

Sunways Warranty Terms & Conditions

I .Standard Warranty Terms

Warranty period:

Ningbo Sunways Technology Co., Ltd. (hereinafter referred to as "Sunways") provides a standard manufacturer's warranty for the following LiFePO₄ (Lithium Iron Phosphate) battery series, with specific terms as follows:

1. High-voltage Battery Series (STE-BS, STE-ES, STE-FS)

Warranty Period: 120 months (10 years) or 6,000 cycles (at 90% Depth of Discharge, DoD), whichever occurs first.

2. Low-voltage Battery Series (STE-MS5, STE-MS10, STE-NS16, STE-OS)

Warranty Period: 60 months (5 years) of Full Service Warranty(Covers on-site repair services and replacement parts) + 60 months (5 years) of Parts-Only Support(Provides replacement parts for battery repair, excluding on-site labor services), or 6,000 cycles (at 90% Depth of Discharge, DoD), whichever occurs first.

1) First installation date;

2) 6 months from the date of shipment from Sunways factory.

Scope of application: This warranty terms apply to the batteries which were purchased from Sunways.

Geographical scope: The Sunways Limited warranty terms and conditions only apply for the products which are originally purchased from channels authorized by Sunways unless there are specially stipulated warranty terms and conditions between Sunways and the direct purchaser. For any products sold for one country/region but installed in another country/region, the warranty will become invalid if Sunways does not provide written confirmation/approval prior to the installation.

Warranty certificates: Please keep the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.

II Warranty Policies

1. If the battery fails or does not work due to technical defects or material problems during the warranty period, please contact our company either by call at number +86 400-9922-958 or by email at service@sunways-tech.com to claim.

According to the Sunways warranty terms and conditions, if the battery fails, please provide the following information or documents to us (this information will help the after-sales team to deal with the battery problem):

- 1) Contact information: including the applicant's name, company name, phone number, email address and shipping address, etc.
- 2) Defective products information: including model, serial number, installation date and date of failure; the application for warranty service should be filed within two weeks from the occurrence of the malfunction, otherwise Sunways will regard it as giving up the right to warranty service.
- 3) Model and specifications of inverters connected to the battery system; On-site inspections may be arranged by Sunways to identify the root cause of the defect. The claimant is obligated to authorize Sunways or any technician from third-party companies authorized by Sunways to conduct the inspection, to arrange time, as well as to ensure a safe environment for inspections. Sunways reserves the right not to enter the site deemed as unsafe by Sunways technicians

2. If the battery fails or does not work due to technical defects or material problems during the warranty period, Sunways will provide the following supports according to the actual situation:

- 1) Online support.
- 2) Return to Sunways for repairing.
- 3) Repair on-site.
- 4) Replace the components or battery (for the battery which stopped producing, Sunways will offer you an equivalent product as replacement).

Note: If the battery is replaced in the warranty period, the remaining warranty of faulty battery will be automatically transferred to the new replaced battery. The battery must be packed in its original packaging or equivalent packing if it's requested to return to a designated place.

III Warranty Exceptions

Any circumstances disclosed in the list below are not covered by Sunways warranty terms and conditions:

1. Product without any Sunways Mark.
2. Product warranty is expired.
3. Damages or failures caused by using the components or firmware which are not from Sunways.
4. Damages or failures caused by operation, repair, disassembly or modification which operated by non-authorized person.
5. Damages or failures caused by the operation or using scope beyond the relevant national standards or industrial standards and any installations or operations violated Sunways specified installation circumstances.
6. Deliberately ruin, make indelible mark or steal etc.
7. Damage caused by force majeure (including but not limited to: natural disasters such as earthquakes, storms, floods, lightning strikes, fires, insect infestations; social abnormal events including wars, civil conflicts, terrorism, riots, strikes, insurrections; government-mandated interventions; or third-party factors beyond Sunways' control such as labor shortages or uncontrollable scarcity of critical materials)..
8. Other not caused by Sunways products quality damages.
9. Improper transportation, storage, installation, wiring and use with faulty or incompatible devices by Buyer. If Buyer fails to use the original packaging materials provided by Seller during the transportation of the equipment, the products damage or failure shall not fall under the warranty scope of the product..
10. Without payment to the Seller, the Buyer may pay the unpaid amount to the Seller in support of the warranty claim under the circumstances that the Seller has the right to refuse the warranty request in accordance with this clause.
11. The model number, nameplate or product serial number of the product has been altered, erased or unrecognizable or the tamper-evident logo has been arbitrarily damaged.
12. Removal and re installation at another place from the original installation without the written confirmation from Sunways.
13. Damage of Products arise due to renewal of the national or regional laws or

regulations.

14. Use of an incompatible inverter, rectifier or PCS.

If the above situations happened, and customer requires maintenance services for failed product, we can provide paid services after being judged by the relevant service team, and the specific cost shall be based on the actual accounting.

IV Warranty conditions

Sunways provides limited warranty for products covered by this warranty letter strictly and merely under conditions stipulated as below:

1. The product must be installed, transported, stored, used, and maintained in accordance with the datasheets, user manuals, and installation guides;
2. If battery or their accessories are replaced or repaired according to the terms of this warranty, the original warranty period will apply. The replaced battery or accessories do not carry a new voluntary warranty;
3. The original serial number and labels of the battery must be intact and legible;
4. The battery has not been disassembled or modified by unauthorized entities;
5. The battery shall be purchased from Sunways or its authorized distributor from your area;
6. Proof of the original purchase of the battery system is required;
7. Installation operators need to undergo professional training or obtain electrical related professional qualification certificates;
8. The product shall be merely used as energy storage systems for a maximum of one cycle per day;
9. The product is not suitable for supplying power for life-sustaining medical devices and automotive applications;
10. Please use the battery in a normal indoor environment with a temperature range of 0°C to 50°C, relative humidity of 10% to 95%, and atmospheric pressure between 86kPa and 106kPa. Do not expose it to direct sunlight;
11. For battery modules stored for more than 6 months (calculated based on the production date indicated by the SN), maintenance recharging operations are required. Please follow the procedures outlined in the Storage Maintenance SOP for the operation;

12. For battery modules stored for more than 12 months (calculated based on the production date indicated by the SN), full charge and discharge operations are required. Please follow the procedures outlined in the Storage Maintenance SOP for the operation;

13. Any product failure, fault or warning which had led to that the system did not work or worked abnormally, and the relative information must be reported to Sunways within 2 weeks from appearance of such Product failure, fault, or warning.

V Paid Service

For the products which are not within the warranty period or are exempted from warranty, Sunways can provide paid maintenance services and the expenses include but not limited to one or several of the following:

1. On-site service expense: engineer travel expense, repairing and commissioning expense etc.
2. Material cost: the cost of the components which used for repairing battery.
3. Freight: the freight of the battery to and from the installation place.

VI Other Important Matters

1. The above clauses stipulated the liability all the products we sold and replaced the other express or implied guarantees, without written confirmation, Sunways doesn't assume any liability beyond above clauses.
2. In the event that battery fails to operate properly, the company's liability to the user is limited to repair and replace the battery in accordance with the above clauses. In addition, there's no more other responsibilities or obligations.
3. If any clauses in above are considered to be contrary of the applicable law, we will implement it in accordance with the law and the other clauses are still effective.

Appendix 1 Low voltage battery (STE-MS5/STE-MS10/STE-NS16)

The preconditions of the valid 5+5 years Performance Warranty

Ningbo Sunways technologies Co., Ltd.

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Product Model	Battery EOL	Min Throughput/MWh	Preconditions			
			Max Charge Current Rate	Max Discharge Current Rate	Depth Of Discharge	Cycles
STE-MS5	10 years 70%SOH	15.09	$\leq 0.6C$	$\leq 0.75C$	$\leq 90\%$	1 full cycle/day
STE-MS10	10 years 70%SOH	30.18	$\leq 0.6C$	$\leq 0.75C$	$\leq 90\%$	1 full cycle/day
STE-NS16	10 years 70%SOH	48.288	$\leq 0.6C$	$\leq 0.625C$	$\leq 90\%$	1 full cycle/day
STE-OS	10 years 70%SOH	15.90	$\leq 0.3C$	$\leq 0.5C$	$\leq 80\%$	1 full cycle/day

(1) In addition to the prerequisites of the 5+5-year product warranty, users shall comply with all usage and transportation requirements specified herein. While end-users may operate the product for more than one full cycle per day, a minimum 2-hour interval must be maintained between consecutive full cycles when the battery is under full load. This prevents potential overheating that may compromise cycle life.

(2) Under 25°C, 90% DoD, and 0.2C charge/discharge conditions: 6,000 cycles achievable.

(3) The preconditions of STE-MS5/STE-MS10 0.75C and STE-NS16 0.625C continuous discharging rate are:

- ① Battery SoC: 20%-100%;
- ② Battery Temperature: 20°C-45°C.