

HYPONTECH BATTERY SYSTEM 10 YEAR LIMITED WARRANTY

FOR EU MARKET ONLY

TERMS AND CONDITIONS

Factory Warranty Period

SUZHOU HYPONTECH CO., LTD (hereinafter referred to as HYPONTECH) offers 10-year Factory and Performance Warranty periods for Battery system (the inverter model on table below) to End User through any third-party authorized by HYPONTECH (hereinafter totally as third-parties).

During the factory warranty period, HYPONTECH will be covering the hardware of electronics and enclosure (including battery cover, micro circuit breaker, BMS PCBA) replacement costs of the Battery. Expenses and costs including but not limited to shipments to and from HYPONTECH factory, direct and indirect labor costs of inverter user, owner, installer, distributor or any third-party, on-site labor costs, taxes and duties, will not be covered by the Factory Warranty Period. The warranty start date shall be 6 months after Shipment Date of this battery system.

Meanwhile, HYPONTECH warrants that the battery system retains either seventy percent (70%) of Usable Energy for ten (10) years, or for a Minimum Through Output Energy which is calculated from 6 months after battery system Shipments Date, whichever comes first.

This warranty is applied to the following models with related performance:

Model	Usable Energy (kWh)
HBP-H3	3.07
HBP-H6	6.14
HBP-H9	9.22
HBP-H12	12.29
HBP-H15	15.36
HP51100	5.12

Extension of Warranty Period

Up to 12 months following the installation date or 15 months from the date of shipment (whichever date comes first) from HYPONTECH factory, the purchaser may apply for a warranty extension by providing the serial number of the unit.

HYPONTECH may reject the application received which does not meet the date requirement.

Once the purchase of the warranty extension has been processed, HYPONTECH will send the warranty extension

certificate to the customer confirming the extended warranty period

Warranty Conditions

According to warranty terms of HYPONTECH, in case of device failure or damaged, please provide the following information or documents which will assist the service:

- Claimant's contact information, including but not limited to: address of installation, contact number, etc.
- Information regarding all defective battery system, including model No., serial number, installation date and failure date.
- Error message on APP screen (if applicable) and additional information regarding the fault/error.
- Detailed information about the installation environment and PV system (location, PV modules, strings information, circuit connection, parameter settings, etc.).
- Purchase invoice of the device, original warranty card, and where applicable, invoice of warranty extension
- Where applicable, descriptions of previous maintenance records and actions (if any)

While a device fails under HYPONTECH warranty terms and conditions, the following solutions will be provided according to the actual situation:

- Return the device to HYPONTECH for repair.
- Repaired on-site by HYPONTECH or any third-party authorized by HYPONTECH.
- Exchange for a replacement device of equivalent value regarding model and usage.

If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit.

If the warranty's remaining valid period is less than one year after the replacement, the warranty of the replacement unit will be registered as a full year warranty starting 30 days from the HYPONTECH factory or service center shipment date.

For every single battery system replacement case, the claimant must gather the necessary information and send the FFR report (by following HYPONTECH FFR template) to HYPONTECH to confirm the FFR request, prior to the battery system being exchanged.

CATEGORY	DESCRIPTION	STANDARD WARRANTY PERIOD	SERVICE MODE	REMARK
Battery System	HBP- 3~15 Models HP51100	10 years	Customers replace. Faulty units return to Hypontech	Hypontech arranges replacement
			Onsite service	Valid only for necessary

HYPONTECH reserves the right to repair or replace faulty products with spare parts and repair parts. If the warranty service provided by HYPONTECH involves replacement of the product, the customer shall return the defective product to HYPONTECH through good transportation protection measures within three weeks after receiving the replacement product.

After HYPONTECH receives the faulty product, the ownership of the product is transferred to HYPONTECH, and the ownership of the replacement product is transferred to the customer. If the customer does not return the defective product within the above period, it is seemed to agree to purchase the replacement product at the market price.

During the warranty period, HYPONTECH provides customers with free warranty service. Other claims made by customers to HYPONTECH are not covered by the warranty.

When there is conflict between warranty terms and local laws, it subjects to local legal provisions.

Warranty Exception

Problems caused by the following circumstances are not covered by warranty terms of HYPONTECH

- Failure or damage caused by use of parts which are non-standard and not coming from HYPONTECH
- Expiration of warranty period;
- Disassembly, repair or modified by non HYPONTECH authorized person;
- Failure to observe the technical documents and manuals, and/or the protocols and/or requirements therein;
- Failure to comply with safety regulations (VDE,IEC,etc.);
- Normal wear and tear (including, without limitation, wear and tear of batteries);
- Faults or damages due to unpredictable factors, man-made factors, or force majre events (e.g. flood, lighting, overvoltage, storm and fire etc);
- The defect is caused during transportation;
- Other faults or damages not caused by quality problems of HYPONTECH device (including non-integrated or related parts).
- End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by HYPONTECH.
- Defects of Product arise due to renewal of the national or regional laws or regulations.

- Product failure is not reported to HYPONTECH within one month of appearance.

Service After Warranty Expiration

For devices which are out of warranty's valid period, HYPONTECH may charge for on-site service fee, parts, labor cost and logistic fee which can be any/all of:

- On-site attendance fee: Cost of travel and time for the technician in attending on-site service.
- Parts: Cost of replacement parts (including any shipping and admin fee that may apply).
- Labor: Labor cost charged for the technician by time, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- Logistic fee: Cost of delivery and other derived expense when defective products are sent from end purchasers to HYPONTECH and/or repaired products are sent from HYPONTECH to end purchasers.

Applicable Region Scope

The HYPONTECH Limited warranty terms and conditions only apply for the Batteries which are originally purchased from channels authorized by HYPONTECH and installed in the destination defined within the Europe market, unless there are specially stipulated warranty terms and conditions between HYPONTECH and the direct purchaser. If HYPONTECH does not provide written confirmation/approval before the installation, the warranty will become invalid to any unit sold for one country/region but installed in another country/region.

HYPONTECH HEADQUATER

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Service Hotline & Contacts

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Appendix

This product includes Lithium battery and the Accessory Components. In order to ensure that the end user is entitled to full warranty policy, the following provisions should be strictly observed in the storage, 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. Basic requirements

a) Due to the characteristics of lithium batteries, the storage environment temperature needs to meet the requirements:

It can be stored at -20°C to 45°C for 3 months and at 0°C to 40°C for 1 year.

b) Humidity requirements: effectively control the humidity in the warehouse to avoid extreme humidity in the warehouse for a long time (relative humidity higher than 90% or lower than 40%)

c) Lithium battery warehouses should be physically separated by brick walls, and the warehouses must be enclosed, explosion-proof or other corresponding safety electrical lighting equipment.

d) Places where flammable and explosive materials are stored should be equipped with a sufficient number of fire-fighting equipment and be in good condition.

e) Where there are lithium batteries, there must be some illegal regulations such as prohibiting smoking

It is forbidden to carry out operations that may cause fire in warehouses and places where flammable and explosive materials are stored.

2. Storage requirements

a) Lithium batteries should be stored in a well-ventilated, dry and cool place. High temperature and high humidity may damage the battery performance and corrode the battery surface.

b) Battery cartons should not be stacked higher than the specified height. If too many battery cartons are stacked together, the batteries in the bottom cartons may be deformed and liquid leakage may occur.

c) Avoid storing or displaying the battery in direct sunlight or a place exposed to rain. If the battery is drenched, the insulation resistance will decrease, and self-discharge and rust may occur. A rise in temperature may damage the battery.

d) Store and display the batteries in the original packaging. After removing the packaging, the batteries will be stacked randomly, which may cause short circuit and damage to the batteries.

e) Items that are likely to cause combustion or explosion when they come into contact with each other and items with different fire-fighting methods should be stored separately.

f) Stacking batteries vertically needs to strictly follow the battery model requirements:

Can be placed up to 2 sections vertically

Up to 2 sections vertically

Up to 3 sections vertically

3. Handling requirements

a) When handling materials, no matter what kind of handling tools are used, they should be handled properly to prevent materials from falling or being damaged.

b) When carrying out material handling, load, stacking, directionality and other issues should be considered.

c) When using forklifts or carts, the loading method should be heavy and light, and the material to be transported should not exceed the width and height of the passage and elevator doors, and the speed should be moderate.

d) Transporters should use qualified transport tools (forklifts, carts, etc).

e) The battery cardboard box should be handled with care. Rough handling may cause short circuit or damage to the battery, resulting in leakage, explosion or fire.

4. Processing requirements

a) In the case of not inconsistent with local regulations, lithium (primary) batteries can be used for public garbage disposal.

b) Do not disassemble the battery.

c) Except for the use of approved controllable stoves, it is forbidden to dispose of batteries by fire.

5. Warehouse requirements

a) Warehouse management personnel should check the cargo information every day. If they find that the storage location is incorrect, the accounts are inconsistent, and the quality problems are reported and dealt with in a timely manner, they should conduct a fire prevention inspection and cut off the power supply at the end of work or after get off work.

b) Clean up the warehouse area every day, clean up dirt and debris on the ground in time, and arrange the materials in the warehouse into the designated area to meet the requirements of neat, tidy, clean, hygienic and reasonable placement.

c) Keep safe passages in the warehouse unblocked to prevent accumulations and ensure the safety of personnel.

d) The planning area in the warehouse must be clearly marked, and the material storage area must be classified and stored in different districts, and clearly marked.

6. Transportation requirements

a) The battery packs are shipped on a first-in-first-out basis.

b) Use the same batch group together, and try not to use different batches in combination (it will affect the service life of the overall system and the after-sales problem of battery imbalance).

c) For the shipment of different batches of batteries, if the time interval between batches and batches is greater than or equal to 3 months or more, the batteries in this group need to be fully charged before they can be shipped (In case the battery capacity is uneven when the battery reaches the user end, please refer to the charging manual for details).

d) Counting the storage time, the battery packs that have accumulated up to 6 months after storage are still in the warehouse (not required for the main control), and battery charging operations are required (For specific operation methods, please refer to the charging operation manual).

e) Count the delivery time and inform customers that they need to be stored in accordance with our requirements. Similarly, if the storage time in their warehouse reaches 6 months, they need to be charged (Time starts from our delivery time).

7. Emergency treatment method

Lithium batteries may leak, rust and expand when stored for a long time; if they are not handled properly, they may heat up, burn or explode, the relevant treatment methods are as follows:

a) Rust treatment method: usually see cylindrical lithium battery (polymer lithium battery does not have this phenomenon), the initial, slight rust will not affect the performance of the lithium battery, and it can be used normally. If the rust is serious (such as the part of the cap), it will affect the sealing performance of the battery and leak, and must be scrapped.

b) Treatment of leakage or swelling: leakage refers to the leakage of electrolyte in the battery, which usually has a pungent odor. The strong corrosiveness of the electrolyte will cause damage to the battery protection board components, such as polymer Lithium batteries will swell. Leaking and swollen batteries must be sorted out and discarded.

c) Under normal environmental conditions of temperature and humidity, the battery will not produce mildew or discoloration. If leakage occurs, such undesirable phenomena will flourish.

d) Heat treatment method: it will generate heat during charging and discharging (under use), but the temperature is usually below 60 degrees. The temperature of the battery can reach hundreds or hundreds of hundreds in the state of internal or external short circuit. At this time, the battery must be isolated and placed in the sand. Be careful not to directly touch the battery with your hands, otherwise it will be burned. After the battery temperature drops to normal temperature, discard it.

e) Combustion or explosion treatment method: If combustion or explosion occurs, it is very dangerous, and personnel must stay away; battery burning will not produce open flames, usually due to high levels of ignition of nearby flammable products or packaging outer boxes, take protective measures Under the premise, such as the fire extinguishing method of a single or very few batteries burning or exploding; use sand to directly cover the burning or exploding battery. If it is a large area of burning, use a dry powder fire extinguisher to extinguish the fire. It is strictly forbidden to use water to extinguish the fire, because water will cause the battery to short circuit.