

## **Customer Warranty Agreement -----SRNE Energy Storage System EOS10B**

### **1. Consumer Laws**

If you purchased your product from an authorised dealer in Australia and the Consumer Law applies, the product has a unexcludable warranty under the Australian Consumer Law (ACL). Our goods come with a unexcludable warranty under the Australian Consumer Law. In the event of a major failure, you have the right to a replacement or refund and the right to claim compensation for any other reasonably foreseeable loss or damage. You also have the right to have the goods repaired or replaced if they are not of satisfactory quality and do not constitute a major fault.

If you purchased the product from an authorised dealer and the Consumer Law applies, the product has a unexcludable warranty under the Consumer Warranty Act 1993.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

### **2. Product Warranty**

SRNE series products and ancillary products should be used in accordance with the conditions set out in the product user manual. The standard warranty for the energy storage battery SR-EOS10B is 10 years:

Warranty Years:warranty starts from the date of manufacture + 6 months according to the machine's SN code (6 months includes transport time and storage and installation time).

This warranty does not cover any accessories and kits supplied with the product.

This warranty covers repair or replacement of defective products only. If a product returned under warranty is defective, SRNE will repair or replace it. The repaired or replaced product will extend the original remaining warranty period. In neither case will it be considered an extension of the warranty period.

### **3. Warranty conditions**

The product warranty applies only to products with the following conditions:

1. be purchased from a regional SRNE or authorised dealer;
2. with SRNE's SN serial number;
3. be installed in the territory;
4. installed, operated and maintained in accordance with the Product Manual;
5. During the warranty period, the battery capacity shall not be less than 70% of the designed capacity according to the ambient temperature of 25°C, 0.5C charge/discharge current, one cycle use per day.
6. If the product has quality problems during the warranty period as confirmed by us, we will repair or replace the defective product (whole machine or parts) free of charge according to the actual situation. SRNE has the right to choose to use the original or improved design when repairing or replacing the defective product. The warranty period of the repaired or replaced product will continue to be calculated according to the warranty period of the original product;
7. Warranty only covers replacement and repair of defective products, not installation or disassembly of products;
8. The sole and exclusive warranty of warranty is given by us as permitted by law and is expressly stated in lieu of all other express or implied representations, including, but not limited to, warranties

of title, quality, merchantability, fitness for a particular purpose, infringement, and accuracy, completeness, and fitness for a particular purpose, of the technical or other information provided in the user manuals or other product information. In no event shall SRNE be liable for extended warranty and indemnity, including without limitation, any economic loss, civil liability, or damage to persons or property of any kind whatsoever, for any failure to take timely action by the consumer that results in extended damages and increased costs;

9. For the purchase of SRNE products for secondary processing (including the purchase of their own private processing and the purchase of the time you know will be processed later), this part of the product does not provide a warranty.

10. In general, including in cases expressly agreed upon by contract, etc., the maximum amount of compensation that SRNE will pay to the consumer for damages caused by its liability is not higher than the amount paid for the purchase of the device. The amount of compensation may be used by the customer as a credit against the purchase price or as a deduction for the purchase of a new machine.

#### 4.Claim

Claims should be made to the authorised dealer from whom the product was purchased.

To make a claim under this warranty, you must:

1. present the original Warranty Statement Certificate;
2. submit a purchase invoice for the product with the date of delivery;
3. provide the SRNE system log data recorded by the product as an indication of whether the minimum capacity has been reached (but this is not conclusive).

To claim directly from SRNE, please contact:

Address: 4-5F, Building 13A, Taihua Wutong Industrial Park, Gushu Development Zone, Hangcheng Street, Baoan, Shenzhen, China PR

Postcode: 518000

Tel: +86 0755-26458295

Fax: +86 0755-26458295

Email: [service@szshuori.com](mailto:service@szshuori.com)

To make a claim against the responsible local supplier (ULTRAPOWER AUSTRALIA PTY LTD), please contact:

Address: Unit 401, 781 Pacific Highway Chatswood NSW 2067, Australia

Telephone: +86 15999686463

Email: [Johnson@safecloudenergy.com](mailto:Johnson@safecloudenergy.com)

SRNE may contact you for further information regarding the defect. SRNE may require you to complete analytical testing of the product to provide evidence to support the claim.

If you dispute SRNE's verification of your claim, the product must be evaluated by a government certified testing agency and an accredited third party testing company. You will be responsible for the

cost of any third-party evaluation services (unless your claim is proven to be valid, in which case SRNE will be responsible for the cost of testing).

If it is necessary to test the capacity of the product, the test must be carried out under the following conditions

- A)the test is based on the entire battery module.
- B)The ambient temperature of the battery module must be  $25^{\circ}\text{C}\pm2^{\circ}\text{C}$ .
- C)The initial temperature of the battery module must be  $25^{\circ}\text{C}\pm1^{\circ}\text{C}$
- D)The standard charging current of SR-EOS10B is 100A and the standard discharging current is 100A.
- E)SR-EOS10B rated voltage is 51.2V, maximum charging voltage is 57.6V;

In the event that the product is no longer available, SRNE may, at its sole discretion, replace the product with a refurbished product or a different product or component with equivalent functionality and performance, based on the latest technical information available.

## 5. Exclusions of warranty

To the extent permitted by law, SRNE shall not be liable for this product if any damage or defect is caused by or contributed to by:

- 1. Failure of the inverter/PCS (Power Conversion System)/EMS;
- 2. The product is installed on an inverter/PCS/EMS that has not been certified by SRNE;
- 3. The product is installed in an outdoor environment protected from direct sunlight and frost;
- 4. The battery is not installed or operated correctly according to the product manual;
- 5. you treat the product in an improper, negligent or any other inappropriate manner, including using the product outside the environmental, temperature and humidity conditions recommended in the product manual;
- 6. transport, including, but not limited to, dropping, trampling, deformation, impact or piercing by sharp objects;
- 7. Storage, installation, commissioning, modification or repair of the product by persons other than SRNE or SRNE-certified installers;
- 8. abuse, misuse, negligence, accident or force majeure events, including, but not limited to, lightning, flood, fire, extreme cold weather or other events beyond SRNE's reasonable control;
- 9. any attempt to extend or shorten the life of the Product, whether by physical means, programming or otherwise, without written confirmation from SRNE;
- 10. water, conductive dust or corrosive gases;
- 11. the product is connected to a different type of battery module;
- 12. failure to install, operate or maintain the product in accordance with the Product Manual;
- 13. normal wear and tear or deterioration, or surface defects, dents or marks that affect the performance of the product; and
- 14. theft or vandalism of the Product or its components.

15. Alteration of the dedicated DC cable between the battery and the inverter will not void the warranty.

## 6. General Provisions

If any provision of this document is unenforceable, illegal or invalid, or renders this document or any part of it unenforceable, illegal or invalid, that provision is severed and the remainder of this

document remains in force. If any provision of this document is unenforceable, illegal or invalid in one jurisdiction but workable in another jurisdiction, or this document or any part of it is unenforceable, illegal or invalid in one jurisdiction but workable in another, then that provision will not operate only in the jurisdiction in which it is unenforceable, illegal or invalid.

## 7. Definitions

### In this document:

1. **Authorised Dealer** means an approved SRNE retailer or distributor in the Territory.
2. **Consumer Law** means the Australian consumer law set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth);
3. **Product Instruction Manual** means the instructions and manuals issued by SRNE with the Product, which set out how the Product is to be installed and operated.
4. **SRNE** means SRNE Solar Co., Ltd, 4th Floor, 5th Floor, Building Daxue (13A), Taihua Wutong Industrial Park, Sanwei Community, Hangcheng Street, Bao'an District, Shenzhen, China.
5. **Domestic** means Australia.
6. **You** means refers to consumers who purchase this product.

## 8. Related considerations

### 1.Precautions for product transport:

- 1) It should be held and placed gently to avoid violent vibration of the equipment;
- 2) It is prohibited to invert, tumble, drop or hit the battery to avoid damaging the appearance of the battery;
- 3) The battery should avoid exposure to sunlight and rain, and it is prohibited to directly submerge the battery as a whole into water;
- 4) Prohibit positive and negative short circuit.

### 2.Precautions for product storage:

- 1)The external terminals of the battery pack are in the state of insulation protection;
- 2) Battery packs stored for more than 6 months should be replenished accordingly, turn on the battery switch, the indicator light is on, when the power is 30%-50%, charge with 0.2C for 1 hour; when the power is 30% and below, charge with 0.2C for 3 hours;
- 3) Don't store or place the battery in high temperature over 45°C for a long time, otherwise it will cause function decline and life shortening.

### 3.Product installation precautions:

- 1)Unpack and test the number of accessories and battery appearance before installation;
- 2)Read the battery voltage, generally the battery factory voltage is between 3.1V-3.2V (20%-60% of power);
- 3)Check the positive and negative terminals of the battery before wiring, it is strictly prohibited to reverse the positive and negative terminals when installing the battery;
- 4) Wear protective gloves during the battery connection process, and when using metal tools such as torque spanners, please insulate the metal tools and pack them in an insulated package, and absolutely avoid that both ends of the torque wrenches and other metal tools touch the positive and negative terminals of the battery at the same time, resulting in a short-circuit of the battery;
- 5) Before connecting with external equipment, make the equipment in a disconnected state, and check the battery connection polarity and total voltage is correct. Then connect the positive terminal

of the battery to the positive terminal of the equipment, and the negative terminal of the battery to the negative terminal of the equipment, and fasten the connection line;

6) Batteries in the handling and placement must be gently held and placed, and is strictly prohibited from falling, impact, throwing, knocking the battery, in order to avoid damage to the battery or lead to potential safety hazards;

7) Prohibit the use of sharp parts of the tool to contact the surface of the battery box, scratches or damage to the battery box;

8) It is prohibited to disassemble the battery box privately;

9) Prohibit the use of any metal or conductive material with the batteries or assembled into the battery box;

10) Ensure that the wall meets the wall mounting requirements before installation, and prohibit installation on non-load-bearing walls;

11) When using multiple batteries in parallel, please connect the wiring correctly, it is highly recommended to use a busbar to connect the batteries in parallel, if the wiring is not correct, it will lead to inconsistent battery current and capacity.

#### **4. Product maintenance precautions:**

Installation and use of the late battery can be a simple maintenance inspection, maintenance cycle for 6 months, maintenance matters are as follows:

- 1)Check whether the battery positive and negative poles, connecting wires are loose, damaged, deformed or corroded, etc., and whether the battery case is damaged or deformed;
- 2)If there is a fault and the display issues a warning, please check whether the battery is connected correctly or whether there is an overcurrent situation; after that, press the reset button and see whether the fault is eliminated after the battery is restarted, if it can't be eliminated, please contact the manufacturer to deal with it, and please don't open the battery pack case without permission;
- 3) For the application of parallel connection of multiple batteries, if one of the batteries fails and needs to be replaced, please make sure that the voltage difference between the newly replaced battery pack and the other battery packs to be connected in parallel is less than 2V, if the pressure difference is large, it will happen that the battery packs with high voltage will be charged by high current to the battery packs with low voltage, and the battery packs with low voltage will have charging overcurrent protection, which will lead to failure of charging;
- 4) Record the time and number of power outages, and make detailed statistics on the battery power supply time.

#### **9. Product risk warning**

##### **Warnings**

**Batteries are potentially dangerous and must be operated and maintained with proper precautions! Improper misuse of test experiments can result in serious personal injury and property damage! Batteries must be operated with the correct tools and protective equipment. Maintenance of batteries must be carried out by persons with specialised knowledge of batteries and safety training. Failure to observe the above warnings may result in a variety of disasters.**

**Baochang Yuan**  
SRNE Quality Manager.

**SRNE Solar Co.,Ltd**

4-5F, Building 13A, Taihua Wutong Industrial Park, Gushu Development Zone, Hangcheng Street, Baoan, Shenzhen, China PR

T: +86-0755-26458295

E: [service@szshuori.com](mailto:service@szshuori.com)

W: [www.szshuori.com](http://www.szshuori.com)