



## Limited Warranty Statement

### 1 Definitions

In this statement terms are defined as:

1. SELLER: Green Solutions Hong Kong Co. Ltd.
2. PRODUCT: Home E10 battery storage system as first delivered, or any replacement or repaired battery system sold under the terms of this warranty
3. Authorized partners: partners or distributors authorized by SELLER to sell, install and/or repair the PRODUCT
4. Customers: the purchaser of the PRODUCT, for whose benefit the PRODUCT is brought into service and where the purchase is not for the purpose of resupply

### 2 Warranty coverage

#### 2.1 Commencement date of warranty

The commencement date of the warranty begins from the earlier of:

1. the date of installation of the PRODUCT; or
2. Nine (9) months after the date the PRODUCT was manufactured

This warranty does not include any accessories and tool kit items delivered together with the PRODUCT.

#### 2.2 Quality Warranty

All PRODUCT manufactured and sold by SELLER is certified by recognized institutions or laboratories such as UL, Intertek. The design and appearance of the PRODUCTS must be consistent with the specifications stipulated in the certification.

SELLER warrants all PRODUCT to be free from serious visual defects in parts and workmanship for a standard warranty period of 1 years.

#### 2.3 Performance Warranty

The warranty period commences on the date on which the PRODUCT is first brought into service. The warranty period ends on whichever date occurs first:

1. 10 years from the date of commencement of the warranty period; or
2. 6,000 full charge and discharge cycles

Under normal usage the capacity of the PRODUCT is expected to reduce over time. SELLER warrants that the PRODUCT retains at least 60% of Nominal Energy when the PRODUCT is operated under normal use followed by specification and manual provided by SELLER.



### **3 Warranty terms**

SELLER's liability under this warranty shall be limited to replacement or repair. If the PRODUCT develops a fault or defect during the warranty period, SELLER or its authorized partner will replace or repair it. SELLER may, at its discretion, replace the PRODUCT with a refurbished unit or parts with equivalent functions and performance according to the latest technical information available.

The replaced or repaired PRODUCT shall be warranted for the remainder of the original warranty period. In any event, the replacement shall not justify the renewal of the warranty period.

Exclusively for the Australian market: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. Customers are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. Customers are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is given by SELLER to the customer of the PRODUCT. To the extent permitted by law, the warranty will not transfer to any subsequent purchasers of the PRODUCT without the prior written consent of SELLER, such consent will not be unreasonably withheld.

### **4 Warranty conditions**

The warranty only applies if the PRODUCT is installed and used with respect to the following conditions according to the specification:

1. Limit to one full charge and discharge cycle per day
2. Follow the depth of charge and discharge requirement
3. Operate within the charge and discharge current limits
4. Perform within the operation temperature range
5. Store the PRODUCT with the temperature range suggested
6. Install the PRODUCT in proper locations

### **5 Warranty exclusions**

Damage to the PRODUCTS resulting from any of the following activities is NOT covered by this warranty:

1. Misuse, alteration, negligence, improper transportation/storage/installation
2. it has been used or maintained other than in accordance with the SELLER's manual or as set out in the technical data specification sheet
3. Force majeure events or external influences include unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)



4. Use of an incompatible inverter, rectifier, or PCS recommended by SELLER
5. Inverter/PCS/EMS failure
6. The PRODUCT being installed in an environment out of the operation temperature or humidity range listed in the manual.
7. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item
8. Storage, commissioning, modification or repair of the PRODUCT that has been performed by a person other than SELLER or authorized partners
9. Any attempt to extend or reduce the life of the PRODUCT without written confirmation from SELLER, whether by physical means, programming or others
10. The PRODUCT has been connected with other batteries
11. Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the PRODUCT
12. The PRODUCT has been used with spare parts and accessories which do not comply with the original specifications issued by SELLER
13. faults or defects caused by third parties, including work done by unauthorized service or repair agents

The warranty does not cover costs associated with PRODUCT installation, removal, testing, packaging, transportation, or reinstallation; other costs associated with obtaining warranty service; or costs, lost revenues or lost profits associated with the performance or nonperformance of defective PRODUCT.

Warranty claims will not apply if the model number or the serial number of the PRODUCT is altered, removed, damaged or made illegible.

## **6 Warranty limitation**

Any PRODUCT repaired or replaced by SELLER under a warranty claim shall be covered by the original warranty and terms of the first PRODUCT purchased under said claim. The term shall not be prolonged or reset from the date of sale to the original purchase. Any replaced parts or PRODUCT become the property of SELLER.

SELLER shall have no responsibility or liability whatsoever for damage or injury to persons or property, or other loss or injury resulting from any cause whatsoever arising out of or related to the PRODUCT, including, without limitation, any defects in the PRODUCT, or from use or installation. Under no circumstances shall SELLER be liable for incidental, consequential, special damages, however, caused. Loss of use, loss of profits, loss of PRODUCT, loss of revenues are therefore specifically but without limitation excluded.

SELLER's aggregate liability, if any, in damages or otherwise, shall not exceed the purchase price paid to SELLER by the customer, for the unit of PRODUCT or service



furnished or to be furnished, as the case may be, which gave rise to the warranty claim.

### **7 Warranty claims**

Claims under this warranty must be made by notifying the authorized partner from whom the PRODUCT was purchased.

For a warranty claim to be processed, it must include the following items

1. Invoice with the date of delivery
2. Commencement certificates
3. Description and evidence of the alleged defect(s)
4. PRODUCT serial number, label

SELLER may request further information for claim submitted and may request a root cause analysis of the failure to support the claim. Final verdict of the claim will be made by SELLER.

If customers disagree with the verdict of the claim, the PRODUCT must be evaluated by the recognized and certified 3<sup>rd</sup> party laboratory or testing company. All related costs of evaluation will be responsible by customers, unless the claim is proven to be valid.

### **8 Governing Body**

The warranty is subject to the law of Hong Kong Special Administrative Region, China.

### **9 Contact Information**

<b>Manufacturer</b>	<b>Local Importer</b>
Green Solutions Hong Kong Co. Ltd.	
Flat/Rm 1505, 15/F, Star House, No. 3 Salisbury Road, Tsim Sha Tsui, KL, Hong Kong	
Contact Person: Leo Lau	
Tel:	
Email: llau@greensolutions.co	
Web: www.greensolutions.co	