Factory Limited Warranty for C&I Product

Sigenergy Technology Co., Ltd. and its affiliates ("SIGENERGY") warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

Product Warranty

The energy storage system product warranty is divided into basic warranty and advanced warranty. Basic warranty is automatically obtained after the equipment is commissioned. If the equipment is connected to Sigen cloud during the warranty period, the basic warranty will be upgraded to advanced warranty.

Basic Warranty Period

Covered Product	Warranty Period(years)
Sigen PV 50/60/80/100/110/125M1	5
Sigen PV 50/60/80/100/110/125M1 HYA	5
SigenStack BC M2 Series	2
SigenStack BAT 12.0	2
SigenStack Base	2
Sigen Power Sensor	2
Sigen Communication Module	2
Accessory*	2

Advanced Warranty Period

Covered Product	Warranty Period(years)			
	Europe	Middle East&Africa	Asia Pacific	Latin American
Sigen PV 50/60/80/100/110/125M1	10	5	5	5
Sigen PV 50/60/80/100/110/125M1 HYA				
SigenStack BC M2 Series				
SigenStack BAT 12.0				
SigenStack Base				
Sigen Power Sensor	2			
Sigen Communication Module	2			
Accessory*	2			

*Accessory include external fan, cable protect cover, etc.

The Warranty Commencement Date shall be the earlier date between:

i) the commissioning date, or

ii) six (6) months after the Product is shipped from Sigenergy factory

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Performance Warranty

SIGENERGY warrants that the battery system retains either at least seventy percent (70%) of Usable Energy for ten (10) years after the date of the initial installation, or the number of cycles as per the table below. Whichever comes first:

Covered Product	Usable Energy (kWh)	Charge/Discharge Ratio(C)	Number of warranty cycles
SigenStack BAT 12.0	11.70	0.5	5000
		0.5-1	3500

Note:
The ambient temperature assumption is constant for every cases and is equal to 25℃±5℃.
Performance under non-typical working conditions, please refer to the relevant documents on performance commitment benchmarks, which are not used as product warranty standards.

In order to provide the advanced warranty, SIGENERGY will update your equipment with a remote firmware upgrade from time to time. These remote upgrades may briefly disrupt the operation of the appliance. By connecting your equipment to the internet, you agree that SIGENERGY may update the firmware of your equipment's features without further notice. If your equipment is disconnected from the Sigen Cloud for longer than 6 months, we may not be able to provide important remote firmware upgrades. In this case, even if we can't honor the advanced warranty for the above reasons, we will always honor the basic warranty, subject to the exclusions and limitations set out in this Warranty.

Warranty Extension

SIGENERGY provide the warranty extension service. The customer can purchase the extended warranty only when the plant is connected to Sigen Cloud.
The warranty extension time of the each product is as follows:

Covered Product	Period(years)			
	Europe	Middle East &Africa	Asia Pacific	Latin American
Sigen PV 50/60/80/100/110/125M1	5	5/10	5/10	5/10
Sigen PV 50/60/80/100/110/125M1 HYA				
SigenStack BC M1 Series				
SigenStack BAT 12.0				
SigenStack Base				

i) The extended warranty can only be purchased and activated within the first year after commissioning.

ii) The total duration of the factory warranty period and the warranty extension period may not exceed the max. warranty period of 15 years.

Any Extended warranty shall be in accordance with and subject to the same terms and conditions as the standard warranty period.

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Warranty Service Content

Service Item	Service Content	Service Level Agreement (SLA)
Remote support	Help Desk	5 x 8
	Online technical support	7 x 24
	Remote troubleshooting	5 x 8
Software support	Software update	7 x 24
Hardware support	Spare parts replacement	Two modes are available: Purchased by the customer and stored at the Purchaser site (recommended). Delivered from the regional warehouse, the SLA is 3 BD**

Note:

5x8: weekdays, 9:00 - 17:00, excluding legal holidays.

7x24: Mon-Sun, 00:00 - 24:00.

BD: Business Day (Workday)

**: SIGENERGY shall issue spare parts within 3 days after SIGENERGY confirms that it is necessary to replace the hardware.

Claim Process

The claimant can make service request by creating and submitting service ticket to SIGENERGY via APP. Please follow the instructions and steps in “support” menu of mySigen APP. Generally, the mySigen APP will automatically collect the following information before claimant submit service ticket:

(i) Contact information of claimant, including name of the person, phone number, email and address.

(ii) Information regarding all defective system, including model No., serial number, installation date and failure date.

(iii) Error message on APP screen and additional information regarding the fault/error.

(iv) Description of trouble shooting actions before the failure and detailed information of previous problems.

Please make the claim within 30 days from the failure date, otherwise SIGENERGY will treat itas you have abandoned the right to make a warranty claim.

If this way is not available, please make a call or email to local installer or regional service manager of SIGENERGY directly.

Claimant’s Obligation

In order to deliver a friendly and timely service, SIGENERGY is cooperating with many of distributors, installers and third-party service company all over the world. As such, please treat them as the default service channel of SIGENERGY; SIGENERGY will support and audit them to ensure they deliver a good service to customers.

SIGENERGY shall at its own discretion, remote diagnosis, modify and update software by

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Internet. Each time a warranty claim is made against the Products that have no internet connection, claimant is obliged to conduct an on-site inspection and data collection under the instruction of SIGENERGY. When there is hardware need to repair, SIGENERGY shall arrange an on-site replacement of hardware. The claimant is responsible for granting access, making time, and ensuring the safety of technician from SIGENERGY's service partner.

Warranty Obligations

If a claim is received within the warranty period and a fault is discovered that is covered, SIGENERGY will, at its own discretion,

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

(ii) Replace the inverter/battery for a system that is brand new or refurbished but at least functionally equivalent to the original system, or an upgraded model which is either functionally equivalent or functionally superior to the original one.

In case of replacement, the product removed shall become the property of SIGENERGY.

If the system is found not to be covered by this Limited Warranty, SIGENERGY reserves the right to charge a handling fee.

Warranty Cover Range

Unless a special/unique agreement exists between SIGENERGY and customer, the limited warranty covers:

(i) Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.

(ii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

Other costs related to claimant's employees, unless otherwise agreed in writing in advance by SIGENERGY, are NOT covered by the warranty.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

General Exclusions

This Limited Warranty does not apply to circumstances from the following,

(i) Damage caused by improper installment by the installer not following the installation instructions.

(ii) Damage caused by willful conduct of users, authorized installers and certified thirdparties.

(iii) Disassembly, repairs and replacement of parts by third -party/personnel not authorized by SIGENERGY.

(iv) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)

(v) Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the product.

(vi) Damaged by software, interfacing, parts, supplies or other products not supplied by SIGENERGY.

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(vii) Damage caused during transport, exceeding of temperature range during use.
(viii) Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.
(ix) Vandalism, engraving, labels, irreversible marking or contamination or theft.
(x) The energy storage system is not recommended for outdoor environments within 2000m from the coast (if it is necessary to use it, it must be confirmed with the SIGENERGY).

Limitation of Liability

It is the customer's sole and exclusive remedy against SIGENERGY and SIGENERGY's sole and exclusive liability in respect of defects in battery system. This limited warranty replaces all other SIGENERGY warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), SIGENERGY does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings,increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, SIGENERGY's liability shall be limited to the purchase value of the Energy Storage System. The above limitations shall not apply in case of gross negligence or intentional misconduct of SIGENERGY or in case of death or personal injury resulting from SIGENERGY's proven negligence.

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