

## Sunways Warranty Terms & Conditions

### I .Standard Warranty Terms

**Warranty period:** Ningbo Sunways technologies Co., Ltd. (hereinafter referred to as Sunways) provides a standard manufacturer's warranty for the STE-BS and STE-ES series LiFePO4 batteries, lasting 60 months (5 years) or until the completion of 6000 cycles at 80% Depth of Discharge (DOD), whichever comes first. For the STE-FS series LiFePO4 batteries, the standard manufacturer's warranty is 120 months (10 years) or until the completion of 6000 cycles at 80% DOD, whichever comes earlier. The warranty start date is determined by the earlier date between the following two options: 1) the first installation date; 2) 6 months after the shipment dispatch from the Sunways factory.

**Scope of application:** This warranty terms apply to the batteries which purchased from Sunways.

**Geographical scope:** The Sunways Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by Sunways unless there are specially stipulated warranty terms and conditions between Sunways and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Sunways does not provide written confirmation/approval prior to the installation.

**Extended warranty:** Our customers can purchase extended warranty service from our sales or service team for their inverters within 24 months after the warranty is effective.

**Warranty certificates:** Please keep the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.

## II Warranty Policies

1. If the machine fails or does not work due to technical defects or material problems during the warranty period, please contact our company either by call at number +86 400-9922-958 or by email at [service@sunways-tech.com](mailto:service@sunways-tech.com) to claim.

According to the Sunways warranty terms and conditions, if the machine fails, please provide the following information or documents to us (this information will help the after-sales team to deal with the machine problem):

- 1) Contact information: including the applicant's name, company name, phone number, email address and shipping address, etc.
- 2) Defective products information: including model, serial number, installation date and date of failure; the application for warranty service should be filed within two weeks from the occurrence of the malfunction, otherwise Sunways will regard it as giving up the right to warranty service.
- 3) Model and specifications of inverters connected to the battery system; On-site inspections may be arranged by Sunways to identify the root cause of the defect. The claimant is obligated to authorize Sunways or any technician from third-party companies authorized by Sunways to conduct the inspection, to arrange time, as well as to ensure a safe environment for inspections. Sunways reserves the right not to enter the site deemed as unsafe by Sunways technicians

2. If the machine fails or does not work due to technical defects or material problems during the warranty period, Sunways will provide the following supports according to the actual situation:

- 1) Online support.
- 2) Return to Sunways for repairing.
- 3) Repair on-site.
- 4) Replace the components or inverter (for the inverter which stopped producing, Sunways will offer you an equivalent inverter as replacement).

**Note: If the machine is replaced in the warranty period, the remaining warranty of faulty machine will be automatically transferred to the new replaced machine. The machine must be packed in its original packaging or equivalent packing if it's requested to return to a designated place.**

### III Warranty Exceptions

Any circumstances disclosed in the list below are not covered by Sunways warranty terms and conditions:

- 1) Machine without any Sunways Mark.
- 2) Machine warranty is expired (unless warranty extension agreements signed between each other).
- 3) Damages or failures caused by using the components or firmware which are not from Sunways.
- 4) Damages or failures caused by operation, repair, disassembly or modification which operated by non-authorized person.
- 5) Damages or failures caused by the operation or using scope beyond the relevant national standards or industrial standards and any installations or operations violated Sunways specified installation circumstances.
- 6) Deliberately ruin, make indelible mark or steal etc.
- 7) Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, lightening, fire and pests etc.
- 8) Other not caused by Sunways products quality damages.
- 9) Damages occurred in transit.

If the above situations happened, and customer requires maintenance services for failed machine, we can provide paid services after being judged by the relevant service team, and the specific cost shall be based on the actual accounting.

### IV Paid Service

For the machines which are not within the warranty period or are exempted from warranty, Sunways can provide paid maintenance services and the expense includes but not limited to one or several of the following:

- 1) On-site service expense: engineer travel expense, repairing and commissioning expense etc.
- 2) Material cost: the cost of the components which used for repairing machine.
- 3) Freight: the freight of the machine to and from the installation place.

## V Other Important Matters

1. The above clauses stipulated the liability all the products we sold and replaced the other express or implied guarantees, without written confirmation, Sunways doesn't assume any liability beyond above clauses.
2. In the event that machine fails to operate properly, the company's liability to the user is limited to repair and replace the machine in accordance with the above clauses. In addition, there's no more other responsibilities or obligations.
3. If any clauses in above are considered to be contrary of the applicable law, we will implement it in accordance with the law and the other clauses are still effective.