

WeCo S.r.l.

4K4LT – 5K0 Synapse MODEL LIMITED WARRANTY

This Limited Warranty ("Warranty") indicated below, applies to 4K4LT WeCo and 5K0 LV Synapse batteries (hereinafter collectively "Products" or individually "Product") produced by WeCo S.r.l. (hereinafter "WeCo" or "Seller") for the Buyer (hereinafter "Buyer").

The main purpose of this document is to define the conditions and procedures related to the warranty policy applied to products for residential indoor use combined with a compatible solar charger system.

Introduction

Lithium batteries if used and maintained as prescribed are safe and reliable products, however, if used in a manner different from the prescriptions, they may lose the minimum safety feature and therefore may no longer be able to protect themselves.

It is also forbidden to install the products near fuels, flammable material in general, storage of gas or gas boilers, or in environments that do not meet the minimum requirements required by law or regulations of your country.

1. Warranty against Manufacturing Defects

The warranty against manufacturing defects starts from the date of manufacture of the product to the extent that the conditions set out in the following articles have been met. If the products have been purchased within the European Community, the warranty is defined and regulated as per current European Law; where the purchase is made in Italy, the reference legislation will be the Italian one.

2. Ancillary Performance Warranty

The warranty on the performance of the products, additional to that referred to in point 1 and voluntarily provided by the manufacturer, is valid for 120 months from the initial date of installation or 120 + 2 months from the date of manufacture or 6,000 charge/discharge cycles, whichever will occur first, and has as its object the maintenance of a residual battery capacity, at the end of the aforementioned period, not less than **65% provided that the product is installed and used in compliance with the provisions of art. 6 and does not incur the exclusions referred to in art. 5.**

3. List of equipment included in this Warranty:

Product model	Capacity	Production date
4K4LT	86Ah	From October 2022
5K0 LV "Synapse"	86Ah	From August 2023

4. Limitations and Liability

WECO's liability under this warranty is limited, in WeCo's sole discretion:

- to replace the product, with an equivalent product with the remaining capacity on the date of the request,
- to repair the product,
- to compensate the Buyer with an amount calculated on the basis of expected residual capacity/life.

In the case of compensation, the battery sent to WeCo for capacity checks will be retained by WeCo.

The compensation will be calculated by multiplying the current average price by the lower value between that deriving from the number of months of actual use of the battery and that deriving from the charging cycles of the same in relation to the performance guarantee provided by WECO pursuant to art. 2 (120 months or 6000 cycles), based on the following formula:

$$\text{Average current rate to specialized distribution}^1 \times \text{Minimum}[(1-\text{months of use}/120);(1-\text{battery cycles}/6000)]$$

¹ Current average price calculated based on similar products available from battery manufacturers at the time of the request and in any case not higher than the purchase price. If comparable prices are not available, the average price per kWh of similar products found in Customs directories applies.

Replaced or repaired Products will be warranted for the remainder of the warranty term of the replaced battery. The act of replacement will not result in the renewal of the warranty, without exception.

The Seller is not responsible for any direct or indirect damage related to failure to achieve performance, unproductive system shutdown, or any other damage resulting from any malfunctions, failure to use the battery, loss of profit, or interruption of any type of service or supply; likewise, WeCo shall not be liable for any consequential, incidental, indirect, special, exemplary or punitive damages arising out of or related to this warranty, regardless of the form of action and whether WeCo has been advised or potentially anticipated by the other party of the possibility of such damages.

WeCo's liability under this warranty shall in no event exceed the amount paid by the Buyer.

5. Disclaimer of Warranties

The warranties referred to in points 1 and 2 above do NOT cover damage to the Products caused, even concurrently, by one or more of the following activities or omissions and also contribute to the loss of the performance warranty:

1. Transport and/or storage not in accordance with the manual.
2. Opening of the lid by technicians not approved by WeCo, or in any case without specific written authorization including the removal or damage of the warranty seal.
3. Removal or damage to the product label/plate or inability to read the serial number.
4. Failure to comply with the specifications of use and instructions contained in the respective manuals of the Products.
5. Presence of activated log warrants (e.g., Extreme Under Voltage, over current, etc.) in BMS memory, viewable via APP or BMS software downloadable for free.
6. Incorrect wiring of incompatible batteries or of different power and/or type and/or brand, use of cables of non-compliant section and quality.
7. Reverse polarity and/or short circuit.
8. Moving the battery from the initial position without performing a new commissioning test and certification of the system by a licensed and qualified electrician, as per local regulations.
9. Failure to promptly disconnect the battery from the system in the presence of inverter or battery alarms.
10. Failure to connect the BMS via CAN to the inverter (the battery must not be used without the BMS/CAN connected and recognized by the inverter).
11. External influences, including mechanical or electrical stresses (power surges, high inrush current, lightning, flooding, fire, drops, accidental breakage, lid opening with manual contactor operation, etc.)
12. The technical room must be suitable, ventilated, and in compliance with the IP20 degree of protection, the battery must not be found with oxidation from condensation or pollution from liquids and/or vapor salts of acid solvents, etc., which may cause damage to the circuits and protections.
13. Using inverters, rectifiers, chargers, BMS, etc. incompatible with the battery even if temporarily.
14. The products must be protected from liquids, including liquid sprays, gases, or vapors of any kind, from direct or indirect impacts of water or other liquids which, in addition to causing the immediate loss of the warranty, may be dangerous for users.
15. The products must not be installed under direct sunlight, even if in cabinets, and indoors. The glass surfaces contribute to the rise in the temperature of the cells causing a decay.

After purchasing the product, WeCo has the right to publish a "Critical Firmware Update" by e-mail to the registered Professional Buyer's address and/or send a "Critical Firmware Update" to the registered Professional Buyer's address. It is Buyer's responsibility to ensure that any Critical Firmware Update is implemented through its sales channels for each individual battery within 60 days of receipt of the Critical Firmware Update. Otherwise, the batteries may not function properly, and the product will be no longer covered by warranty.

6. Installation and operation mandatory conditions for the validity of the performance warranty referred to in Art. 2

The ancillary performance guarantee referred to in Art. 2 above is recognized only and only on condition that all the following additional requirements have also been complied with:

1. The battery must be used for the integration of renewable energy storage systems.
2. The preparation and/or maintenance of the site and the installation were carried out in accordance with the requirements of the manual. Especially:
 - a) The product must be installed indoors in a dry, ventilated room that maintains the prescribed operating conditions.
 - b) The operating battery temperature measured by the BMS must not have fallen below +10°C and exceeded +45°C

- c) The battery must be connected via CAN BUS communication with an approved inverter.
- d) The battery must be kept in perfect condition avoiding the accumulation of dirt and oxidation formation on surfaces and ventilation grilles.
- e) The maximum altitude must not exceed 3000 m a.s.l.
- f) The product must be installed in a vibration-free environment.

The warranty is also not liable for damage caused by force majeure events such as (but not limited to) floods, earthquakes, fires, fumes, power surges, lightning, pest/rodent damage, corrosion, exposure to water or other substances. gaseous and/or liquid chemicals, nor in relation to the progressive energy decay resulting from normal operating conditions. It should be noted that energy decay is not linear and could be greater in the first 5 years or 1500 cycles than the ten-year weighted average; This circumstance can in no way be considered a defect of the product.

7. Standard Test Conditions (STC) for Capacitance Measurement

For the activation of the warranty referred to in point 2 above, and without prejudice in any case to compliance with the operating conditions listed in paragraphs 5 and 6, the performance of the cells of the 4k4LT batteries must be measured according to the procedure specified below to be carried out without exception at WeCo or a laboratory accredited by WeCo:

- Place the battery in a climatic chamber for no less than 30 minutes: Before starting the test phase, the temperature of the cells measured by the BMS must be 25°C +/-1°C.
- Connect directly to the negative and positive terminals of the cell array and discharge with a constant current of 0.5C until the array reaches 40 Vdc.
- Connect directly to the negative and positive terminals of the cell array and charge with a constant current of 0.2C until the array reaches the BMS protection limit.
- Wait 30 minutes, then restart the constant voltage charging process with 0.05A until the BMS reaches 100% again or the OV level 1 limit.
- Repeat the above discharge/charge cycle until the voltage difference between the cells is less than 0.05V.
- Let the array stand until the cell temperature, measured by the BMS, is 25°C +/-1°C.
- When the cells reach 25°C +/-1°C, connect directly to the negative and positive terminals of the cell array and discharge them with a constant current of 0.5C until the array reaches 40 V and measure the capacitance at the negative and positive terminals of the cell array using a certified DC meter with 1-second datalogger frequency.

8. Applicability and scope of operation of the warranty conditions

These warranty conditions are applicable to all purchases made on a date subsequent to their issue, or from the date indicated at the bottom of this document and will cease to be effective for the products sold after the entry into force of any different ones that WeCo will consider drafting in the future.

Except in the case in which WeCo has issued a specific written statement additional or modifying with respect to what is provided in this document, conditions other than the existing warranty do not apply even if provided for in other previous versions.

9. Warranty and/or repair/replacement complaint procedures

If during the warranty period, the Buyer discovers manufacturing defects or suspects that the product does not comply with the performance guarantee, the Buyer must immediately report the defect by providing the following information:

1. A brief description of the defect,
2. Your serial number
3. A copy of the purchase invoice
4. The date of installation
5. Installation images (minimum 5 images from different angles)
6. Permission to access the required battery monitoring account.

The buyer must also grant WeCo access to the battery, in person or remotely via a laptop made available by the customer for the installation of WeCo software for analysis operations.

WeCo will determine within a reasonable time whether the reported defect is eligible for coverage under the Limited Warranty. If it is determined from the information received that the reported defect is not covered under the Limited Warranty, WeCo will inform the Buyer explaining the reasons for the non-coverage or non-applicability.

If, on the other hand, WeCo detects the need to analyze the battery to verify its current status, it will require the customer to send the battery to the WeCo headquarters or to a laboratory indicated by WeCo. The battery must be shipped within 10 days from the date of WeCo's request and must be made in accordance with UN38.3 regulations.

During the execution of the tests, complete charge and discharge phases will be necessary, these in the case of batteries not correctly used by the customer, could lead to the destruction of the same, because of the tests. In this case, WeCo will inform the customer about the non-applicability of the warranty.

If, because of the tests carried out, it is determined that the battery is suitable for coverage under the Limited Warranty, WeCo will notify the purchaser with the description of Article 2 of this Limited Warranty.

The product sent by the Buyer, in case of compensation or replacement, will be retained by WeCo for recycling or disposal.

10. Repairs not covered by warranty

In the event that the warranty claim is not proven, WeCo will provide the Buyer with a repair proposal, the price of which will vary depending on the material cost used for the repair, labor costs, any travel expenses, transport costs, any customs duties and disposal costs, if applicable.

11. Applicable law and jurisdiction

This warranty is subject to Italian law. The exclusive jurisdiction for any dispute relating to the interpretation, execution and termination of sales contracts will be that of Florence.

Firenze, 10th of Sept 2023