

## After-sales service and Limited warranty letters

This limited warranty ("hereinafter Warranty") specified below applies to Battery Energy Storage system and the accessory Components (hereinafter "Products") supplied by Dyness Digital Energy Technology Co., LTD. (hereinafter or "Dyness") to End User through Authorized Seller (hereinafter or "Seller").

### End User Definition

End User (hereinafter "Buyer") is the buyer who puts the Products into operation for the first time via the way authorized by Dyness.

### Authorized Seller

Authorized Seller is the Agents, Distributors, Partners, etc. authorized by Dyness.

### 1 Purpose

The primary purpose of Limited warranty letters part is to clearly define the matters related to warranty policy of Products.

The primary purpose of After-sales service part is to clearly define the matters related to precautions for use of Products.

### 2 Applicable product type

E-Pearl 1000W/ E-Lapis 1500W

Dyness warrants to the End User as follows:

### 3 Product Warranty

#### Warranty start date definition

The initial date of the warranty shall be the date the Seller's invoice to the End User.

The warranty period for Products will remain unchanged after the warranty is completed within the warranty period.

#### Warranty Period

The Products warranty period is one (1) year from the sales date as mentioned in the Seller's invoice to the End User ("Invoice Date"). This Warranty covers a capacity equivalent to 1 full cycle per day.

Full cycle: Discharge the usable capacity of a fully charged battery and fully charge it

afterwards. Micro cycles sum up to full cycles according to amount of energy charged and discharged.

## 4 Performance Warranty (standard)

### Capacity performance warranty

Dy Ness warrants that the Products maintain sixty percent (60%) of the Nominal Energy for one (1) year from the Invoice Date or a Minimum Energy Throughput calculated from the Invoice Date, whichever occurs first. The Nominal Energy and Minimum Energy throughput for each Product Model are set out in the table below. The term "Nominal Energy" herein means the initial nominal Energy of the products as printed on the label of Products. The precondition of the valid 10-years Performance Warranty shall be followed as the Products should be used in accordance with Appendix 1 - Usage and Transportation requirements.

### Capacity measurement condition

Working Environment Temperature: 0~40°C

Storage Temperature: -10~65°C

## 5 Exclusion of Warranty

Damage to the Products resulting from any of following activities is not covered by this Limited Warranty:

- (1) Without payment to the Seller, the Buyer may pay the unpaid amount to the Seller in support of the warranty claim under the circumstances that the Seller has the right to refuse the warranty request in accordance with this clause.
- (2) Not complying with Dy Ness's official user manual of the product and "Appendix 1 - Usage and Transportation requirements".
- (3) Product damage caused by modification, alteration, disassembly, repair or replace maintenance and other services conducted by personnel unauthorized by Dy Ness.
- (4) Damage or defect arise due to the buyer's unauthorized use of his own design, materials, mixed, function changed or service to the Products.
- (5) Product damage and defect caused by buyer's improper use, mixed-use, misuse, abuse, which non-conforming with User Manual.
- (6) Appearance damage, deformation, abrasion, stain, rust, mildew, or similar external influences caused by the buyer during use.
- (7) Improper transportation, storage, installation, wiring and use with faulty or incompatible devices by Buyer. If Buyer fails to use the original packaging materials provided by Seller during the transportation of the equipment, the Products damage or failure shall not fall under the warranty scope of the product.
- (8) The model number, nameplate or product serial number of the product has been altered, erased or unrecognizable or the tamper-evident logo has been arbitrarily damaged.

- (9) Products suffered any external influences including unusual physical, natural force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- (10) Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events which are out of control of Dyness) or other third party.
- (11) Damage of Products arise due to renewal of the national or regional laws or regulations.
- (12) Product damage and defect caused by End User deliberately or by willful act.
- (13) Products failure is not reported to Seller or Dyness Authorized Service Partner within 2 weeks of appearance.
- (14) Purchase and installation of the Product in an area other than the North America.
- (15) Warranty period specified above has already expired.

## 6 About Service Products/Parts

### Fault Handling

- (1) If the product fails, the Buyer shall cooperate with the Seller to obtain the faulty equipment usage information, including but not limited to: faulty equipment serial number, working temperature, usage mode, power consumption equipment power information, PV system configuration information, fault phenomena, operating procedures, etc.
- (2) When both parties agree that the product belongs to the warranty scope, Buyer can use spare parts to replace the fault equipment, before using of spare parts to replace the fault equipment, the Buyer shall confirm with the Seller in writing and provide the serial number of the failure equipment and the serial number of the spare parts to be installed in time.
- (3) If the two parties disagree with whether the faulty equipment meets the warranty conditions, the products may be tested jointly by the ways approved by both parties, or the products shall be submitted to the third-party testing institutions recognized by both parties. Both parties can provide reasonable opinions on the test methods, basis and conclusions. The testing fee shall be borne by the Buyer first. If the testing result proves that the product meets the warranty conditions, the Seller shall pay the transportation fee and testing fee generated in full to the Buyer, and assume the responsibility for the faulty equipment warranty.

## 7 Claim payment policy

Dyness reserves the right to refuse product warranty claim for lacking proper documentation and information.

Claims under this Warranty must be made by notifying the Seller from whom Products



was purchased within 2 weeks of appearance.

For a Warranty Claim to be processed, it must include but not limited following items:

- (1) Proof of the original
- (2) Description of the alleged defect(s) from authorized service center
- (3) The relevant Product's serial number and the initial date of the warranty

Buyers who are unable to contact the Seller from whom Product was purchased should contact Dy ness Digital Energy Technology Co., LTD. at the Contact us Section of the Website: <http://www.dy ness-tech.com>

Email: [sales@dy ness-tech.com](mailto:sales@dy ness-tech.com)

Fax: 029 8954 0338

## 8 Applicable Law

The Warranty is subject to the law of North America. The certified which is excluded in the English language shall prevail in the event of conflict between the English version and the translated Chinese version.

## Appendix 1

### Usage and Transportation requirements

This product includes Lithium iron phosphate battery and the Accessory Components. In order to ensure that the buyer is entitled to full warranty policy, the following clauses should be strictly observed in the transportation and use of products. The product failure or damage caused by violation of the following requirements is not covered by this Limited Warranty.

#### 1 Operating environment requirements

- Working temperature: 0~40 °C
- Altitude: < 2000m
- Humidity: From 20% to 90% relative humidity (non-condensing).
- No conductive dust and corrosive gas
- Keep the handle of the product facing up.
- There is no flammable explosive near to the installation places.
- Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

#### 2 Storage environment requirements

- Storage Temperature: -10~65 °C
- Altitude: <2000m
- Humidity: From 5% to 95% relative humidity (non-condensing).
- If long-term storage is required, it should be recharged every 3 months.
- Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

#### 3 Transportation requirements

- (1) When the product is transported separately, the individual products should be transported with the original packaging materials of the Seller. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 6 layers.
- (2) If the product does not use Seller's original packaging material transportation, Buyer shall fully consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.

#### 4 Equipment installation requirements

- |   |                                       |  |
|---|---------------------------------------|--|
| 1 | Visual inspection                     | <p>Check the appearance for damage and check the attachment variety and quantity according to the packing list.</p> <p>Verify that the device is off state.</p>  |
| 2 | Electrical specification confirmation | <p>The rated working voltage of the energy storage should be confirmed that the storage energy inverter battery power interface parameter is matched.</p> <p>Confirm that the maximum charging and discharging current designed by the system meets the specification requirements of the energy storage PACK.</p> <p>The external power supply should not generate a surge that causes damage to the battery or BMS.</p> <p>When connecting the power line, pay attention to the positive and negative electrode, avoid reverse connection and short circuit.</p> |
| 3 | Connection                            | <p>It is forbidden to connect the battery directly to ac power.</p> <p>The battery can be used in series connection. Once the use scenario of series-parallel connection specified in the user manual is exceeded, the scheme must be confirmed with Dyness before use.</p> <p>Do not mix batteries with other factory batteries or other types of batteries.</p> <p>The battery should be reliable grounding, grounding resistance should be less than 1 Ω.</p>   |

## 5 Equipment Use

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|---|-------------|---|
| 1 | Charging    | <p>DC Input power: adapter 29.4V-40V 6A MAX 290W, around 6h.</p> <p>Solar Input power: 36V 200W, around 7h.</p> <p>Car Charging: 12V~29.4V 3A, around 12h.</p>  |
| 2 | Discharging | <p>AC Output(*2): 1000W 110V/60HZ Pure sine wave</p> <p>AC Output peak power: 2000W</p> <p>Car Charging Output (*1) : 12.8V*10A=128W MAX</p> <p>DC5525 output (*2) : 12.8V*10A=128W MAX</p> <p>USB-A(*1): 5V 2.4A 12W MAX</p> <p>USB-B(*1): 5V 3A /9V 2A/12V 1.5A/18V 1A 18W MAX</p> <p>USB-C(*1): 100W MAX</p> <p>Light: 2W (Lighting 、 SOS、 Flashing)</p> |

- |   |                |   |
|---|----------------|---|
| 3 | Cycles         | 2000 Charging Cycles, Capacity retention rate $\geq 60\%$   |
| 4 | Move           | To remove the battery, disconnect the external power supply and turn off the switch.  |
| 5 | Maintain       | It is forbidden to open the battery shell or dismantle the components before obtaining the written authorization of Seller. |
| 6 | Fire emergency | In case of emergency, for the use of fire-fighting equipment, use only dry powder fire extinguishers.                       |