



# Limited Warranty

CONCENPOWER Co., Ltd.

This Limited Warranty applies to CONCENPOWER Rack-mounted Energy Storage System Product (Models: 5 CON-LVS, 10 CON-LVS) ("Product"). CONCENPOWER which affiliates SHANDONG KING POLARIS NEW ENERGY STOCK CO., LTD("CONCENPOWER") provides the warranties in this document ("Limited Warranty") to the person who purchases the Product for their use and puts the Product into operation for the first time ("Original Buyer").

## **1. LIMITED WARRANTY**

### **1.1 Warranty Start Date**

Generally, Warranty Start Date is the first day after six (6) months from the Production Date of the Product. But if Original Buyer can provide the written documents (such as receiving note) to prove the time when Product is delivered to the installation site where the Product is installed and operated for the first time ("Delivery Date"), Original Buyer can choose the first day after thirty (30) days from the above Delivery Date as Warranty Start Date.

### **1.2 Limited Product Warranty**

CONCENPOWER warrants that the Product will be free from defects in materials or workmanship for two (2) years from Warranty Start Date, subject to the exclusions and limitations set out below.

### **1.3 Limited Performance Warranty**

- a) CONCENPOWER warrants that the Product will:
- (i) retain sixty per cent (60%) of its Usable Energy for two (2) years from the Warranty Start Date; or
  - (ii) reach the Minimum Throughput Energy, whichever comes first on the condition that the Product is operated in a normal manner that adheres to the manual guidelines provided by CONCENPOWER.
- b) The Minimum Throughput Energy means the total output energy of the Product recorded in the control pack of the Product.

c) The Usable Energy for each Product Model are set out in the table below.

**5 CON-LVS**

Battery Unit	Rack-mounted Battery Pack (5kWh, 51.2V, 65Kg)					
Number of Units	1	2	3	4	5	6
Usable Capacity	5kWh	10kWh	15 kWh	20 kWh	25 kWh	30 kWh

**10 CON-LVS**

Battery Unit	Rack-mounted Battery Pack (10 kWh, 51.2V, 135Kg)					
Number of Units	1	2	3	4	5	6
Usable Capacity	10kWh	20kWh	30kWh	40kWh	50kWh	60kWh

d) For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values, while the ambient temperature is between 25~ 28°C:

- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV") or its self-protective voltage.
- Wait for 10 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 10 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage. Record the current, voltage, and time.
- The remaining Usable Energy is the integral of discharge time and current multiplied by voltage.

**Test Value List:**

**5 / 10 CON-LVS**

<b>Number of Units</b>	<b>End of discharge voltage(V)</b>	<b>Constant charge voltage(V)</b>	<b>Constant current(A)</b>
1	40	58.4	10
2	40	58.4	10
3	40	58.4	10
4	40	58.4	10
5	40	58.4	10
6	40	58.4	10

**1.4 Limited Performance Warranty for additional battery packs**

If Original Buyer purchases additional battery packs after the initial installation of the Product ("Subsequent Product"), the warranty in clause 1.3 applies to the Subsequent Product from the sale date recorded in the seller's invoice to the Original Buyer of that Subsequent Product.

**1.5 Warranty Limitations**

The Limited Warranties in clauses 1.2 and 1.3 are subject to and must be read together with the limitations, exclusions, and limitations set out below.

**2. EXCLUSIONS AND LIMITATIONS**

**2.1 Disclaimer**

- a) To the extent permitted by law, the warranties in this Limited Warranty are the only express warranty given for the Product. CONCENPOWER disclaims all statutory and implied warranties, including without limitation, any warranties of merchantability, fitness for a particular purpose, or non-infringement. To the extent permitted by law, in so far as such warranties cannot be disclaimed, CONCENPOWER limits the duration and remedies of such warranties to the duration of this Limited Warranty

and, at CONCENPOWER's option, the repair or replacement services described below.

- b) Neither seller of the Product nor any other person is authorized to make any warranties on behalf of CONCENPOWER other than those contained in this document or to extend the duration of the warranties beyond the periods specified above.

## **2.2 Limitation of Liability**

Except as provided in this warranty and to the maximum extent permitted by law, in no event will CONCENPOWER be liable for any consequential, incidental, special or package damages (including without limitation of loss of profits, harm to goodwill or business reputation, or delay damages) arising from or out of the Product or its installation, use, performance or non-performance, or any defect or breach of warranty, whether based on contract, warranty, negligence, strict liability, or any other theory. CONCENPOWER's aggregate liabilities, if any, in damages or otherwise, shall not exceed the purchase price paid by the Original Buyer for the Product.

## **2.3 Warranty Limitations**

The Limited Warranty in clauses 1.2 and 1.3 does not apply to any defect or deterioration resulting from:

- a) the Product not being installed, maintained or operated by the Operating Manual;
- b) exposure of the Product to movement or shaking following installation, or temperatures of greater than 50°C or less than -10°C;
- c) Original Buyer failing to notify CONCENPOWER or a CONCENPOWER Authorized Service Partner ("CONCENPOWER Partner") of the defect or deterioration within 30 days of Original Buyer becoming aware of the defect or deterioration;
- d) the Product not being installed within one (1) month from Warranty Start Date;
- e) modification or repair of the Product without the approval of CONCENPOWER or CONCENPOWER Partner;
- f) a force majeure event (e.g., natural catastrophes, such as flooding, fires,

CONCENPOWER Co., Ltd.

earthquakes, lightning or other abnormal environmental conditions, war, etc.);

- g) noticeable damage to the Product that occurred during transportation
- h) changes to national or regional laws, regulations or directives; or
- i) the Product not being operated for any period of 6 months or more.

## **2.4 Warranty Exclusions**

The Limited Warranty in clauses 1.2 and 1.3 does not apply:

- a) to wear and tear in the appearance of the Product (including but not limited to any scratches, stains, mechanical wear, rust or mold) which does not impair its function;
- b) to any damage to property or personal injury arising from any defect if the state of scientific and technical knowledge at the time when the Product is sold to Original Buyer was not such as to enable the defect to be discovered.
- c) if the invoice for the Product and the information listed in clause 4 below is not provided with the warranty claim; or
- d) if the serial number on the Product can no longer be identified or has been modified

## **3. REMEDY FOR BREACH OF WARRANTY**

3.1 Subject to the exclusions and limitations set out above, if the Product fails to comply with the Limited Warranty in clauses 1.2 or 1.3, CONCENPOWER will repair or replace the non-conforming Product or parts thereof within the warranty term at no charge (or provide a partial refund) on the following conditions.

3.2 whether to repair or replace the Product will be determined by CONCENPOWER in its sole discretion.

3.3 The Product or any of its parts to be replaced will have the same performance and reliability as the original Product. If the production of the relevant type of the Product or any of its parts has been discontinued,

withdrawn from the market, or are otherwise unavailable, CONCENPOWER may replace the Product or parts with a similar Product or part (which may include previously used parts that are equivalent to new in performance and reliability).

The remedies as set out above are the sole and exclusive obligations of CONCENPOWER to Original Buyer under this Limited Warranty, and CONCENPOWER will have no other liability to Original Buyer if the Product fails to comply with the Limited Warranty.

#### 4. FULFILMENT

4.1 If Original Buyer wishes to make a warranty claim under this Limited Warranty, the warranty claim must be reported in writing to CONCENPOWER Partner (or, if Original Buyer is unable to contact them, CONCENPOWER Global Service) including the information specified in the table below, using the contact information specified below.

1*	Installation date	
2*	Invoice number	
3*	Battery pack configuration	e.g. CON-LVS XXX (XX pack)
4*	Series number of the product	
5*	Series number of the pack	
6*	Inverter	
7*	Inverter configuration	
8	Series number of inverter	
9	Working mode	<input type="checkbox"/> on-grid + backup <input type="checkbox"/> backup <input type="checkbox"/> others: _____
10	Place	<input type="checkbox"/> Indoor <input type="checkbox"/> Outdoor <input type="checkbox"/> Others: _____
11	Comments	

CONCENPOWER Co., Ltd.

12*	Error information	
13*	Country	
14*	Street and number	
15*	Postcode and city	

\* Mandatory to provide

Or according to the format mentioned in CONCENPOWER Authorized Service Partner's website, which is listed below.

Contact information:

CONCENPOWER Global Service

Address: A2-A, Electricity Information Industrial Park, High-tech 7 Rd., Gaoxin District, Rizhao, Shandong, China (Mainland)Service

Mailbox: techsupport.yang@concenpower.com/ nevaehdu@concenpower.com

Website: www.concenpower.com

4.2 CONCENPOWER or CONCENPOWER Partner is authorized to invoice its inspection costs if:

- a) the inspection of the Product by CONCENPOWER or CONCENPOWER Partner shows that the Limited Warranty does not apply, for whatever reason; or
- b) no defects were found during the inspection of the Product, and it works without error.

4.3 Unless otherwise agreed with CONCENPOWER or CONCENPOWER Partner, any replaced Product or parts shall be made available for pick up by CONCENPOWER or CONCENPOWER Partner within four weeks after the replacement; otherwise, CONCENPOWER reserves the right to invoice the replacement component at full market price.

4.4 The replaced Product or parts become the property of CONCENPOWER.

4.5 The original warranty periods for the Product shall still apply to any repaired or replacement Product, which means the warranty for the repaired or replaced parts will be the remaining warranty period for the originally purchased Product.

4.6 CONCENPOWER or CONCENPOWER Partner shall not be responsible or liable in any way to Original Buyer for any non-performance or delay in CONCENPOWER's performance of its obligations under this Limited Warranty due to occurrences of force majeure events such as natural disasters, war, riots, strikes, unavailability of suitable or sufficient labor, material, or capacity or any unforeseen event beyond its control.

## **5. OUT OF WARRANTY**

In the event the Product is out of warranty, CONCENPOWER may (in its discretion) provide certain after-sales service to Original Buyer, but all the costs and expenses, such as parts, labor costs, and travel expenses, shall be borne by Original Buyer. To request such after-sales service Original Buyer must provide sufficient information about any defects to enable CONCENPOWER Partner to determine whether such defects are capable of repair.

## **6. MISCELLANEOUS**

6.1 This Limited Warranty is governed exclusively by local law, without regard to its choice of law provisions.

6.2 The local courts of Rizhao City, Shandong Province, P.R.C. shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Limited Warranty. In case of a judicial assertion, CONCENPOWER, but not CONCENPOWER Partner, is responsible for sending or receiving lawsuit documents.

6.3 Original Buyer may be entitled to legal rights regarding the sale of goods according to national law. This Limited Warranty does not limit their possible statutory rights or rights arising from the purchase contract.

6.4 If any provision or part of a provision of this Limited Warranty is held or found to be void, invalid or otherwise unenforceable (whether in respect of a particular party or generally), it will be deemed to be severed to the extent that it is void or to the extent of voidability, invalidity or unenforceability, but the remainder of that provision will remain in full force and effect.

6.5 As a condition of making a warranty claim Original Buyer agrees that any

**CONCENPOWER Co., Ltd.**

dispute on technical facts relating to claims brought under this Limited Warranty may be referred by CONCENPOWER to expert determination by the then-current Resolution Institute Expert Determination Rules, except that:

a) the expert must be a reputable testing organization such as TÜV Rhineland, TÜV, SUD, Intertek, UL, CQC or CGC or any other mutually acceptable neutral third-party testing organization (Expert);

b) the costs of the Expert, including any costs of shipping any Product to the Expert for testing, are payable by Original Buyer if:

- (i) Original Buyer does not withdraw Original Buyer claim within 14 days of CONCENPOWER notifying Original Buyer that it intends to refer the dispute to an Expert; and
- (ii) the Expert determines the dispute in favor of CONCENPOWER. In all other cases, CONCENPOWER will pay those costs.