photographs) to allow a full investigation of the defect and, where possible, to show that the problem was not caused by the internet outage itself .

The Products that are not connected to the internet the Warranty Period is then reduced to 3 years.

Every time a warranty claim is made for a product that is not connected to the Internet, the product owner is obliged to organize an on-site inspection and data collection by qualified personnel under the direction of HANCHU ESS.

HANCHU ESS will monitor the performance of the product and notify the owner of the product via the Internet of any defects found during the warranty period, provided that the product is connected to the Internet. Otherwise, once the product is found to be defective or latently defective during the warranty period, the product owner shall notify HANCHU ESS as soon as reasonably practicable.



8. General Provisions

This warranty is governed by local laws.

If any term in this document is unenforceable, illegal or invalid, or makes this document or any part thereof unenforceable, illegal or invalid, that term will be severed while the remainder of this document remains in effect.

If any provision in this document is unenforceable, illegal or invalid in one jurisdiction but not in another, or makes this document or any part thereof not enforceable in one jurisdiction but not in another enforceable, illegal or invalid, this provision only respects the operation of this document in a jurisdiction in which it is unenforceable, illegal or invalid.

9. Warranty Limitations

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, HANCHU ESS expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If HANCHU ESS cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law.

To the extent prescribed or prescribed by Applicable Law, it shall be enforced under Applicable Law. Neither the dealers, agents or employees of HANCHU ESS and/or HANCHU ESS Authorized Service Partners are authorized to make any modifications, extensions or additions to the warranty. If any provision herein is held to be illegal or unenforceable and enforceability shall not be affected or impaired.

Unless otherwise specified herein, to the maximum range permitted by applicable law, HANCHU ESS will not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

HANCHU ESS' liability for any reason shall in no event exceed the purchase price paid by the User to HANCHU ESS for such products. Liability beyond this is based on guilty injury to life, bodily injury, or injury to health and intentional or gross negligence of mandatory liability.

10. Out of Warranty



For product services beyond the scope of warranty, HANCHU ESS can provide users with certain after-sales services, request in writing to HANCHU ESS authorized service partners, and all costs and expenses including but not limited to materials, parts or labor costs are borne by the user. In the event of a written notification from the user requiring service beyond the warranty, the user shall provide a detailed description of the defect so that the HANCHU ESS authorized service partner can detect whether such defect can be repaired.

For the avoidance of doubt, HANCHU ESS shall in no event be liable for services beyond the scope of the warranty, and this clause 10 does not constitute a commitment by HANCHU ESS to provide such services beyond the scope of the warranty.

11. Dispute Resolution

If there is a dispute over the warranty claim, HANCHU ESS and the Product Owner will entrust a world-class testing organization to provide third-party verification and opinions upon mutual agreement. Unless otherwise agreed, all fees and expenses are borne by the party requesting such verification procedures.

Chinese local courts have non-exclusive jurisdiction for further disputes over warranty claims arising out of this warranty.

In the case of judicial claims, HANCHU ESS authorized service partners have no right to send or receive litigation documents.

This warranty is governed and construed by the laws of the People's Republic of China, excluding the Convention on Contracts for the International Sale of Goods.

12. Contact Details

This Warranty is offered by HANCHU ESS Co., Ltd., No. 588, Jinhui Road, Huishan Economic Development Zone, Wuxi City, Jiangsu Province, China

Phone for more supportt +86-0510-82331917

Phone for more supportt service@hanchuess.com

Warranty Card

Please fill the required information in and send this page back to HANCHUESS or their authorized distributor when you need to apply warranty service support.

User Information:

User Name: _____ Address: _____
Telephone: _____ Email: _____

Product Information:

Battery Model: _____ Purchase Date: _____
Product Serial Number: _____ Invoice Number: _____
Installation Location: _____ distributor: _____

Fault Description:

- Date of failure: _____
- Inverter brand and model: _____
- Status of the battery front panel lights: _____
- Real-time battery information displayed on the inverter or inverter monitoring system

Voltage: _____ Current: _____ SOC: _____ Temperature: _____

- Fault description :

Can not boot Can't communicate Can't charge
 Unable to discharge ALM is on others _____

- How long has the system been used?

Crash on arrival, failure after installation within 6 months
 6 months to 1 year 1 year to 3 years over 3 years

- How often does the failure occur?

once or twice 3 times or more every day others _____

- Detailed Description of The Fault: _____

Please attach all necessary photos or videos to help find and resolve the cause of the problem in a more timely manner .

Applicant: _____

Date: _____