Shanghai Chint Power Systems Co., LTD. ("CPS") Limited Product Warranty

The information in this document may contain predictive statements including, without limitation, statements regarding the future financial and operating results, future product portfolio, new technology, etc. There are several factors that could cause actual results and developments to differ materially from those expressed or implied in the predictive statements. Therefore, such information is provided for reference purposes only and constitutes neither an offer nor an acceptance. CPS may change the information at any time without notice.

The product of this document shall not be used in life support systems, primary/backup power supplies for medical equipment, or other applications that may cause personal injury, loss of life, or catastrophic property damage. To the extent permitted by law, CPS shall not assume any liability arising from the above-mentioned uses. CPS reserves the right to refuse to provide maintenance services for products used in such applications and shall not assume any liability arising therefrom (whether in providing or refusing services).

In case the warranty conditions in this Document are inconsistent with the sales contracts between the Buyer and CPS, the terms in the sales contracts shall prevail.

1 Applicable Product Models

1.1 CPS Smart String Energy Storage System (ESS) Solution includes the Battery Pack, DC LV Panel, Smart Power Control System (PCS), Energy System Management Unit (ESMU), Distribution Transformer (DTS), EMS Hardware and Prefabricated Medium Voltage Station (PMVS). The service scope is subject to the equipment actually purchased by the Buyer.

1.2 The warranty is only applicable in the country or region where the Buyer purchased the product. The warranty cannot be transferred to another country or region unless specifically stated in the product warranty description. If the product is moved to another country or region, the new Buyer can choose to purchase the warranty service, but an audit procedure such as a product inspection must be performed before the Buyer signs for the warranty service.

1.3 The warranty cannot be transferred to another Buyer and is provided only for the original Buyer of the product.

1.4 The warranty must comply with local laws or other applicable regulations

1.5 The service scope is subject to the equipment actually purchased by the Buyer.

1.6 CPS may modify the warranty content. The Buyer may visit https://en.chintpower.com/service/index/cid/10004.html#download to obtain the latest updates.

2 Warranty Scope

2.1 Warranty Period Start Date:

1. The warranty shall commence on the earlier of (i) ninety (90) days after the date of shipment, or (ii) the date of system installation and commissioning, whichever occurs first. The actual warranty start date shall be subject to the terms set out in the contract.
2. If the customer/partner requires a different start date, for example PAC, the warranty start date shall not be later than the 180th day after the shipment date.
3. The warranty conditions defined in this document are only applicable to products provided by

CPS, but not to any third-party products or products that are not supplied by CPS.

4. The actual warranty start date shall be subject to the terms set out in the contract.

Ps: USA and Brazil market no including, please consult the local CPS sales team.

2.2 Product Warranty Period

Device	Basic warranty
Battery Pack	36 months Note: The standard warranty period of Battery PACK is based on the standard working conditions: a) Charge/Discharge temperature:-20℃~40℃ b) Charge/Discharge depth: 100% DOD c) Altitude: < 2000M d) Humidity: no more than 90%RH (without condensation) e) Cycles: no more than 2 cycles per day. If the working conditions are not in line with the standard above, please consult CPS Technical Solution Manager for details about the actual warranty period.
PCS	36 months
DC LV Panel	36 months
ESMU	36 months
DTS	36 months
PMVS	36 months
UPS	24 months
EMS Hardware	36 months

NOTE

1. The actual warranty period is subject to the warranty and maintenance periods agreed upon in the signed contract or purchase order (PO).
2. The device list is subject to the actual product situation.
3. The spare parts of the ESS are replaced by parts replacement, which does not affect the warranty period of the entire system.

2.3 Extended warranty

Before the end of the standard warranty period, the Buyer may purchase extended warranty service by signing a new service contract or extending the existing service contract with CPS. The extended warranty period and price depend on the storage/operating conditions. The Buyer may consult CPS local service team for more details. In principle, the entire warranty period shall be continuous from the start date defined above. Otherwise, the warranty service is not available for purchase.

2.4 Release of liability

1. Upon the expiry of the warranty period specified in the service contract, CPS shall provide limited service or support to the related products or software and shall be exempted from any legal and compensation liabilities.
2. The warranty is only applicable in the country or region where the Buyer purchased the product. The warranty cannot be transferred to another country or region unless specifically stated in the product warranty description. If the product is moved to another country or region, the new Buyer can choose to purchase the warranty service, but an audit procedure such as a product inspection

must be performed before the Buyer signs for the warranty service. The warranty cannot be transferred to another Buyer and is provided only for the original Buyer of the product.

3. The warranty conditions defined in this document are only applicable to products provided by CPS, but not to any third-party products or products that are not supplied by CPS.
   The following auxiliary products and mechanical parts are not covered by the warranty.

Type	Description
Consumables	Including but not limited to cables, emergency light bulbs, door frame sealing strips, door padlocks, extinguishants, fuses, lead-acid batteries for fire suppression.
Mechanical part	Including but not limited to battery racks and mechanical parts
Cabinet accessory	Including but not limited to mechanical parts, documents, product accessories, installation accessories, and tools

2.5 Standard Warranty Services

1. During the standard warranty period, CPS shall provide spare parts, remote technical support, remote troubleshooting, and remote software update guidance. The onsite service is not included. The Buyer can purchase additional onsite services, while the availability and price vary by country. Unless otherwise stipulated in the service contract, the contents of extended warranty service shall be the same as those covered in the standard warranty service.
2. Beyond the warranty period and extended warranty period, CPS will be limited provides hardware support, remote troubleshooting, or remote software updates, and the Buyer cannot purchase onsite services. Only limited remote support services are available.

Service	SLA Description
Hotline service	9x5
Remote troubleshooting	9x5
Spare part replacement	For PVMS, Transformer, Distribution Transformer, Smart String ESS, and Integrated DC LV Panel, two options are available: a) The Buyer may purchase and store the replacement product at the project site (recommended). b) The replacement product is shipped from the original manufacturer in China or CPS Region Warehouse, but CPS does not commit to any SLA. For spare parts for dangerous goods (battery pack and fire cylinders), consult CPS local service team for availability.

NOTE

1. The warranty does not include onsite services, which need to be purchased separately.
2. If the Buyer does not provide the address information in time or the address information provided is incorrect, the service response and troubleshooting may be delayed.

3 Warranty Period Description

3.1 Remote Support Service

Remote support means that CPS provides technical consultation or troubleshooting solutions for CPS products by phone or email. It includes hotline and remote technical support.

Hotline

Hotline is a telephonic service interface and platform for receiving and tracking service requests of

the Buyer.
Hotline: https://en.chintpower.com/service/index.html#network
Service email: https://en.chintpower.com/service/index.html#network

Remote Technical Support

Remote technical support includes technical consultation and troubleshooting. Technical consultation service provides consultation on issues not related to product faults. Troubleshooting service provides the Buyer with solutions to fix problems within the period specified in the SLA.

3.2 Software Support Service

1. During the warranty period, CPS ensures that the product works properly. Nevertheless, CPS does not guarantee that the software will be error-free or run uninterruptedly.
2. CPS will provides software releases. During the warranty period, the Buyer can obtain new software releases for free from the CPS Local Service Team. It is important to note that the software releases provided by CPS are intended to fix functional defects and do not offer new functions and/or features.
3. Each software release shall be valid for 3.5 years from its release date. After the validity period, CPS does not provide troubleshooting and fixing services to such software release. Before the expiry of the validity period, the Buyer needs to update to the newer software release.
4. If the Buyer does not update to the newer software release when CPS note, it is deemed that the Buyer waives the right to software updates. CPS will not be responsible for any issues related to the old software release arising in such cases.

3.3 Hardware Support Service

1. CPS shall have the sole discretion to determine whether to repair or replace any defective Covered Product or part thereof. CPS provides functional replacement of all purchased hardware during the warranty period.
   a) CPS will replace hardware for free if the hardware has defects in material, manufacturing, or processing techniques.
   b) CPS will replace hardware for free if the hardware delivered by CPS is not compliant with the agreed specifications.
   c) CPS will, at its option, use new and/or like-new parts of equivalent or similar functions/features and compatibility (with default software version) in the repair or replacement.
2. PVMS, DTS, and ESS will be replaced at the part-level. Auxiliary materials and mechanical parts are not covered by the warranty.
3. After confirming the return merchandise authorization (RMA), CPS shall send the replacement product/part to the agreed location. After receiving the replacement product/part, the Buyer shall return/ship the defective device, using the packaging of the replacement product/part, within 15 business days. The Buyer may issue an invoice to CPS for the transportation cost, which shall be paid by CPS within 45 days or the time specified in other CPS service agreement upon receipt of the invoice. The onsite replacement shall be performed by the Buyer. If CPS has provided any replacement product/part in previous purchase orders, such product/part shall be used firstly as the replacement.
4. The warranty period of the replacement equipment is the same as that of the original equipment, unless otherwise required by the mandatory laws of the applicable jurisdiction.
5. The Buyer shall immediately report any nonconformity or defect in craftsmanship or material of

the product, by sending the following information to CPS service platform:

- A short description of the defect; including but not limited to input & output parameters,
- Alarm ID, reason ID and data exported from the website or local collector;
- Product serial number;
- Any other useful information request by CPS team; and
- A copy of the contract or purchase receipt.

The above information is the condition for reporting faults.

6. The provision of the above information is the prerequisite for making a claim under this product warranty. If the Buyer does not provide sufficient information and replaces the parts without CPS's approval, and the replaced parts are found not faulty, the Buyer shall pay the transportation cost.

4 Storage and Operation Conditions

4.1 Long Time Storage Condition

1. The SOC of battery pack (whether the whole system is in operation or not) during storage is not less than 30%, and regular replenishment is recommended, and replenishment frequency is every 6 months.
2. When replenishing, the indoor temperature is between 15℃~35℃, and the SOC should be 30~50% after replenishment.
3. The battery pack may be recharged up to 3 times during the whole system storage period. If no recharge is performed, the storage period must not exceed 2 years. If it exceeds 2 years, customers need to report to CPS or CPS authorized service providers for a professional inspection. Only after confirming that the performance and safety status of the battery pack meet the standards can the warranty be reactivated. If customers don't report or the inspection is unqualified, the warranty will be lost.
4. The whole system should be stored in a cool and dry place.
5. The maximum storage environment temperature should be between -30°C and 60°C, and the relative humidity should be no more than 90%RH(without condensation).
6. The recommended storage environment temperature range is 0~35℃, and relative humidity should be no more than 85%RH(without condensation).
7. Before the usage of long-time unused system, the battery system must be fully charged at least once to activate the battery system in order to recover the battery performance to the best condition.

4.2 Operation and Maintenance Condition

1. During the operation of the battery pack, plug-ins are not allowed to be plugged in or out of will, otherwise it will easily cause safety hazards.
2. The battery pack must be operated by professionals and by relevant qualified personnel during operation or maintenance.
3. During the maintenance process, please do not arbitrarily install or dissect the batteries in the battery pack, otherwise it will easily cause system performance degradation and safety hazards.
4. During transportation, protective measures against dust and rain should be taken, and the goods should be placed and fixed to prevent impact and scattering.
5. It is recommended to use a forklift for loading and unloading goods, and the loading and unloading operations should be carried out by professionals.

5 Warranty Disclaimer

5.1 All the preceding warranty services are applicable only to CPS-manufactured products, which

does not cover the auxiliary materials and mechanical parts specified in clause 2.4.

5.2 The parties hereby agree that CPS's compensation against the Buyer's loss under this warranty agreement shall only cover the direct and reasonable losses incurred, justifiable with evidences, to the Buyer due to CPS's fault or product issue. CPS shall not be liable for any indirect damages including but not limited to loss of income or profit, damage to reputation, or loss of data. Without prejudice to the foregoing, CPS's total aggregate liability arising out of or in connection with this Product Warranty, the Covered Products, or any warranty claim, whether in contract, tort (including negligence), strict liability, statute or otherwise, and including but not limited to the costs of repair, replacement, on-site service, transportation, inspection and testing, shall not exceed the total amounts actually paid by the Buyer/Customer to CPS for the specific Covered Product giving rise to the claim. The remedies specified in this Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defect in the Covered Products.

5.3 CPS is not responsible for any legal and/or compensation liability caused by any actions of the Buyer or any third party, including but not limited to:

a) Failure to meet the SLA commitment; or
b) Negligence or more serious acts or omissions (including reckless or intentional misconduct); or
c) Failure to comply with any obligations specified in this document; or
d) Transportation, storage, installation, configuration, use, maintenance, and/or operation of the products and/or services in any manner not in accordance with the instructions/guidelines/manuals/specifications or warnings, cautions, labels, or any other information on the product; or
e) Direct damage due to the operational environment or external electrical parameters not meeting the written system requirements; or
f) AC or DC connectors broken, damaged, or burnt due to the poor engineering quality of the connectors; or
g) Failure to take rectification measures promptly after receiving safety alerts or rectification notices from CPS during the use of the product, thereby failing to eliminate safety hazards; or
h) Large-scale damage to CPS hardware or data due to the buyer's negligence, improper operation, or intentional sabotage; or
i) Damage caused by maintenance or other services performed by personnel not authorized by CPS; or
j) Adjustment, alteration, and removal of identification signs performed in violation of CPS's requirements ; or
k) Consumables and parts that are regularly replaced for 10 years need to be purchased separately by the Buyer. Replace it according to the user manual and maintenance manual. If the maintenance and replacement are not performed according to the manual, CPS does not provide warranty; or
l) Battery packs are not being operated for any period of 6 months or storage more than 24 months.
m) If CPS cannot fulfill the service commitment within the promised time due to non-CPS reasons, the customer shall exempt CPS from the SLA fulfillment responsibilities and

relevant compensation. If on-site services are required, travel time shall be excluded from SLA time; or

n) Damages caused by improper operation or failure to comply with the temperature requirements during transportation or operation; or
o) System damages caused by customer's infrastructure problems; or
p) Failure to install or operate CPS equipment, project scenarios, third-party equipment, etc. in compliance with the conditions, requirements or restrictions in CPS solutions documents; or
q) Improper testing, operation, maintenance, or installation including without limitation:
    1. failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters.
    2. failure to operate the Products in compliance with the operation manual and/or user guides of the Products.
    3. relocation and installation of the system other than in compliance with CPS's requirements.

5.4 The following circumstances that result in damage to CPS-manufactured devices are not covered by CPS's service commitments:
    a) Damage to CPS-manufactured devices due to force majeure, such as natural disasters, fires, and wars; or
    b) Damage to CPS-manufactured devices due to natural wear and tear; or
    c) Damage caused by lightning due to improper system design; or
    d) Batteries stored beyond their specified storage period; or

5.5 System damage directly caused by problems in the Buyer's infrastructure

5.6 The warranty scope does not cover cosmetic problems or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Product.

5.7 If the model / serial number of the product has been altered or cannot be identified, the customer will no longer have the corresponding warranty.

6 General

6.1 If the product is to be relocated to another place, this warranty service coverage **WILL NOT** be valid unless the following conditions are fully satisfied:
    a) The customer shall notify our company in writing at least thirty days in advance before the Product is moved.
    b) CPS is entitled to supervise the Product in terms of shutdown, disconnection, packing, transportation, unpacking, re-installation, and re-startup, and client-side wiring (removal, installation) is not within the scope of the clause.
    c) CPS has agreed that the new location of the equipment can be included in the service coverage.

6.2 All the payments should be paid within the required deadline of payment. If the customer fails to pay in time, CPS is entitled to refuse to provide further service till receiving the payment.

6.3 According to the relevant regulations by Chinese Government, both the paid service and the spare part procurement are charged with the appropriate added-value tax.