

Warranty Policy

1. Preface

We sincerely hope you would be satisfied with the new product. Shenzhen SEPLoS Technology Co., Ltd warrants its products against material and manufacturing defects during the warranty period. If the products fail to perform substantially in conformance with the published specifications, SEPLoS after-sale service center is willing to provide return, replacement, or repair services for all SEPLoS products.

2. Warranty scope

This Warranty applies to SEPLoS-branded products, which include the PUSUNG, SUTEN, MYTEN and PARA series home energy storage battery packs provided by SEPLoS Technology.

3. Warranty services

3.1 Replacement/Return service

3.1.1 Replacement/return period

Within **7 days** after the date of receipt , if a non-human performance

fault occurs on the product, and no effective way is provided by SEPLUS after-sale service enter, you can replace it with the same model, or issue a refund.

3.1.2 Replacement/return guide

- 1) Contact your sales representative for fault verification.
- 2) SEPLUS after-sale center will apply for replacement/refund after the product is verified.

Note: Please make sure that the product' s host and accessories are complete and the invoice without altering.

3.2 Maintenance service

3.2.1 Maintenance service period

The maintenance service covers the products for **10 years** from the manufacturer date or 4000 life cycles, whichever comes first. Within the maintenance service period, SEPLUS offer free maintenance service for your products.

About the manufacturer date, each qualified product will be identified with an unique serial number. This number will printed on a label sticker outside the battery box. And in case the sticker is damaged. This number has pre-programmed into the upper computer system. (For example, a

product with a serial number of SE-PS048100S-200222-0001 indicates that the manufacturer date is 22th, Feb, 2020.)

As for the cycle life, SEPLUS upper computer system, 'BatteryMonitor' software, could count battery pack life cycles. And this number will be taken as the life cycles by SEPLUS after-sale service center.

3.2.2 Maintenance services scope

Within maintenance warranty period, if a non-human performance fault occurs on the devices, and the products is verified to have the following conditions. SEPLUS provides maintenance services.

- The product can not be charged or discharged due to quality defects.
- The warning indicator keeps lighting.
- At room temperature of 25°C, the real capacity is less than 80% of the original capacity. (Note: Lithium iron phosphate battery charging temperature range: 0-55 °C , and discharging temperature range: -10-55 °C . And the actual capacity will be vary at different temperature. For example, at the temperature of -10°C, the usable capacity is 70% of the rated capacity. And at the temperature of 0°C, the usable capacity is 80% of the rated capacity. While at the temperature of 55°C, the usable capacity is 95%.)

3.2.3 Maintenance guide

- 1) Contact a sales representative and obtain a warranty card & Return Material Authorization(RMA) form with an RMA number.
- 2) Send the completed RMA form to SEPLOS after-sale center.
- 3) SEPLOS after-sale service center will proceed the verification and offer maintenance accordingly.

3.2.4 Commitment of maintenance quality

Within the warranty scope, if the device is replaced, the warranty period of maintenance shall continuously based on the original warranty period as provided.

3.3 Non-warranty scope

- Products found to be defective after the warranty period has expired.
- Products subjected to misuse or abuse, whether by accident or other causes. Such product conditions will be determined by SEPLOS at its sole and unfettered discretion.
- Product damage caused by accidental or man-made behaviors, such as liquid damage, falling, input unsuitable voltage, excessive extrusion, etc.
- Products damaged due to a natural disaster, including but not limited to lightning, flooding, earthquake, or fire.



Dongguan SEPLOS TECHNOLOGY CO., LTD

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- The product model or number on the warranty certificate is inconsistent with the physical product or the warranty certificate was altered.
- Any modification, disassembly, or repair without authorization.
- The product nameplate, SN bar code, and warranty label are removed or damaged, and cannot be identified.

Note:

Warranty period extension (10+ years)

In the event of product is out of warranty, SEPLOS may provide certain after-sale service to you, but all the cost and expenses, such as parts, labour costs, and travel expenses, shall be borne by the customer.



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SEPLoS Technology Warranty Card & RMA Form

Customer Information

Name: _____

Phone Number: _____ Email: _____

Company Name: _____

Address: _____

Installer information

Company Name: _____

Installer Name: _____

Installer Date: _____ Phone Number: _____

Product Information

Battery module: _____

Serial number: _____

Purchase date: _____

Fault description: _____

Advised solution: _____

Signature: _____ Date: _____

Please send the completed RMA form to SEPLoS after-sale service.

Email: info@seplos.com

SEPLoS Technology and its service agent reserve the right to refuse exchange requests for lacking of proper documentation and information.