GOODWE Limited Warranty for BAT-C Energy Storage system

OVERVIEW

GoodWe Technologies Co.,Ltd (hereinafter referred to as GOODWE) BAT Energy Storage System is a battery storage system for industrial usage (the "Energy Storage system"). Which comprises a variety of components (the "Energy Storage system Components").The Energy Storage system Components covered by these Warranty Terms and Conditions are the control cabinet, the lithium-ion battery (the "Battery"), the battery management system ("BMS"), and the control unit (the "ControlShield"). The Battery consists of multiple modules (the "Battery Module"), each comprising multiple lithium-ion cells (the "Battery Cells").

GOODWE warrants that, subject to the exclusions and limitations set out below, the GOODWE BAT Energy Storage system GW208.9-BAT-LC-G10, comes with a *Manufacturer's warranty which includes

1. Limited product warranty

GOODWE warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials, from the warranty start date,

System components	Basic warranty years	Extended warranty years
Battery Management System (BMS)	5	Supports extended warranty up to 10 years
Liquid-cooled system	3	
Fire suppression system	2	
Fixed Gas Detector	1	

2. Limited performance warranty

GOODWE warrants that, the Energy Storage system retains either seventy percent (70%) of *Usable Energy 202.77kWh within ten (10) years from the dispatch from GOODWE; or reach a *Minimum Through output Energy 839 MWh, whichever comes first. The Performance Warranty only covers the Battery Cells. All other components in the Battery Module, as well as all other Energy Storage system Components referred to in section 1 of the Warranty Terms and Conditions, are only covered by the Product Warranty and are excluded from the Performance Warranty.

3. Limited optional accessories warranty

GOODWE warrants five (5) years for Explosion Vent Panel; one (1) year limited warranty for UPS from the warranty start date

4. Warranty start date

The Warranty Period starts from the earlier one of following two dates:

a. The date on which the product was first installed
b. 6 months after the date of production

PRECONDITIONS FOR WARRANTY

1. The defect of the Energy Storage system shall occur within the Energy Storage system warranty period as determined above.
2. Any Energy Storage system failure, fault or warning which leads to system not working or working abnormally, must be reported by following the terms described in 'HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY' within one month of appearance.
3. The Energy Storage system shall be installed by a skilled person or 3rd party installer.
4. End User shall correctly operate and use the Energy Storage system according to the User Manual and Installation Guide.
5. End User shall provide the proof of the original purchase of the Energy Storage system.
6. The installation of the Energy Storage system for the End User shall be completed within maximum 6 months from the production date. If the equipment is not to be installed or used immediately, please ensure that the storage environment meets the following requirements:
   a) Do not unpack the outer packing box or throw the desiccant away.
   b) Complete the equipment installation in three days after unpacking it. Pack and store the equipment using the original packing box if it is not installed.
   c) Stack the equipment complying with the labels and requirements on the packing box.
   d) The equipment must be stacked with caution to prevent them from falling.
   e) Keep the equipment away from flammable, explosive, and corrosive matters.
   f) Place the equipment in a cool place where away from direct sunlight.
   g) Store the equipment in a clean place. Make sure the temperature and humidity are appropriate and no condensation.
   h) Storage SOC: 30%~45% SOC. Circle the charge-discharge every 12 months.

i) Storage temperature: 35℃~45℃(less than six month) or -20℃~35℃(less than one year).
j) Storage humidity: 4%~100%RH (no condensation). Do not install the battery if there is any moisture or condensation.

7. If the Battery system is stored for a long time, the irreversible capacity loss may occur. The storage capacity of the battery may not meet 100% of the rated capacity, if customers perform the discharge test according to the specifications after long storage.
8. The charging/discharging temperature of the battery system must NOT exceed -25℃~55℃. The Energy Storage system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
9. The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is 10~30℃.
10. This Warranty covers a capacity equivalent to one full cycle per day. The Energy Storage system is not suitable for supplying life-sustaining medical devices or automotive application.
11. The Energy Storage system shall be installed with GOODWE brand inverter. If you want to use any other brand inverter, please check with GOODWE to make sure it's compatible in advance.
12. The Energy Storage system does not support cabinet internal capacity expansion, but it supports parallel connection of multiple units of the same model.

HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY

End Users who want to make a warranty claim shall contact their local distributor where they purchased the Energy Storage system from, or the installer who installed the battery for them. If the End User was unable to obtain service from them, or was NOT satisfied with their service, the End User can escalate the service request by creating a service ticket and make a claim to GOODWE via https://goodwetechnology.zendesk.com/hc/en-gb
In order to deliver a friendly and timely service, GOODWE is cooperating with many distributors and installers all over the world. As such, they shall be treated as the default service channel of GOODWE and use these service channels to make warranty claims; GOODWE will support and audit its service channel to ensure a good customer service.
Please prepare the following information as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective Energy Storage system, including model No., serial number, installation date and failure date. Please make the claim within 2 weeks from the failure date, otherwise GOODWE will treat it as you have waived the right to make a warranty claim.
3. Installation information, including brand, model, and number of PV panels.
4. Error message on APP screen (if applicable) and additional information regarding the fault/error.
5. Description of actions before the failure and detailed information of previous claims (if applicable).

GOODWE may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from GOODWE or an authorized third party company. GOODWE reserves the right not to enter the site should the GOODWE technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the Energy Storage system is discovered that is covered under the warranty, GOODWE may, at its sole discretion, either

1. fix the issue by changing configurations or updating software; or
2. repair the Energy Storage system by replacing with spare parts; or
3. replace the Energy Storage system with an Energy Storage system that is brand new or refurbished but at least functionally equivalent to the original Energy Storage system , or an upgraded model which is either functionally equivalent or functionally superior to the original Energy Storage system. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than half a year after the replacement, it will be extended to a 6 months warranty. For every single Energy Storage system replacement case, the claimant must gather the necessary information and send the RMA report (by following GOODWE's RMA template) to GOODWE to confirm the RMA request, prior to the Energy Storage system being replaced.

All parts of the Energy Storage system that replaced by GOODWE shall become GOODWE's property. If the Energy Storage system is found not to be covered by this Limited Warranty, GOODWE reserves the right to charge a handling fee.

WHAT IS COVERED AND NOT COVERED?

Unless a special/unique agreement exists between GOODWE and the customer, the GOODWE limited warranty covers only the cost of hardware material required to get the device functioning again.

Transportation costs: in some areas, GOODWE will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact GOODWE for the rate). The claimant must cover any excess costs or any costs generated by using another method of transportation. In some of the cases, the claimant need to organize the return of the allegedly defective Energy Storage system to GOODWE and should confirm with GOODWE for the shipment schedule in advance. As Energy Storage systems need to be packaged in a reasonable condition, GOODWE suggests using packaging material that is the same size as the Energy Storage system package at the time of purchase. If the allegedly defective Energy Storage system is not returned within 4 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back Energy Storage system, GOODWE will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

On-site service labor costs: in some areas or business cases, to encourage the claimant using the installer's facilities to fix the problem, GOODWE may, at its sole discretion, decide to offer a rebate (please contact GOODWE for the rate) to the claimant or local installer/electrician to cover the on-site service labor under the following conditions:

1. The rebate will be eligible ONLY to the party who has carried out on-site service for the allegedly defective Energy Storage system.
2. The allegedly defective Energy Storage system has been returned to GOODWE and deemed to have workmanship or material defects upon testing and inspection by GOODWE.
3. The claimant must contact GOODWE prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, GOODWE recommends the claimant find a local electrician to carry out the on-site service.
4. The service rebate must be claimed within 2 months of the date upon which the on-site service is authorized by GOODWE.
5. The total labor cost (including TAX/GST) shall NOT exceed a total amount (please contact GOODWE for the rate) per case.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the Energy Storage system downtime are NOT covered by the GOODWE limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by GOODWE's limited warranty.

1. Normal wear and tear.
2. Any defects that occur when the Energy Storage system warranty period has expired (excluding additional agreements of warranty extension).
3. Product installation MUST be performed by qualified installers. If it's proven that the problem was caused by faulty installation, the faults or damages are NOT covered by GOODWE's limited warranty.
4. Failure or damages due to failure to observe the product manuals or related installation and maintenance requirements.
5. Faults or damages due to faulty installations or operations, maintenance carried out against GOODWE instructions by an unauthorized installer.
6. Damage caused by End User deliberately or by willful act.
7. Disassembly, repair or modifications performed by a third-party company/person not authorized by GOODWE. Energy Storage system modifications, design changes or part replacements not approved by GOODWE.
8. Faults or damages due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
9. Vandalism, engraving, labels, irreversible marking or contamination or theft.
10. Faults or damage caused by other factors not related to Energy Storage system quality issues.
11. Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without GOODWE's written confirmation/approval prior to the installation.
12. Damage caused during transport, incorrect product installation, removal, exceedance of temperature range during use and improper use.
13. End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by GOODWE.
14. Defects of Product arise due to renewal of the national or regional laws or regulations.
15. Product failure is not reported to GOODWE within one month of appearance.

OUT-OF WARRANTY-CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which falls into the warranty exceptions conditions above, are known by GOODWE as out-of-warranty cases. For

all out-of-warranty cases, GOODWE may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty Energy Storage system.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective Energy Storage system s are sent from the user to GOODWE or/and repaired Energy Storage system s are sent from GOODWE to the user.

GEOGRAPHICAL SCOPE

The GOODWE Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by GOODWE and installed in the destination defined within the international market (mainland China, Hong Kong, Macao and Taiwan are excluded), unless there are specially stipulated warranty terms and conditions between GOODWE and the direct purchaser. For any units sold for installation in one country/region but installed in another country/region, the warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

LIMITATION OF GOODWE's LIABILITY

It is the end user's sole and exclusive remedy against GOODWE and GOODWE's sole and exclusive liability in respect of defects in Energy Storage system. This limited warranty replaces all other GOODWE warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), GOODWE does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of Energy Storage system s or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, GOODWE's liability shall be limited to the purchase value of the Energy Storage system. The above limitations shall not apply in case of gross negligence or intentional misconduct of GOODWE or in case of death or personal injury resulting from GOODWE's proven negligence.

Final Provisions

As a condition of making a warranty claim Original Buyer agrees that any dispute on technical facts relating to claims brought under this Limited Warranty may be referred by GOODWE to expert determination by the then-current Resolution Institute Expert Determination Rules, except that:

1. the expert must be a reputable testing organization such as TÜV Rheinland, TÜV SUD, Intertek, UL, CQC or CGC or any other mutually acceptable neutral third-party testing organization (Expert);
2. the costs of the Expert, including any costs of shipping any Product to the Expert for testing, are payable by Original Buyer if:

a) Original Buyer does not withdraw Original Buyer claim within 14 days of GOODWE notifying Original Buyer that it intends to refer the dispute to an Expert; and

b) the Expert determines the dispute in favour of GOODWE.

*Manufacturer's warranty is a basic warranty promise from GOODWE to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by GOODWE's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this GOODWE limited warranty statement may NOT be the latest version, please refer to the latest version of the GOODWE limited warranty by visiting our global website via https://en.goodwe.com/warranty.asp

*The Minimum Through Output Energy estimate simulation conditions: normal operation of Liquid-cooled system, ambient temperature 5~35℃, on average ≤ one cycle a day.

*Usable Energy (KWh) needs to be measured by following the testing conditions and methods in Appendix A

Appendix A

Capacity measurement condition: Ambient temperature: 25±2℃ , 100%DOD and testing should be conducted after at least 12 hours of storage.

Charge / Discharge method:

1. Discharge the battery with 0.5P constant current until any cell reaches the cut-off voltage.
2. Lay aside the battery for 30mins.
3. Charge the battery with 0.5P constant current until any cell reaches the cut-off voltage.
4. Lay aside the battery for 30mins.
5. Discharge the battery with 0.5P constant current until any cell reaches the cut-off voltage.

Repeat steps 2-4 three times, take the discharge capacity of the third cycle as the final capacity.