

## WeCo S.r.l.

### LIMITED WARRANTY and PERFORMANCE WARRANTY

This Limited Warranty ("Warranty") indicated below, applies to batteries 4K4LT (hereinafter collectively "Products" or singularly "Product") produced by WeCo S.r.l. (hereinafter "WeCo" or "Seller") for the Buyer customer (hereinafter "Buyer") through an Authorized Reseller.

#### 1. Purpose Limited Warranty

The main purpose of this document is to define conditions and procedures relating to the performance Warranty policy applied to Products for indoor home storage use combined with a compatible solar battery charger system, manufacturing defect warranty is applied as per the Local Warranty Regulation if purchased inside the European Community the warranty is defined as per the current European Law

#### 2. Performance Warrant Conditions

##### Guarantee

Products Performance Warranty 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, depending on which condition occurs first, provided that the product is installed and operated according to section 4.1 below.

The battery, due its chemistry, is subject to a capacity degradation that can be higher during the initial 500 cycles compared to the remaining cycles, as the degradation is not always linear.

The manufacturing defect Warranty is regulated by the current European Law

##### Limitations and Liability

WECo's liability under this warranty is limited to replacement, repair and/or compensation of the Products considered the remaining capacity/expected life. Seller is not responsible for any direct or indirect damages related to failure to achieve performance, unproductive stop of the system, or any other damages deriving from any malfunctions.

Replaced or repaired Products will be warranted for the remainder of the duration of the replacement battery warranty. The act of replacement will not justify the renewal of the original duration of the guarantee, without exception.

Seller is not responsible for damages resulting from non-use of the battery, loss of profit, interruption of any type of services or supplies.

##### Warranty Exclusions

This Warranty does NOT cover damage to Products caused by any of the following activities:

- a) Transport, storage, defective or inaccurate installation.
- b) Non-compliant wiring carried out by the Buyer, installer or any repairing technician not authorized by WeCo in written.
- c) Opening of the Products by non-WeCo approved technicians.
- d) Removal or damaging of the warranty sticker
- e) Removal or damaging of the product label / nameplate
- f) Wrong parallel connection of multiple units, wrong configuration of parallel units, parallel connection of incompatible batteries or of different power and/or type and/or brand.
- g) Reverse polarity and/or Short Circuit
- h) Wrong connection single and/or multiple units, wrong configuration of unit/s, connection of incompatible batteries or of different power and/or type and/or brand.
- i) Failure to follow the instructions in the respective Products manuals.
- j) Modification, installation, alteration, disassembly, repair or replacement by anyone other than personnel certified by WeCo.
- k) Relocation of the battery from the initial location without carrying out a new commissioning test and system certification by an authorized and qualified electrician, as per the local regulation.
- l) Failure to disconnect the battery from the system in the presence of inverter or battery alarms.
- m) Failure to charge and discharge the battery for prolonged periods (over 3 months) or following the relocation of the battery from the initial installation location or the replacement of the inverter with an inverter that is not in the list of inverters approved by WeCo.
- n) Failure to connect the BMS via CAN to the inverter, incorrect wiring, incorrect cable section choice, polarity inversion and the use of unsuitable cables.
- o) External influences including unusual physical or electrical stress (power surges, high inrush current, lightning, flood, fire, fall, accidental breakage, cover opening, cable removal, manual actuation of the contactor, etc.).
- p) Any condition in contradiction with the Indoor application as per IP20 rating
- q) Use of incompatible inverter, rectifier, battery charger, BMS, etc., with the battery even if on a temporary basis.

From time to time WeCo may issue on the website and on cloud monitoring platform and/or send by email to the registered Buyer address a "Critical Firmware Upgrade".

It is the responsibility of the Buyer to ensure that any Critical Firmware Upgrade is implemented through their re-seller channels to each and every battery within 60 days of receiving the Critical Firmware Upgrade. Failure to do so could prevent the batteries from functioning correctly and make the warranty ineffective.

### 3. List of equipment included in this Guarantee Policy

Battery Label Code	Capacity +/- 3%	Voltage Vdc
4K4LT ( S/N code WE-4K4L-23***** )	4.4 kWh	45.5 - 58.4Vdc

### 4. Performance Guarantee Conditions (conditions applied)

WeCo's guarantee is valid up to ten (10) years from the date of initial installation, or 120 + 2 months from its manufacturing date or 6.000 charge/discharge cycles, depending on which condition occurs first, provided that the Products is installed and operated according to section 4.1. mandatory conditions.

#### 4.1. Installation and operation mandatory conditions

The warranty is recognized if the below conditions are respected

1. The Products must be installed away from moisture in a dry, ventilated environment.
2. The battery is used for renewable energy Storage Systems integration
3. The battery cannot be installed outdoors.
4. The technical room in which the product is installed shall be able to maintain an ambient temperature of 25°C
5. The BMS shall not record an ambient temperature below 11°C and above 35°C while the battery is operating (warrant log saved in the BMS)
6. Correct site preparation and/or maintenance and installation according to user manual prescriptions
7. Battery is operated as per manual prescriptions.
8. Battery must be operated with a max Charge and Discharge current of 0.5C
9. The DOD must not exceed 90%
10. The battery must not reach any of the Severe Over or Undervoltage protection (saved in the BMS)
11. The battery must not reach any of the Over or Under temperature
12. The Battery must not reach an Over Current Limit
13. The battery must not be kept in low voltage fault for more than 48h
14. The maximum altitude must not exceed 3000mt above the sea level
15. The maximum degree of humidity in the room must not exceed 80%, and the ventilation must be such as to avoid the formation of condensation.
16. Products must be protected from liquids, including nebulized liquids, direct or indirect impacts of water or other liquids which, in addition to causing the immediate loss of the guarantee, can be dangerous for users.
17. Products must not be installed under direct sunlight, even in closed areas through glass surfaces which can contribute to raising the temperature of the battery even if exposed only for a few hours.
18. Products must not be installed in rooms with a high saline concentration in the atmosphere or near sources of forced air recirculation. The battery must not be installed in rooms with an atmosphere contaminated by acids, salt, water vapor, solvent vapors or Products that can cause damage to the lithium circuits and cells. Installations in such environments are prohibited.
19. Installation in the vicinity of fuels, flammable material in general, or GAS storage is prohibited.
20. The side and rear ventilation areas of Products must be checked and cleaned regularly according with the site conditions. Accumulations of dust or dirt void the warranty. The Products must be used and maintained as indicated in the WeCo manual and exceptions are not allowed.
21. The Products controller units must be installed in a vibration free environment.
22. The battery must be kept in perfect condition avoiding dirt or oxidation of any inner or outer parts, any sign of oxidation or liquid contamination will void the warranty.

**The performance guarantee for 10 years or 6000 cycles is void if the installation and operating conditions referred to in this section 4.1 are not complied with.**

The warranty is also not liable in the event of damage caused by force majeure events such as (but not limited to) floods, earthquakes, fires, fumes, power surges, lightning, damage by parasites / rodents, corrosion, exposure to water or other gaseous and / or liquid chemicals, nor in relation to progressive energy decay resulting from normal operating conditions.

## 5. Standard Test Conditions (STC) for the Capacity Measurement

In order to claim the activation of the guarantee, after proving the respect of the operative conditions listed at paragraph 4.1, the performance of the 4k4LT batteries cells must be measured according to the procedure specified below:

- Place the battery in the climatic chamber for not less than 30mins: before starting the testing phase, the temperature of the cells measured by the BMS must be 25°C +/-1°C.
- Connect directly to negative and positive terminals of cells array and discharge with constant 0,5C current until the array reaches 45.0Vdc
- Connect directly to negative and positive terminals of cells array and charge with constant 0,2C current until the array reaches the BMS protection limit.
- Wait 30 minutes and then restart the charge process at constant voltage with 0,05C until the BMS reaches again the OV protection. (Open circuit Level1, Warn)
- Repeat the above discharge/charge cycle until the voltage difference between cells is below 0,05V.
- Leave the array to rest until the cell temperature, measured by the BMS, is 25°C +/-1°C.
- When cells reach 25°C +/-1°C, connect directly to negative and positive terminals of the cells array and discharge with constant 0,2C current until the array reaches 45.5V and measure capacity at negative and positive terminals of cells array using a certified DC meter with datalogger frequency of 1second.

## 6. Warranty Exclusions

For Products damages that are not caused by the seller, WeCo will provide a paid service, including all expenses such as material costs, labor and travel costs, general and transport costs, customs duties and disposal costs (if applicable.) **Modules used outside the standard operating conditions of the section 4.1 are excluded from the warranty.**

The limited warranties set forth herein are in lieu of all other warranties with respect to products purchase by purchaser, weather express or implied, written or oral, provided by WeCo, all of which are expressly excluded to the fullest extent permitted by applicable law. Applicable law applies without fail to the Court of Florence-Italy

WeCo shall not be liable for any consequential, incidental, indirect, special, exemplary or punitive damages arising out of or related to this limited warranty, regardless of the form of action and whether WeCo has been advised or potentially expected by the other party about the possibility of such damages could occur.

WeCo's liability arising out of a claim under this limited warranty shall not exceed the amount paid by the customer.

## 7. Replacements and claim processing

If, during the Warranty Period of demonstrating compliance with the usage requirements set by WeCo, the purchaser discovers any manufacturing and material defects or suspects that the 4k4LT battery does not comply with the Capacity Warranty, the purchaser shall immediately oblige to notify defect providing the following information:

- 1-a brief description of the defect,
- 2- the serial number
- 3-a scanned copy of the purchase invoice
- 4-authorization to access the requested battery monitoring account.

WeCo will determine in a reasonable time whether the reported defect is eligible for coverage under the limited warranty. If it is determined in the first analysis that the reported defect is not suitable or covered by the coverage under the Limited Warranty, WeCo will inform the purchaser accordingly and explain why such coverage is not available or applicable.

If, on the other hand, WeCo detects the need to analyze the battery in order to verify the current status, it will request the customer to send the battery to the WeCo headquarters or to a laboratory indicated by WeCo.

If as a result of the tests carried out it is established that the battery is eligible for coverage under the Limited Warranty, WeCo will inform the purchaser and at its sole discretion can: propose compensation, based on the residual value of the product based on the original sales price offered by WeCo, in consideration at the current status of use of the battery or propose a replacement with a product having adequate characteristics and equivalent to those that the product should have had after such use.

The product sent by the customer to WeCo for deep analysis will be retained in case of compensation or substitution as per the above terms or could be disposed/recycled by WeCo .

The Products or spare parts supplied for warranty claims and normal operations may come from new, equivalent, or reconditioned Products in order to maintain the guaranteed minimum residual performance.

In the event that the Products are no longer available on the market or are not available in the short term (within 90 days), WeCo, at its discretion, may replace them with other types of Products with equivalent functions and performances or refund the residual value of the purchase price of the Products (during the Warranty Term).

The purchase price mentioned indicates the invoice price actually paid by Buyer to WeCo for the Products.

Original sale price means the invoice price actually paid by the Buyer to WeCo for the Products.

In the event of a manufacturer's defect, WeCo will provide a proposal that will take into account the aging and condition of the Product. WeCo will provide options to the Buyer to replace the damaged Product with a similar one with the same residual capacity at that time, alternatively, if the Product of the same model is not available or is out of production, an equivalent one will be supplied.

#### 8. Requests for intervention

In order for a warranty claim for replacement or partial compensation to be processed, the Distributor / Installer of the Products must transmit the information below, via the Buyer, to WeCo:

- (1) Proof of the original purchase of the Products.
- (2) Serial number of the Products in question.
- (3) The initial installation date and manufacturing date (\*2)
- (4) Description of the symptom / problem.
- (5) Pictures of the installation (Minimum five pictures from different angles).

For all warranty claims the Buyer is responsible to return all Products to the seller.

**Shipment must be done in accordance with UN38.3 regulations.**

WeCo will inspect the Products by extracting the stored logs and after the inspection will issue a report. The report could be generated also by third parties assigned by WeCo.

In case logs is unavailable or BMS is not accessible as result of misuse, warranty claim will not be processable.

In the event of a manufacturer defect, WeCo will be responsible for shipping the Products back to the Buyer.

In the event that the warranty claim is not substantiated, WeCo will provide the Buyer with a proposal to repair or replace the item in question. In this case, the return shipping costs will be at the expense of the Buyer.

It is possible that cells or Products are replaced with new models, which may not be fully compatible with the equipment subject to a request for intervention. In this case, the most favourable technical solution for the customer will be proposed. If the Product dealer is not traceable, the requesting party can contact WeCo via the "Contact" section by connecting to the website [www.wecobatteries.com](http://www.wecobatteries.com).

**Note:**

(\*2) Buyers who are unable to contact the installer or retailer from whom the Products was purchased can contact WeCo on the website, "Contact" section, and provide the battery serial and purchase invoice in order to trace the date of battery manufacture.

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