

## After-sales service and Limited warranty letters

### 1.Scope and purpose

This agreement is an annex to the sales contract signed by both parties to clarify the technical specifications and technical service details of the product, as well as the requirements for the use of the product and the responsibilities and obligations of both parties.

### 2. Applicable product type

#### DLG Battery Energy Storage system:

DLG Battery Module Unit:

Applicable product types:ESS48-2U-L (48V50Ah) , E-BOX-48100R and etc.

### 3. Warranty services

DLG warrants that the Products retains seventy percent (70%) of the Nominal Energy for ten (10) years from the Invoice Date. Or for a Minimum Through Output Energy which is calculated from the Invoice Date, whichever comes first.

Product Type	Nominal Energy	Minimum Energy Throughput (MWh)
ESS48-2U-L (48V50Ah)	2.4kWh	7MWh
E-BOX-48100R	5.12kWh	15MWh

If the quantity more than 2, the minimum energy will multiply the quantity.

The Products without communication connection, warranty period is 5 (five) years from the sales date as mentioned in the Seller' s invoice to the End User ( "Invoice Date" ).

And in accordance with the two sides agreed sampling standards for the appearance and performance of the product inspection. If the quantity is found to be inconsistent, Party A(the buyer) shall propose on the day of delivery, and Party B(the seller) shall, upon receipt of feedback, add the missing product to the designated place of delivery within 45 days. If the sampling product quality results do not meet the agreed

standards, then the batch of products for strict inspection, non-conforming products all returned, resulting in the cost borne by Party B. All question Party A shall give feedback to Party B within 3 days of receipt of the goods, and if there is no feedback within 3 days, all products shall be deemed to be eligible for acceptance of delivery.

Technical services: Party B for Party A to provide free technical services include: remote technical support and a location in Party B company's on-site training. If Party A requires Party B to provide the remaining paid technical services, the two parties may negotiate separately. If party B technical personnel are required to carry out on-site supervision, party A needs to communicate with party B in advance and pay the corresponding travel expenses, and before party B service personnel arrive at the site to ensure that the site has a bad situation of commissioning.

## **4.Product installation and use requirements**

This product includes electronic components and chemical batteries, in order to ensure that Party A can enjoy the full warranty policy, Party A after receiving the product transfer, installation, use should ensure strict compliance with the following provisions. Product failure or damage caused by a violation of the following requirements is not covered by the free warranty.

### **(1) Work environment requirements**

- operating temperature: 0-50°C operating humidity: 5% to 95% RH;
- Altitude: <3500m;
- away from water and heat sources to prevent equipment from entering the water and overheating.

### **(2) Storage environment requirements**

- The temperature range is -20~45 °C; the relative humidity is 85%RH, and the corrosion-free gases are not.
- If long-term storage is required, electricity should be replenished every 6 months, each time the re-electricity is not less than 90%SOC
- Keep away from water and heat sources to prevent equipment from entering the water and overheating.
- If the system is not in use for more than 2 weeks, the BMS must be powered off.

### **(3) Transportation requirements**

Battery modules and cabinets should be separately packed and transported, products

should be transported using Party B original packaging materials, if the need for long-distance shipping, such as shipping, should take additional packaging measures to ensure transport safety. During transport, severe vibration, shock and sun and rain should be prevented.

#### (4) Installation of equipment required for installation

1	Confirmation of electrical specifications	<ul style="list-style-type: none"> <li>a) According to the technical parameters of the product, set the value of the charge and discharge parameters of the external power supply</li> <li>b) Confirm that the maximum charge and discharge current of the system design meets the requirements of the product</li> <li>c) The external power supply should have a slow start function and the DC output should not generate a surge that causes damage to the battery or BMS</li> </ul>
2	Wiring	<ul style="list-style-type: none"> <li>a) The user manual should be read carefully before wiring, pay attention to the wiring requirements, specifications</li> <li>b) When connecting the power cord, pay attention to the positive and negative poles to avoid back-linking and short-circuiting</li> <li>c) Do not use batteries with other manufacturers</li> </ul>
3	Charging	<ul style="list-style-type: none"> <li>a) The charging current value should not exceed the maximum charge current value obtained in the communication protocol</li> <li>b) If the battery capacity indication is empty, or the battery enters over-release protection, charge within 24 hours of the above status</li> </ul>
4	Discharge	The system discharge depth is 80% (or 90%) and the discharge current value should not exceed the maximum discharge current value obtained

		in the communication protocol
5	Maintenance	It is prohibited to open the battery case or disassemble components without party B's written authorization
6	Communication control	The battery shall be used in accordance with a power supply, inverter or PCS that has been verified or confirmed by both parties, and the communication protocol shall be provided by Party B

## 5. The exemption of responsibility

Party B shall not be liable for any warranty in any of the following cases.

- 1) If Party A does not finish the full payment in accordance with the agreed payment terms before/after receipt of the goods, Party A shall pay the unpaid purchase price to Party B to support the warranty request if Party B has the right to refuse the warranty request in accordance with these Terms;
- 2) Party A fail to comply with the installation manual requirements applicable to this product;
- 3) The model number, nameplate or serial number of the product has been changed, erased or unrecognizable or anti-removal logo has been damaged;
- 4) The Product is subject to any of the following circumstances: force majeure, natural force (e.g. lightning strike, earthquake, etc.), war, extreme heat or extreme environmental conditions, or rapid changes in such environment, corrosion, oxidation, unauthorized modification or connection, unauthorized opening, repair with unauthorized spare parts, accidents, chemical product effects, or other acts beyond the reasonable control of Party B (including but not limited to fire, flood, etc.);
- 5) Damage caused by the proper use, maintenance or abuse of the product or damage caused by the design, materials or services provided by Party A, or damage to the appearance of the product caused by the customer's use, deformation, bruising, defacation, rust, mold and other external effects;
- 6) Damage caused by improper power charge and discharge control, unreasonable use, long-term non-charging, incorrect storage behavior and other external reasons;
- 7) The battery does not function properly, is damaged, etc. due to the PCS or EMS

not properly matching the battery communication protocol.

## **6. Claim payment policy**

DLG reserves the right to refuse product warranty claim for lacking proper documentation and information.

Claims under this Warranty must be made by notifying the Seller from whom Products was purchased within 2 weeks of appearance.

For a Warranty Claim to be processed, it must include but not limited following items:

- (1) Proof of the original
- (2) Description of the alleged defect(s) from authorized service center
- (3) The relevant Product' s serial number and the initial date of the warranty

Buyers who are unable to contact the Seller from whom Product was purchased should contact DLG(Shanghai) Electronic Technology Co.,Ltd. at the Contact us Section of the Website:

<http://www.ecoxenergy.com/>