



Warranty Terms And Conditions For C&I Energy Storage System

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Applicable for: WEIHENG C&I energy storage systems

This limited warranty letter (from now on “Warranty”) as described below applies to energy storage systems (from now on “Product”) supplied by Jiangsu WEIHENG Intelligent Technology CO., LTD. (from now on “WEIHENG”). The warranty terms and conditions are applicable in the original purchaser of the product and is non-transferable.

1、Standard Warranty Period

Warranty Start Date is from 30 days after the Product is delivered or the date of installation, whichever comes first. During the warranty period, WEIHENG will repair or replace (at WEIHENG’s option) the product or any part thereof if it is defective in manufacture or materials. The product warranty period will not be recalculated if any part of the Product is repaired or replaced.

The Basic warranty details are as follows:

Items	Warranty Period
Battery	5 years
PCS	3 years
Chiller unit	2 years
Fire control system	2 years
Other components	1 year

2、Performance Guarantee

WEIHENG provides a 10-year performance guarantee for battery modules. The performance guarantee standards are as follows:

Number of guarantee cycles	DOD (Depth of Discharge)	Ambient Temperature	charge/discharge ratio	EOL	Performance warranty period
8000	100%	-20°C-45°C	0.5C	70%	10 years

WEIHENG could provide a paid extended warranty service on request.

In principle, the product warranty period must be continuous from the date of purchase. Otherwise, extension warranty is not supported.

Buyers can choose to purchase a 2-year/5-year/7-year extended warranty on Battery System and PCS. The maximum extended warranty period is 7 years.

The extended warranty agreement should be signed within 3 months after the sales contract is signed.

3、Preconditions for Warranty

- 1) The Products must have been installed and correctly commissioned by a licensed installer in compliance with local regulations. Proof may be required of correct commissioning of the product (such as certificates of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- 2) This Warranty does not extend to any Products that have been completely or partially disassembled or modified, except where such disassembly is carried out by WEIHENG or it's designated after-sales department.
- 3) The terms of this Warranty cannot be amended except in writing by one of our authorized officers.
- 4) This Warranty only applies to Products purchased by an end-user from us directly or a reseller where the Products have been sold to the reseller by us directly.
- 5) Any warranty claim under this Warranty must meet the requirements set out below in the "How to Make a Warranty Claim" section.
- 6) End User shall correctly transport, install, operate, store, and use the Product according to User Manual and Installation Guidance (available on the website: <https://www.weiheng-tech.com/en/>).
- 7) It is recommended that users should connect to WEIHENG Cloud for real-time data transmission. Otherwise, the necessary operation data still needs to be

provided. The provision of necessary operation data is a prerequisite for the Warranty. If the Warranty cannot be carried out due to the failure of the customer to provide the data, the customer shall bear all relevant costs. WEIHENG shall not be liable for any compensation until the customer provides the necessary operation data within the warranty period.

8) The warranty coverage is limited to the territory specified in the commercial contract. This warranty does not apply to claims made outside of this specified territory. Additionally, it does not cover claims within the specified territory if they occur during a state of war or chaos.

9) The warranty does not extend to other technical support requests that do not fall under the category of quality issues following relevant technical analysis. Should you require technical assistance, you may acquire pertinent services by making payment.

4. General Exclusions

The Warranty does not apply to any defect or energy capacity shortfall resulting from any of the following, each of which may result in your Warranty being voided:

- 1) abuse, misuse, or negligence;
- 2) as a result of changes that occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals, and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as a result of Force Majeure event outside the reasonable control of WEIHENG;
- 3) storage, installation, commissioning, modification, or repair of the Product, or opening of the external casing of the Product, that is performed by a non-licensed installer in compliance with local regulations;
- 4) failure to operate or maintain the Product by the owner's manual;
- 5) any attempt to modify the Product, whether by physical means, programming, or otherwise, without the express written consent of WEIHENG;
- 6) removal and reinstallation of the Product at a location other than the original installation location, without the express written consent of WEIHENG;

7) due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Product was not designed for or sold, or use of the Product outside the specified or normal operating ranges for such Products;

In addition, this Warranty does not cover:

- 1) normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance of the Product;
- 2) noise or vibration that is not excessive or uncharacteristic and does not impact the Product's performance;
- 3) damage of deterioration that occurs after the expiration or voiding of the Warranty period;
- 4) damage of Products arise due to renewal of the national or regional laws or regulations.

5. Warranty Restriction

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, WEIHENG expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose, and hidden or potential defects. If WEIHENG cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law.

No distributor, agent or staff of WEIHENG and / or WEIHENG Authorized Service Partner is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable. Unless otherwise specified herein, to the maximum range permitted by applicable law, WEIHENG will not be liable for any indirect, special, accidental or derivative losses caused by the purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of

goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

WEIHENG'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY END USER TO WEIHENG FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY. EXCEPTED FROM THIS IS LIABILITY ON THE GROUNDS OF CULPABLE INJURY TO LIFE, PHYSICAL INJURY, OR INJURY TO HEALTH AND THE MANDATORY LIABILITY FROM INTENT OR GROSS NEGLIGENCE.

6、 Limitation on Use

The Product is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury to persons or loss of life, or catastrophic property damage. To the extent permitted by law, WEIHENG disclaims any and all liability arising out of any such use of the Product. Further, WEIHENG reserves the right to refuse to service any Product used for these purposes and disclaims any and all liability arising out of WEIHENG's service or refusal to service the Product in such circumstances.

7、 Warranty services

WEIHENG customer support services provide equipment maintenance supports for customers, including Remote Support and Hardware Support. These services do not include modifications to the existing photovoltaic system of the device, building wiring or other devices. The Customer support service of WEIHENG can help customers maintain the sustained stable operation or gain support from WEIHENG timely in the case of faults. According to the requirement of customers, WEIHENG recommends the following service solution:

1) Remote Support

Remote Support means WEIHENG provides solutions for technical enquiry or problem of WEIHENG Product to by telephone or Email. It includes Remote Technical support and Online Technical Support.

Remote technical support includes problem handling and technical enquiry. The problem handling service provides solutions to problems related to WEIHENG C&I Energy Storage System during the warranty period for free. The

technical enquiry service provides paid consultations for other matters beyond the scope of the Warranty.

Online Technical Support: Contact WEIHENG through Service Mailbox:
aftersales@weiheng-tech.com

2) Hardware Support

Good hardware condition is a prerequisite for energy storage system stability. WEIHENG hardware support ensures customers' equipment run stably.

By default, spare parts for industrial and commercial energy storage systems are part-level replacements.

- The performance of the spare parts provided by WEIHENG is not lower than that of the faulty equipment. However, WEIHENG does not promise that the appearance of the spare parts is the same as that of the faulty equipment or that the spare parts are new.
- Parts: Parts except the whole system
- Auxiliary materials and mechanical parts are not covered by the warranty.

During the warranty period, WEIHENG guarantees that all hardware purchased shall

- Be replaced free of charge from defects in material, fabrication, and workmanship.
- Be replaced free of charge if it does not match to the published specifications.
- WEIHENG shall send the replacement device to the mutually agreed customer site, send off within 10 business days after Customer's service request being confirmed. After receiving the replacement device, customer should return/send the defective device that is packed in the packaging from the replacement device within 10 business days. Defective device which is not returned in time for any reason may be invoiced.
- If WEIHENG had provided spare parts in the order, these spare parts been sent in the order shall be used first. Customer must return defective parts accordingly to WEIHENG later. Only no spare parts in customer's site, WEIHENG shall send a replacement to customer when system failure is confirmed.

- The replacement device provided by WEIHENG will be functionally equivalent (feature function, fit compatible, default software version) to the customer's defective device.
- On-site replacement shall be done by customer themselves.
- If customer doesn't provide enough information and replace defective parts without WEIHENG's confirmation, customer shall pay for the transportation fees if the defective parts is found to be undamaged.
- All above mentioned support services are intended for the promissory WEIHENG-made products. Hardware of devices beyond the agreed scope is not within the scope of service commitments made by WEIHENG. Vulnerable and consumable parts that are used widely such as cables are not within the scope of service commitments made by WEIHENG.
- If Buyer fails to solve the existing problems, and needs WEIHENG's technical personnel to the user site to guide the installation or provide technical services, etc., Buyer shall be responsible for the technical personnel round-trip airfare, local transportation cost, accommodation, and technical services charges (overseas technical services charges USD800/person/day.)
- WEIHENG reserves the right to arrange the warranty service for users and to use third parties for performing warranty works.

8、 Claim Procedure

1) Who can make a claim?

Warranty claims can be made by or on behalf of the end user who acquired and put the Product into use for the first time. A subsequent owner of the Product who provides proof of ownership is also entitled to make Warranty claims.

2) Claim process

If a Product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

When contacting us either online or by Email, please provide the following information and documentation regarding the fault device:

- A copy of invoice, receipt, warranty certificate, commissioning report or

any other document which provides proof of purchase of the WEIHENG device;

- Provide the Products for inspection, testing and correction;
- Product Nameplate, Model No. and serial number;
- Copy of the installation report, installation date and maintenance log;
- Error message on screen (if available) and additional information regarding the fault/error;
- Detailed information about the system design (modules, circuits, etc.);
- Operation process and status information of products etc.

Notice: When making a claim under WEIHENG's warranty terms, the Buyer shall provide WEIHENG with the above information and documents regarding the defective device, if the claimant fails to provide the above information, the warranty claim may be rejected.

Contact information:

WEIHENG Service

Address: Sheng Xiang, Yaxi community, Luoshe Town, Huishan District, Wuxi City

Service Mailbox: aftersales@weiheng-tech.com

Telephone: +86 4008776999 (CN)

Web: www.weiheng-tech.com/en

3) Cost of claim

Costs of Submitting a Warranty Claim For invalid claims under this Warranty, we will not be liable for the end-user's costs in making the warranty claim, including transport or return freight. In respect of valid claims under this Warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight, and labor costs associated with the Products removal and installation. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from us.

If the Product is found not to be defective (either under this document or the applicable local law) or the Warranty has expired, the Claimant will be responsible for the call-out fees, transportation and shipping fees, and/or repair costs invoiced by the WEIHENG or the authorized seller.