

# EnerShare Limited Warranty for Active Series Lithium-Ion Battery System

## OVERVIEW

EnerShare battery system and accessories are manufactured by Shenzhen EnerShare Co.,LTD (referred to as “EnerShare”) . EnerShare warrants that subject to the exclusions and limitations set out below, the battery systems come with a Manufacturer’s warranty which includes:

### (1) 10 years of product warranty

EnerShare warrants that the hardware of electronics and enclosure (including battery shell, micro circuit breaker, BMS PCBA, Active Balance PCBA, heating module) will be free of defects caused by improper workmanship or defective materials.

### (2) 10 years of performance warranty

EnerShare warrants that, for ten (10) years, the battery system (i) retains either sixty percent (60%) of Usable Energy from the warranty start date, or (ii) reach the Minimum number of cycles, whichever comes first.

Product	Model	Limited Warranty	Remaining Capacity	Number of Cycles
Battery System	Active 15 /16	10 Years <sup>①</sup>	60%	8000

**NOTE:**

① For the Lithium-Ion Battery System , EnerShare promises to provide customers with 10 years warranty. During the 10 years warranty period, EnerShare will provide customers with free warranty service for the whole machine. The costs for free above include only the cost for material necessary to regain faultless functioning, and All other costs, particularly access , labor or transport costs are not included in the warranty.

**The Limited Warranty period begins from the earlier one of following two dates:**

- (1) The date on which the product was first installed.
- (2) 6 months after the date of shipment from EnerShare.

## **PRECONDITIONS FOR WARRANTY**

(1) The product must be purchased from EnerShare or an Authorized Reseller in the Territory.

(2) The defect of the battery system shall occur within the battery system warranty period as determined above.

(3) Any battery system failure, fault or warning which leads to system not working or working abnormally, must be reported by following the terms described in 'LIMITED WARRANTY CLAIMS PROCEDURE' within two weeks of appearance.

(4) The battery system shall only be installed by a professional installers who are qualified according to local regulations.

(5) End User shall correctly operate and use the battery system according to the User Manual and Installation Guide.

(6) End User shall provide the proof of the original purchase of the battery system.

(7) After the battery is purchased, the installation needs to be completed within one month. If the equipment is not to be installed or used immediately, the storage environment shall meet the following requirements:

- The equipment should be packaged in packaging boxes or wooden boxes, and the packaging box should be sealed after placing desiccant in the packaging box.
- If installation is not performed within 3 days after unpacking, it is recommended that the equipment be stored in its packaging box.
- Stack the equipment complying with the labels and requirements on the packing box. The equipment must be stacked with caution to prevent them from falling.
- Storage humidity: 30% relative humidity.
- Storage temperature range cannot exceed the range of -20°C~45°C, -20°C~0°C or 35°C~60°C for no more than 1 month, 0~35°C for no more than 1 year.
- Humidity range: 0~95% without condensation. The battery interface cannot be installed when there is moisture and condensation.
- Equipment should be stored in a cool place away from direct sunlight.

- Equipment should be stored away from flammable, explosive, corrosive, and other items.
- Do not expose the equipment to rain. Warranty does not cover battery damage caused by exceeding the installation time requirement or not meeting the above storage conditions.
- The charging temperature of the battery system must NOT exceed -20°C ~55°C and the discharging temperature of battery system must NOT exceed -20°C ~55°C, and shall not be exposed in an installed area to direct sunlight.  
The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
- This Warranty covers a capacity equivalent to one full cycle per day. The Battery system is not suitable for supplying life-sustaining medical devices or automotive application.
- The battery system shall be installed with official certified inverter brands. If you want to use any other brand inverters, please check the EnerShare to make sure it's compatible in advance.
- It is required that all Battery System have internet connection for monitoring. For those Battery Systems that failed to meet this condition, EnerShare Limited Warranty for Battery System may become null and void.
- Storage specification: When not installed for a long period of time, a charge & discharge cycle is required every 3 months.

## LIMITED WARRANTY CLAIMS PROCEDURE

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the battery system for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by creating a service ticket and make a claim to EnerShare.

**To make a claim under the warranty terms of EnerShare the following information needs to be provided:**

- (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 product(s), including product(s), model(s), serial number(s), installation date and failure date.
- (3) Detailed information about the entire system, including brand, model, and number of PV panels, the brand and model of Inverter, circuits etc.
- (4) Error message on the screen of APP, log data recorded by the Products and additional information regarding the fault/error.
- (5) Documentation of previous claim/exchanges (if applicable).

EnerShare reserves the right to refuse exchange requests where adequate information is not provided and keeps the right to arrange the warranty service for end users and to use third parties for performing warranty works.

**If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, EnerShare may, at its sole discretion, elect to:**

(1) Fix the issue by changing configurations or updating software.

(2) Repair the product by replacing with spare parts.

For this series the Lithium-Ion Battery System, EnerShare promises to provide customers with a 10 years warranty service. During the 10 years warranty period, EnerShare will provide customers with free warranty service for the whole machine. The costs mentioned above include only the cost for work and material necessary to regain faultless functioning, and All other costs, particularly access, labor or transport costs are not included in the warranty.

(3) Provide replacement Product, which will be functionally equivalent to the Customer's defective device (in terms of features, function, compatibility). If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. In this event, you will not receive a new warranty certificate, as this replacement will be registered by EnerShare. EnerShare may, at its own discretion, use new or factory refurbished Products for replacement.

#### **NOTE:**

*(1) If it's proven that the problem was caused by faulty installation, EnerShare reserves the right to contact the original installer and request that they provide a solution to fix the issue before EnerShare's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.*

*(2) If the product is found not to be covered by this Limited Warranty, EnerShare reserves the right to charge a handling fee.*

*(3) When repairing or replacing the product, EnerShare may, at its own discretion, use new or factory refurbished Products for replacement.*

*(4) If you dispute EnerShare's verification of the claim, the Product must be evaluated by local government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case EnerShare will be responsible for the testing costs).*

## **WARRANTY LIMITATIONS**

The Limited Warranty is valid only for Products purchased either directly from EnerShare or from an authorized reseller of EnerShare. The Limited Warranty applies to brand new product only.

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

**The Limited Warranty does not cover:**

- (1) Access, labor or transport costs.
- (2) Consequential damages including but not limited to loss of revenue.
- (3) Claims by third parties other than the owner.
- (4) Items ancillary to installation not supplied by EnerShare.
- (5) Duties, import/export fees or costs and other general administrative costs.

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

- (1) If Products are not initially purchased from EnerShare or the authorized reseller of EnerShare.
- (2) Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
- (3) You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature, transportation, including but not limited by dropping, trampling, deforming, impacting or spearing with a sharp item.
- (4) Faults or damages due to faulty installations or operations, maintenance carried out against EnerShare instructions by an unauthorized installer.
- (5) If the Products are not satisfactorily maintained, is subject to misuse, neglect, accident or abuse or the Limited Warranty holder continues to use the Products after the defect becomes apparent.
- (6) Disassembly, repair or modifications performed by a third-party company/person not authorized by EnerShare. Product modifications, design changes or part replacements not approved by EnerShare.
- (7) If the fault has been caused by another component in the Limited Warranty holder's photovoltaic system or could not be identified upon examination of Products.
- (8) Faults or damage 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) Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to seacoasts/saltwater or other aggressive atmospheres or environmental conditions without EnerShare's written confirmation/approval prior to the installation.
- (10) The brand and model of the inverter or charger matched when installing this product have not been approved by EnerShare.
- (11) The product is not conforming due to changes in local certification requirements during the Limited Warranty period.
- (12) Product failure is not reported to EnerShare within one month of appearance.
- (13) Faults or damage caused by other factors not related to product quality issues.
- (14) Fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by EnerShare.
- (15) Product damage caused by external force, force majeure (such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot, terrorism or other activities intervened by government, which are out of control of EnerShare).
- (16) Failure to be installed and used in 6 months or more.
- (17) Failure to perform charge & discharge cycles on stocked equipment every 3 months in accordance with storage specifications.

## **OUT OF WARRANTY**

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by EnerShare as out-of-warranty cases.

For all out-of-warranty cases, EnerShare may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customers, 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 product.
- (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 products are sent from the user to EnerShare or/and repaired products are sent from EnerShare to the user.

## **GENERAL PROVISION**

EnerShare respects local safety standards and regulations. Due to the large differences in safety standards and regulations from place to place. EnerShare cannot guarantee that the product will meet all applicable requirements for the customer's installation location in each region, and it is the customer's responsibility to comply with the product's shipping, sales, or compliance with such safety standards and regulations in that region. Before purchasing and using any product, customers should review the product's application, state and local laws and regulations, and must verify that the product's use and installation comply with these regulations.

This warranty is subject to the law of local government. If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed, and the rest of this document remains in force.

## **DATA PROTECTION**

If the Customers accept the Limited Warranty service provided by EnerShare, the Customers allow EnerShare to access, collect and process information related to failure, detection, identifying and debugging when providing services. Such information will only be used to provide Limited Warranty services. Since Customers are the controllers of such information, EnerShare cannot confirm whether such information contains confidential information or personal data of the Customers.

Customers should ensure that they will obtain or retain all necessary consent, permission and authorization ("Consent") in accordance with applicable legal requirements for EnerShare to provide such service, so that EnerShare will not violate applicable legal requirements, Customers privacy policies, or Customer user-agreements in providing related services.

EnerShare will take reasonable measures to ensure the security of such Customer information, but EnerShare is not responsible for any direct or indirect liability caused by the acquisition and processing of such information in the process of providing services.

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