



Warranty Limited

EMALDO Corporation (hereinafter referred to as "EMALDO") guarantees that, subject to the exclusions and limitations specified below, the energy storage system (including inverters, batteries, secondary distribution boxes and accessories) provided by EMALDO shall be in good condition during this period. working status:

1. LIMITED WARRENTIES

1.1 The Supplier hereby grants warranty right for our Emaldo Power Core (Series number EM-CAB-WH-01)

- 10-year limited warranty Emaldo Power Core:
 - 10-year Inverter Performance Guarantee: EMALDO guarantees that the inverter will work according to specification if handled according to user guidelines and standards defined in point 1.3.
 - 10-Year Battery Performance Guarantee: EMALDO guarantees that the battery system will retain 70% of the usable energy for 10 years or 6000 cycles.
 - 10-year Cabinet Performance Guarantee: EMALDO guarantees that the cabinet will work according to specifications if handled according to user guidelines and standards defined in point 1.3.
 - For accessory products including cables, car charger brackets, and charging cables EMALDO offers a 2-year limited warranty.

1.2 WARRENTY DATES

- The date the product was first installed.
- 6 months after the date of manufacture.

1.3 STANDARDS FOR WARRENTY

- Defects in the battery system shall occur within the battery system warranty period identified above.
- Any battery system faults, failures or warnings that cause the system to not work or work abnormally must be reported within two weeks of occurrence in accordance with the terms described in "How to Make a Claim Under the Limited Warranty".
- Battery systems should be installed by skilled personnel or third-party installers.
- The end user should operate and use the battery system correctly according to the "User Manual".
- The end user shall provide the original proof of purchase of the energy storage system.
- 6 months from the date of manufacture. If you are not installing or using the device immediately, make sure the storage environment meets the following requirements:
 - Use the box to pack the device and put some desiccant in the box before sealing it.
 - 3 days after opening the box, put the device back in the box.
 - Storage SOC: 25% ~ 50% SOC. Charge and discharge the battery every 4 months.
 - Suggested storage temperature: -10°C ~ 40°C (within one month) or 0°C ~ 35°C (within one year).



- Recommended storage humidity: 0%-95%RH (non-condensing). If you notice any moisture or condensation, do not install the battery.
- Keep the device in a cool place out of direct sunlight.
- Keep the equipment away from flammable, explosive and corrosive substances.
- Keep the device out of the rain.
- The charging temperature of the battery system shall not exceed -20°C ~ 50°C, the discharge temperature of the battery system shall not exceed -20°C - 60°C and shall not be exposed to direct sunlight in the installation area. The installation location of the battery system must be ventilated in accordance with the requirements of the User Manual.
- This warranty covers a capacity equivalent to one full cycle per day. Battery systems are not suitable for life-sustaining medical devices or automotive applications.
- The battery system should be installed with the EMALDO brand energy storage system.

2. CLAIM PROCEEDURE

2.1 How to Make a Claim Under the Merchandise Limited Warranty

If a customer wishes to make a warranty claim, please contact the local dealer where you purchased the product, or the installer who installed the energy storage system for you.

Please note that in order to provide friendly and prompt service, EMALDO is working with many of our dealers and installers around the world. Therefore, please consider it as EMALDO 's default service channel and use these service channels for warranty claims; EMALDO will support our service channels to ensure that we provide good service to our customers.



Please feel free to have the following information available when contacting your local distributor.

1. Customers contact details, including person's name, company name, phone number, email address, and shipping address.
2. Information about all defective products, including product model number, serial number, date of installation, and date of failure. Please make a claim within one month of the date of failure, otherwise EMALDO will consider you to have waived your right to make a warranty claim.
3. Installation information, including make, model, and quantity of photovoltaic panels.
4. Error messages on the LCD (if applicable) and additional information about faults / errors.
5. A description of pre-failure operations and details of previous claims, if applicable. EMALDO may arrange an on-site inspection to identify the source of the malfunction. It is the claimant's responsibility to allow access, time and security for the inspection to technicians from EMALDO or authorized third-party companies. If EMALDO technicians consider it unsafe to enter the site, EMALDO reserves the right not to enter the site.

3. REMEDY

If a claim is received during the warranty period and a product failure covered by the warranty is found, EMALDO may, at its sole discretion, choose.

1. Fix the problem by changing the configuration or updating the software.
2. Repair the product by replacing spare parts.



3. Exchange the product for a new or refurbished product that is at least functionally equivalent to the original product, or for an upgraded model that is functionally equivalent or better than the original product. If the unit is replaced during the warranty period, the remainder of the warranty period will automatically be transferred to the replacement unit. If the remaining warranty period after replacement is less than one year, the warranty period will be extended to one year. For each energy storage system replacement case, the Customer must collect the necessary information and send an RMA report (by following EMALDO's RMA template) to EMALDO prior to the energy storage system replacement to confirm the RMA request.
4. If it is proven that the problem was caused by an incorrect installation, EMALDO reserves the right to contact the original installer and ask them to provide a solution to fix the problem before EMALDO gets involved, and if the original installer fails to provide the correct solution to fix the problem, Subsequent charges may then be billed to the original installer.
5. All parts of products or other equipment replaced by EMALDO shall become the property of EMALDO. EMALDO reserves the right to charge a handling fee if a product is found not to be covered by this limited warranty. When repairing or replacing products, EMALDO may use new, equivalent-new or refurbished products.

4. COVERAGE

Unless there is a special / exclusive agreement between EMALDO and the customer, the EMALDO Limited Warranty only covers the cost of hardware materials required to bring the device back into operation.



4.1 Shipping Charges: In some areas, EMALDO will pay for outbound and inbound shipping by using normal ground shipping, up to the total amount per case (contact EMALDO for rates). The Customer must be responsible for any excess charges, or any costs incurred by using alternative shipping methods. In some cases, the Customer needs to organize the return of the allegedly defective product to EMALDO and should confirm the shipment schedule with EMALDO in advance. Since the product needs to be packaged in a reasonable condition, EMALDO recommends using the same packaging material as the product was packaged in at the time of purchase. If the Customer does not return the allegedly defective product within 4 weeks of receipt of the replacement unit, or no damage is found after inspection of the returned product, EMALDO will invoice the Customer for the replacement unit and pay for delivery and related service charges.

The EMALDO Limited Warranty does not cover all other costs, including but not limited to compensation for direct or indirect damage caused by defective equipment or other facilities of the photovoltaic system, or loss of power during product downtime.

5. WARRENTY EXCLUSIONS

The following conditions may cause defects in the device but are not covered by the EMALDO Limited Warranty.

1. Normal wear and tear (including, but not limited to, battery wear and tear).
2. Any defects occurring at the expiration of the Limited Warranty Period (excluding addenda agreements to extend the Warranty Period).
3. Failure or damage due to incorrect installation or operation, maintenance performed by unauthorized installers contrary to EMALDO instructions.



4. Personnel not authorized by EMALDO. Product modification, design change or part replacement not approved by EMALDO.
5. Failure or damage due to unforeseen circumstances, human factors or force majeure, including but not limited to stormy weather, flood, overvoltage, vermin, improper handling, misuse, neglect, fire, water, lightning or other acts of nature.
6. Vandalism, engraving, labeling, irreversible marking or contamination or theft.
7. Non-conformities with safety regulations (TR, IEC , etc) .
8. Failure or damage caused by other factors not related to product quality problems.
9. Any rust that has developed on the equipment housing due to harsh environmental conditions. Malfunction or damage caused by exposure to coastal / salt water or other aggressive atmospheric or environmental conditions without written confirmation / approval by EMALDO prior to installation.
10. Accidents and external influences.
11. Use any other lithium battery other than EMALDO batteries.
12. EMALDO within one month of product failure.
13. Product defects due to updates to national or regional laws or regulations.
14. In order to fix firmware vulnerabilities and eliminate potential risks, EMALDO will provide a firmware remote upgrade service to improve the performance of our products. Please note that if EMALDO is unable to perform remote upgrades due to Customer's failure to provide EMALDO with Internet connectivity or access, Customer shall be solely responsible for adverse or negative consequences of such vulnerabilities and risks, and EMALDO's standard limited warranty may not apply.



6. OUT OF WARRENTY

Any defect that occurs after the expiration of the warranty period, or that occurs during the warranty period but is listed in the warranty exceptions above, is referred to by EMALDO as an out-of-warranty condition. for everyone

Outside of the warranty period, EMALDO may charge customers for on-site service, parts, labor and logistics, including any / all the following:

1. On-Site Service Charges: The cost of travel and time for technicians to provide on-site service, and the labor costs for technicians to repair, maintain, install (hardware or software) and debug malfunctioning products.
2. Parts / Materials Charges: The cost of replacement parts / materials (including any shipping / handling charges that may apply).
3. Logistics costs: delivery costs and any other costs incurred when defective products are sent from the user to EMALDO or / or repaired products are sent from EMALDO to the user.

7. WARRENTY EXTENSION OPTIONS

In addition to the limited warranty that comes with energy storage system products by default, EMALDO also offers a warranty extension option for all energy storage systems purchased through authorized distribution channels. For the warranty extension price list, please contact EMALDO.

For the extended warranty "to 7 years" and "to 10 years", it means that the original 5-year standard warranty will be extended to 7 to 10 years, adding respectively 3 or 5 years of additional warranty to our standard warranty periods. In addition to hardware, it also covers



shipping costs and field service labor costs, following the terms described in section 4.

COVERAGE. All other expenses, including but not limited to compensation for direct or indirect damage caused by defective equipment or other facilities of the photovoltaic system or loss of electricity generated during the production process.

8. GEOGRAPHIC SCOPE

These EMALDO warranty terms and conditions apply to international markets in European countries. It applies to EMALDO authorized equipment originally purchased from the channel and installed in the destinations defined in the above-mentioned international markets, unless there are specifically stated warranty terms and conditions between EMALDO and the Partner/Installer or Customer. For any unit sold in one country but installed in a different country, the warranty is void if written confirmation / approval has not been provided by EMALDO prior to installation.

9. LIMITATION OF LIABILITY

Warranty applies to products sold and installed after July 2023. It is the end user's sole and exclusive remedy against EMALDO, and EMALDO's exclusive liability for product defects. This limited warranty supersedes all other oral, written, (non-mandatory) statutory, contract, tort or other aspects of EMALDO, including but not limited to, to the extent permitted by applicable law, any implied conditions, warranties or other terms. However, this limited warranty neither excludes nor limits any of your legal (statutory) rights under applicable national laws. TO THE EXTENT PERMITTED BY APPLICABLE LAW, EMALDO IS NOT LIABLE FOR ANY LOSS, DAMAGE OR CORRUPTION OF DATA, ANY LOSS OF PROFITS, LOSS OF USE OF A PRODUCT OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF CONTRACT, LOSS OF REVENUE OR LOSS OF



ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES OR ANY INDIRECT NO LIABILITY FOR LOSS OR DAMAGES, CONSEQUENTIAL OR SPECIAL, OR PUNITIVE LOSS OR DAMAGES. To the extent permitted by applicable law, EMALDO 's liability shall be limited to the purchase value of the product. The foregoing limitations shall not apply to EMALDO 's gross negligence or willful misconduct, or to death or personal injury resulting from EMALDO's proven negligence.

Limited Warranty is the basic warranty promise made by EMALDO to the end user. In some countries, the end user may receive an additional warranty (at least equivalent to the manufacturer's warranty) from EMALDO 's local distributor; in case of any claims in this regard, please contact the local distributor directly.

PLEASE NOTE THIS EMALDO LIMITED WARRANTY STATEMENT MAY NOT BE THE LATEST VERSION, FOR LATEST VERSION PLEASE ACCESS OUR GLOBAL WEBSITE AT

WWW.EMALDO.COM