

**wattsonic customer service**

Address: No. 200 Linghu Road, Xinwu District, 214100, Wuxi, China  
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English

Valid from October, 2016

Wuxi Wattsonic Energy Technology Co., Ltd, hereinafter referred to as "WATTSONIC" provides the following

## Warranty

for the

### **WATTSONIC 2.3KWH(76.8V/30AH) HV LFP Battery Module**

(the Subject of the Warranty) under the following conditions.

#### **1. Limited Product Warranty**

WATTSONIC warrants its LiFePO<sub>4</sub> storage battery to be free from defects in service and materials for a period of ten (10) years from the warranty start date of the batteries. If a battery malfunctions or becomes inoperative due to a defect in service or material during the ten-year period of this warranty, WATTSONIC will, at its sole option, either repair or replace the module in problem, or refund the then-remaining capacity value of the same type battery. The repair, replacement, or refund remedies shall be the sole and exclusive remedies provided under this "Limited Warranty". Any deterioration in appearance of the battery (including any scratches, stains, mechanical wear, rust, or mold), or any other changes to the batteries which occur after delivery to the customer, do not constitute a defect under this Limited Warranty unless it materially impairs the product's storage performance as warranted pursuant to clause 2. A claim in the event of steel case breakage arises only to the extent that there was no external cause to the breakage. This "Limited Product Warranty" does not warrant a specific power output, which shall be exclusively covered under clause 2 hereinafter ("Limited Performance Warranty").

#### **2. Limited Performance Warranty**

WATTSONIC warrants and represents that the Subject of the Warranty retains at least 85% of Nominal Energy (2.3KWH) for 5 years after the date of invoice and at least 80% of Nominal Energy (2.3KWH) for 10 years after under proper conditions of the use during the limited Term of Performance Warranty. The term "Nominal Energy" herein means the initially rated capacity of the Subject of the Warranty as printed on the label of the Subject of the Warranty. The precondition of the valid Performance Warranty shall be as follows:

- (I). The Product shall maintain >85% of its initial rated capacity until the earliest to occur of:
- (a) The lithium-ion battery cells in the Product have reached (9.4MWh) of aggregate discharge throughput(at the battery DC output); or
  - (b) 5 years have expired from the Original Installation Date

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- (ii). The Product shall maintain >80% of its initial rated capacity until the earliest to occur of:
- (a) The lithium-ion battery cells in the Product have reached (18.3MWh) of aggregate discharge throughput(at the battery DC output); or
  - (b) 10 years have expired from the Original Installation Date.

During measurement of the Product's capacity, (i) the ambient temperature of the Product shall not below 0 centigrade or exceed 50 centigrade , (ii) power shall be charged by the Product at 1C of nominal power, as measured at the 76.8V DC link, with 90% Discharge of Depth.

If the performance of the batteries tested by the third party which is appointed or accepted by WATTSONIC under the Standard Test Conditions does not meet the above levels within the specified warranty period, and proved that the power loss is caused by the WATTSONIC exclusively, then upon accepting and confirming the proof from customer, WATTSONIC will, at its sole option, either [1] make up such loss in power by either (a) providing additional batteries to the customer or (b) refunding the then-remaining capacity price equivalent to the additional batteries or [2] repair or replace the defective batteries including free shipping to the place applied by WATTSONIC. The remedies set forth in Clause 2 are the sole and exclusive remedies provided under the "Limited Performance Warranty". This "Limited Performance Warranty" does not warrant defects in services and materials, which shall be exclusively covered under "Limited Product Warranty".

### 3. Warranty Start Date

The "Warranty Start Date" is the earlier of (i) date falling 6 calendar months after the dispatch from WATTSONIC and (ii) the date the Product is installed on behalf of the Original End-User(the "Original Installation Date").

### 4. Not Independent Warranties

The customer has the right to pursue claims under each of the limited warranties set forth above; provided, however, that claims arising under multiple limited warranties from a single incident, then if WATTSONIC provides any solution as set forth above to such incident, WATTSONIC shall be deemed to have resolved all applicable warranty claims arising from such incident.

### 5. Exclusions and Limitations

A Warranty claims shall be filed in writing format to WATTSONIC or its authorized distributors within the applicable warranty period, without exception. WATTSONIC may reject the claim if it has not been fully paid for the batteries or under its supply/sale contract with the distributor at the time of the claim.

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B. These Limited Warranties shall not be applied to the modules which in WATTSONIC's sole judgment have been subjected to :

- 1) Improper installation, application, maintenance or alternation which do not strictly follow the manufacturer's "Installation Manual";
- 2) Use on mobile(non-stationary) units or in marine application or extreme thermal environment or other abnormal environment (such as acid rain, salt, chemical substances or other pollutions) or extremely rapid change of surroundings, corrosion, oxidation;
- 3) Power failure, electrical spikes or surges, lighting, flood, fire, accidental breakage and other external factors;
- 4) Damage caused by the improper storage condition of customer;
- 5) Misuse, abuse, neglect, vandalization or accident;
- 6) The type or serial number of the batteries has been altered, removed or made illegible without written authorization from WATTSONIC.
- 7) The components in the construction based on which the batteries are mounted are defective;
- 8) Other events beyond WATTSONIC's control.

C. These Limited Warranties only cover the transportation costs for shipment of any additional repaired or replaced modules to the place applied by WATTSONIC. Any costs for returning the batteries to WATTSONIC or its authorized agents and authorized distributors, or costs associated with the installation, removal, reinstallation of the batteries, or customs clearance shall be borne by the customers. The reasonable, customary, documented transportation cost of returning the batteries shall be borne by WATTSONIC only if it is authorized by After-sales Service Department of WATTSONIC. WATTSONIC is not liable for any expense, liability or responsibility incurred for repairs made by or for customer without WATTSONIC's written authorization.

## **6. Limitation of Warranty Scope**

These limited warranties set forth herein are expressly in lieu of and exclude all other expressed or implied warranties, including but not limited to warranties of merchantability, warranties of fitness for particular purpose, use, or application, warranties of non-infringement of the third party rights, including, but not limited to, intellectual property rights, and all the other obligations or liabilities on the part of WATTSONIC unless such other warranties, obligations or liabilities are expressly approved by the WATTSONIC's Chief Executive Officer by signature. Unless prohibited by the local laws or regulations, WATTSONIC shall have no responsibility or liability whatsoever for injury or damage to any natural persons or any tangible property, or for other loss or injury resulting from any cause whatsoever arising out of or related to the module itself, including, without limitation, any defects in the batteries, or from use or installation. Under no circumstances shall WATTSONIC be liable for incidental, consequential or special damages, whatever the cause is, even if WATTSONIC is provided prior notice of such damages. Loss of the use, loss of the profits, loss of production, and loss of revenues are therefore specifically but without limitation excluded. WATTSONIC's aggregate liability, if any, in damages or otherwise, shall not exceed the invoice value as paid by the customer for one single battery.

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## 7. Transferability

This "Limited Warranty" is extended to the original purchaser, and is transferable to any subsequent holder of the batteries when batteries remain at their original installed location for the first time(first installation) upon satisfactory proof of succession or assignment.

## 8. Obtaining Warranty Performance

In order to obtain warranty service under the WATTSONIC's "Limited Warranty", the customer should promptly notify WATTSONIC's regional Customer Service Center. Together with the notification, the customer should enclose the evidence of the claim, such as the description of the defects, the complete serial numbers printed on the battery labels, the pictures of the barcodes, and a copy of commercial invoice and the installation date of the batteries. Should the batteries be returned for inspection, repair or replacement by WATTSONIC, WATTSONIC will provide the customer with a "Return Merchandise Authorization (RMA)". WATTSONIC will not accept the return of any batteries without a RMA. If WATTSONIC determines that the returned batteries by customer are not defective or that the performance deficits are not covered under this "Limited Warranty", WATTSONIC will return the batteries to customer at customer's expense and will have no further obligation for the repair, replacement, or refund. Further, the additional batteries which have been sent to the customer for compensation shall be the property of WATTSONIC and shall be returned or compensated to WATTSONIC.

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## 9. Disputes

In case of any discrepancy in a warranty-claim, a test-institute appointed or accepted by WATTSONIC shall be involved for the final judgment of the claim. All fees and expenses shall be borne by the losing party, unless otherwise awarded.

## 10. Miscellaneous

The repair or replacement of the batteries or the supply of additional batteries does not lead to a commencement of new warranty terms, nor shall the original terms of this "Limited Warranty" be extended. Any replaced batteries shall become the sole property of WATTSONIC. WATTSONIC shall at its own option, deliver another type (different in size, color, shape, and/or power) of the LiFePO4 batteries, either one with a new brand or the original one, in the case that WATTSONIC discontinued producing the replaced batteries at the time of the claim.

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**11. Force Majeure**

WATTSONIC shall not be responsible or liable in any way to the customer or any third-party for matters arising from any non-performance or delay in performance of any terms and conditions of sale, including this "Limited Warranty", due to fire, flood, blizzard, hurricane, lightning, thunder, acts of God, changes of public policies, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other unforeseen events which are out of WATTSONIC's control.

**Note :**

- \* The installation and handling of batteries requires professional skills and should only be performed by qualified professionals. Claims under this warranty will be honored only if the customer can provide the proof that the batteries are under normal application, installation, use and service conditions specified in WATTSONIC's latest version of "Installation Manual".
- \* Warranty aggregate discharge throughput are based on 2.7 cycles per day and 90% DOD.

## Warranty Registration Card

### SOL-R24-2.3KWH LiFePO4 Battery Module

Please fill out the following warranty card and retain for your records along with original invoice for system to verify date of installation.

#### Customer Information:

Company	_____	Business Name	_____
Address	_____	Phone Number	_____
City	_____	Email	_____
State, Zip Code	_____		

#### System Information (Required for Warranty Service)

Model Number of Battery	_____
Serial Number of Battery	_____
Firmware Version	_____
Date of Commissioning	_____

#### Installer Information

Company	_____	Contractor's License Number	_____
Address	_____	Phone Number	_____
City	_____	Email	_____
State, Zip Code	_____	Website	_____

The warranty period for batteries is 10 years from the date of commissioning. Your battery with the above serial number is covered by the following warranty:

- 10 years
- \_\_\_\_\_

\_\_\_\_\_  
Date and Signature - Installer

For further information on our warranty regulations and liability please see the attached Wattsonic Factory Warranty or visit the Wuxi Wattsonic Energy Technology Co., Ltd. website: [www.wattsonic.com](http://www.wattsonic.com) If you would like to register your battery with Wattsonic, please fax or email a copy of this warranty registration card to:

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