

WARRANTY CONDITIONS

For the AlphaESS Residential Accessory Products Series

Products

Subject to the terms and conditions detailed below, AlphaESS provides a voluntary product warranty for the following residential accessory products:

- Accessories: Backup Box / Backup Box – Plus

Scope of Warranty

This Warranty only applies to newly purchased Products that have not been installed for any purposes before.

This Warranty is non-transferable except in cases where the Products are installed in a building, this Warranty will then be transferred to any subsequent purchaser of the building or the Products, as long as the Products remain installed.

This Warranty applies in Europe region except Germany, Switzerland and Austria.

1. Warranty Period

1.1 Product Warranty

AlphaESS provides 5 years warranty for the Products. The Warranty commences from (i) the date of installation or (ii) the 365th day after the date the Product was manufactured, whichever is earlier.

2. Replace or Repair

Subject to below, AlphaESS will, at its sole option, repair or replace the Products or any part thereof, if such Products are faulty in manufacture or materials.

AlphaESS will endeavor to replace any Products that require to be replaced under this Warranty with products of equivalent appearance, size, and functionality on a like-for-like basis. Replacement of Products may not be brand new but with quality and specification compliant with the Product specifications. Where this is not feasible, due to technological advancements, AlphaESS will supply another type of product of at least the same value and standard, though it may be of a different size, shape, color, and capacity.

If the Products are replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the replacement products.

In respect of valid claims under this Warranty, the end user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts, and freight. Reimbursement for necessary and reasonable costs or expenses incurred in making valid warranty claims under this Warranty may be claimed from AlphaESS. Documentary evidence in support of such a claim will be required.

This Warranty does not cover:

- any costs incurred by the end user or the installer in normal or scheduled maintenance of the Products;
- any other costs such as transportation (other than delivery costs of parts or Products replaced for the original purchaser under this Warranty), traveling and accommodation cost of persons for on-site support;
- subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty;
- any costs in making the warranty claim that is invalid under this Warranty.

3. Preconditions for Warranty

This Warranty is subject to the following conditions:

- The Products must have been installed and commissioned correctly by an installer who is properly trained and certified by AlphaESS or the original purchaser of the Products. Proof of correct commissioning of the Products (such as a certificate of compliance) may be required.

Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.

- The original serial number and rating labels of the Products must remain intact and readable.
- Short Period: the ambient temperature at -20 ~ 45°C for less than 1 month
- Long Period: the ambient temperature at 0 ~ 35°C for more than 1 month
- This Warranty does not extend to any Products that have been completely or partially disassembled or modified, except where such disassembly is carried out by AlphaESS.
- The operating temperature of the Products must not be lower than -10°C or exceed 50°C. The Products shall not be exposed and stored at a temperature higher than 50°C, and shall not be exposed to direct sunlight. The Product's installation location must be ventilated in accordance with the User Manual and the Installation Guide.
- Any warranty claim under this Warranty must meet the requirements below in the "Claims Process" section.
- A commissioning report should be signed by the end user and the installer after commissioning and may need to present to AlphaESS when required.
- After receiving the replacement Products, the owner of the Products must return the allegedly faulty unit in the same packaging material as the replacement Products. AlphaESS will provide all labels, documentation and freight details for the return of the allegedly faulty unit. All allegedly faulty units must be returned within ten (10) working days after receiving the replacement Products.
- A qualified installer must be available for the exchange of the Products and re-commissioning.
- As an original purchaser, he/she shall be responsible for working in good faith directly with AlphaESS to avoid, where reasonable and practical, the return of non-faulty Products. AlphaESS will support rectifying the fault or fault message through telephone or direct PC links. Note: To qualify for further compensation and a replacement unit, the original purchaser must first contact AlphaESS and fulfill his/her obligations under the "Claims Process" section.

4. General Exclusions

This Warranty will not apply to a defect or fault if one or more of these conditions exist:

- Warranty period specified above has already expired;
- Wrong deliveries, incorrect or damaged packing;
- Storage, handling, installation (or removal and/or reinstallation) or commissioning of the Products that do not comply with the instructions provided by AlphaESS or applicable safety regulations, or that are done without reasonable care, including installation of Products of inappropriate size or type for the intended purpose;
- Operation, use or maintenance of the Products not in accordance with instructions provided by AlphaESS or without reasonable care (including failure to maintain/clean the Products by recommendations in instruction/ operation manuals);
- Accidental damage, theft or vandalism, or use of the Products for a purpose or in environmental conditions for which the Products were not designed or sold, or use of the Products outside the specified or normal operating ranges;
- Changes in the condition or operational performance of the Products due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents, or use of the Products with insufficient ventilation (especially at the maximum temperatures according to the operating manual), exposure to strong vibrations or a strong magnetic field, or damages caused by Force Majeure event;
- Normal wear and tear, replacement or repair of parts included in normal maintenance or service of the Products, or damages only to surface coating, varnish or enamel;
- Repairs, alterations or modifications to the Products performed by a third party not authorized by AlphaESS;
- Use of any spare parts not manufactured, sold or approved by AlphaESS in connection with the repair or replacement of the Products; interconnection of the Products with products of another manufacturer; any other defective or malfunctioning parts in the system into which the Products has been installed;
- The nameplate or serial number of the Products is modified, altered or not readable;
- Other visual damages not affecting energy generation (e.g. surface scratching);
- Continued use of the Products after they are known, or would have been known with regular servicing, to be defective;

- Any incidental or consequential damages, loss of profits, loss of data or any other indirect damages;
- Any costs or expenses incurred by the customer for the procurement of substitute equipment or services;
- Any attempt to extend or reduce the life of the Products without written confirmation from AlphaESS, whether by physical means, programming or others;
- External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.);
- Product damage caused by an external force, force majeure or other third parties (natural disasters or unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, terrorism, strike, riot or other activities intervened by government, unavailability of suitable and sufficient labor or materials and other events which are out of control of AlphaESS);
- Defects of Products due to renewal of the national or regional laws or regulations;
- Product failure not reported to AlphaESS-Authorized Service Partner within ten working days of occurrence;
- Use of an incompatible inverter, rectifier or PCS.

5. Non-Applicability of Warranty Claim

In case a warranty claim is reported to be valid, the costs incurred by AlphaESS or AlphaESS-Authorized Service Partner due to this non-applicability of a warranty claim shall be covered by the Product Owner.

6. Out of Warranty

As for the service for the Products out of Warranty, AlphaESS agrees to provide certain after-sales services to the Product Owner upon the written request addressed to AlphaESS-Authorized Service Partner, and all the costs and expenses which include but are not limited to the materials, parts or labor costs, shall be borne by Product Owner. In this case, the Product Owner shall provide a detailed description of defects so that AlphaESS or AlphaESS-Authorized Service Partner can

detect whether such defects can be resolved or not. For the avoidance of doubt, in no event will AlphaESS be liable for the service out of warranty, and this Section 6 will not constitute the promise of AlphaESS to provide such service out of warranty.

7. Warranty Restriction

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and the above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, AlphaESS expressly rejects any legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose, and hidden or potential defects. If AlphaESS cannot abandon the implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall be limited to the implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of AlphaESS and/or AlphaESS-Authorized Service Partner is authorized to make any revision, extension or addition to the quality Warranty. The legality and enforceability of the remaining clauses herein shall not be affected or damaged if any of the clauses herein is adjudged to be illegal or unenforceable.

Unless otherwise specified herein, to the maximum range permitted by applicable law, AlphaESS will not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of Products and its system, including but not limited to the loss of use, loss in income, the actual or expected loss in revenue (including contract revenue losses), loss of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.).

ALPHAESS'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL NOT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY THE PRODUCT OWNER TO ALPHAESS FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY. EXCEPTED FROM THIS IS LIABILITY ON THE GROUNDS OF CULPABLE INJURY TO LIFE, PHYSICAL INJURY OR HEALTH INJURY AND THE MANDATORY LIABILITY FROM INTENT OR GROSS NEGLIGENCE.

8. Dispute Resolution

In case of any dispute in terms of warranty claims, a first-class international testing institute shall be entrusted by AlphaESS and the Product Owner upon mutual consent to provide third-party verification and comments. All fees and expenses shall be borne by the party that demanded such verification procedure unless otherwise agreed.

The local courts of China shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Warranty.

In case of a judicial assertion, the AlphaESS-Authorized Service Partner is not authorized to send or receive lawsuit documents.

This Warranty shall be governed and construed by the laws of the Commonwealth of China, excluding the Convention on Contracts for the International Sale of Goods (CISG).

9. Claims Process

If any Products fail within the Warranty Period, the owner of the Products must stop using the Products or the system in which the Products are installed by isolating the Products from any energy source, and make a claim as soon as possible following all instructions provided by AlphaESS, or the resellers from whom you have purchased the Products.

To make a warranty claim under this voluntary warranty, please contact the resellers from whom you have purchased the Products, or contact AlphaESS directly through the customer feedback system over the online monitoring platform:

<https://cloud.alphaess.com/createComplaint> or by email at info@alpha-ess.com.

When contacting AlphaESS by email, please provide the following information:

- Your name, address, postcode and a telephone number where you can be contacted
- The model name and serial number of the Products
- Proof of purchase with the date and address of the vendor
- Installation date and installation address
- Signed commissioning report



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- Contact details of the installer
- A complete and detailed list of observed faults and other information that could help with the analysis of the fault (e.g. any videos and photos, etc.)

AlphaESS aims to rectify genuine quality problems as a priority which is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all claims under this Warranty should be promptly submitted to AlphaESS as soon as the Products fail, and in any event, within 4 weeks of the failure giving rise to the claim. No consideration will be given to claims under this Warranty that are made after this period.

10. Contact Details

This Warranty is offered by Alpha ESS Co., Ltd., No. 1086 Bihua Road, Tongzhou District, Nantong City, Jiangsu Province, 226300.

For any questions, please contact 0086-(0)513-80606891.

11. Miscellaneous

This Warranty shall form part of the purchase contract in respect of the Products and shall be complied with by all parties involved.