



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. But the accessories and tool kits provided did not be included. In order to supply a high quality service, you should make sure the unit keeps connected with Internet so that it could 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 AOBO Uhome-LFP 2400 battery is valid for 10 years (5years for free + 5years appropriate transport costs) from:

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

2.2 Limitation of Warranty scope

Under this Warranty, AOBOET is responded to battery replacement and repair. Repaired product is warranted for the remainder of the original Period of Performance Guarantee. In any event, the replaced battery shall not justify the renewal of the Period of Performance Guarantee.

2.3 Exclusion of Warranty

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

- Incorrect transportation, storage, installation or wiring by consumer or installer;
- Anyone else not authorized by AOBOET to modify, disassemble, repair or replace the product;
- Unusual physical or electrical stress caused by **Force majeure**, such as power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.;

3. Performance Warranty

AOBOET guarantees that the AOBO Uhome-LFP 2400 battery capacity still remains at least 80% either 10years after the date of the initial installation or total energy of 2.95MWh per kWh usable capacity has been dispatched from the battery since the battery is operated under a normal use followed by the specification and the user manual provided by AOBOET.

Capacity measurement condition (referenced IEC: 62619)

Ambient temperature: $25 \pm 2^{\circ}\text{C}$

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 beard by yourself, unless your claim is proven to be valid, and AOBO will respond for the testing costs.

4. Warranty Policy

If product damaged is determined to be not caused by the distributor, installer or end customer, AOBOET will provide replacement unit with any standard expenses.



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

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.

Besides, those 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.

But, if you suspect the battery faulty, the unit should be returned and pay for the logistics cost firstly. Once our authorized electrical to check if it's faulty, we will dispatch a REPLACEMENT or FIXED unit if we find it is faulty and would credit the cost of returning the unit to us for testing.