

SKYWORTH GREEN ENERGY LIMITED WARRANTY POLICY – ALL PRODUCTS

This document sets out the limited warranty of **Skyworth Green Energy Storage (Pty) Ltd** (“the company”) products (as described in each of the schedules hereto) supplied by the company to an end user (“the user”).

It is the user’s responsibility to ensure that he/she has read and understood the terms and conditions of this Warranty.

DO NOT USE YOUR PRODUCTS UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY. All products purchased from the company come with a limited warranty, as shown below. **BY USING THE COMPANY’S PRODUCTS, YOU AGREE TO BE BOUND BY THE TERMS OF THIS LIMITED WARRANTY.**

We provide a manufacturer’s warranty only.

Suppliers, retailers or distributors or other than the company, may provide their own warranties to you. Please contact them for further information.

Applicable Products

Kindly refer to the relevant schedules annexed hereto for more information on the type of products covered under this limited warranty, the warranty periods and specific warranty performance standards for each product. Each schedule shall be read with and form an integral part of this limited warranty.

Please note that the warranty period may vary according to local laws and regulations. Some countries, states, and provinces do not allow limitations on how long an implied warranty may last, so the limitation described above may not apply to you. You may have other rights from state to state, province, or country.

Extension of the Warranty Period

For Energy Storage Inverter user may apply for a warranty extension, during the warranty period. All warranty extensions are subject to the user being able to provide the serial number and warranty card for the product. All extensions are subject to acceptance by the company, in its sole and absolute discretion. For more information of the various warranty extension options and requirements, kindly the contact the company.

Manufacturer’s Warranty

The company warrants its products to be free from defects in workmanship and materials for the periods applicable to each of the products as stated in the relevant schedules annexed hereto.

Repair, Replacement or Refund

If a defect or fault covered by warranty occurs, the company will, as its sole discretion, either:

- Repair the product,
 - Replacement the defective components/product; or
 - Provide a refund, subject to any specific terms and conditions applicable to a particular product.
- In this regard, please refer to the relevant schedule for the product.

The company reserves the right to replace the product or defective part of the product with a product or part of a similar or better quality or specification, where an identical product or component is not available. Products requiring repair may be replaced with refurbished components of the same to similar type rather than being repaired.

Any replaced product or components become the property of the company. Replacement of the product or a part does not extend or restart the warranty period. This warranty period for the product covers the original purchaser only and it not transferable if the product is on-sold by the original purchaser. The sale by a party that is not an authorised reseller or distributor will be regarded as resupply and will result in the warranty being voided.

If the Product is no longer on the market, the company may choose to replace it with a different product with the similar function and performance, or refund the remaining annual depreciation value of the purchase price of the Product during the warranty period as compensation. The above purchase price refers to the price actually paid by the User for the purchase of the Product.

Month After Installation	Depreciation of Purchase Price
0 ~ 12th Month	100%
13th ~ 24th Month	80%
25th ~ 36th Month	65%
37th ~ 48th Month	50%
49th ~ 60th Month	40%
61st ~ 72nd Month	30%
73rd ~ 84th Month	20%
85th ~ 96th Month	10%
97th ~ 108th Month	5%
109th ~ 120th Month	2%

No warranty of performance will be provided from the 120th month.

How to Claim

For all claims under this warranty, the following procedure must be followed:

- Buyer or user shall contact the authorized reseller from whom the product was purchased or from the company directly, if the product was purchased directly from the company.
- All warranty claims must be reported within 48hrs of the defect being discovered.
- For claims reported to the company directly, these can be directed to:
Address: Thornhill Office Park, Building 24, Corporate Office, 84 Bekker Rd, Vorna Valley, Midrand, 1686, Johannesburg, South Africa.
Website: <https://skyworthenergy.co.za>

In order to claim under this warranty, the following information and documentation must be provided:

- Product serial number;
- Valid proof of purchase;
- Installation date (if applicable);
- A valid COC certificate (if applicable);
- Fault description and error IDs (if applicable);
- End user/claimant full personal and contact details;
- Detailed information about the entire system (module) PV system diagram, installation date etc.

The company may contact the user/buyer for further information regarding the defect and require the user/buyer to complete a root cause analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by the company. If the user/buyer disputes the company's verification of the claim, the product must be evaluated by a government certified testing lab or a certified third-party testing company, the costs of which shall be for the user/buyers accounts (unless the claim is proven valid, in which case the company will be responsible for such payment).

Exclusions and Limitations

The company has the right to reject any warranty claim, without limiting any other clauses in the warranty where:

- The warranty claim is not made within the warranty period;
- The warranty claim is not made within 48 hours of when the fault or defect was first identified;
- Evidence that the use of the product was not ceased immediately upon identification of the fault or defect;
- The serial number has been removed, damaged or made illegible;
- Proof of purchase document is not provided;
- Products that have been incorrectly installed;
- Products that have been installed by any third party other than an authorised installer of the company;
- products that have been refunded;
- Any defects or damages caused by misuse of products, unauthorized modification, disassembly, use, storage or operation not in accordance with the official instructions or manuals;

- Any defects or damages caused by negligence, accidents, force majeure events including but not limited to external influences, unusual physical or natural force, lightning, flood, fire, extreme cold weather, vandalism, damage caused by vermin or insect infestations etc. or other events outside our reasonable control;
- Any defects or damage caused by exposure to excessive heat, moisture, liquids, or other external causes such as power failure surges, inrush current, lightning, hail etc;
- Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts;
- A battery can deliver only a fixed number of usable cycles / amp-hours over its lifetime and is considered to have reached its normal end of life if the application uses up all of these cycles/ amp-hours, regardless of the time the battery has been in service. Therefore the company reserves the right to deny a warranty claim if it determines the battery to be at its normal end of life, even if the claim is lodged within the applicable warranty period;
- The product has been stored in a full discharged state for a prolonged period of time;
- Any change is made by anyone else other than the company to the configuration programming of the battery
- Lost or stolen products;
- Products installed in countries where it is not intended to be sold;
- Free products

Out of Warranty

As for the service for the products out of warranty, the company can provide certain after sales service to User upon the written request addressed to the company authorized service partner, and all the costs and expenses which include but not limited to the materials, parts or labour costs, shall be borne by User.

In case that User gives written notice to request the service out of warranty, User shall provide detailed description of defects so that the company authorized service partner is able to detect whether such defect can be cured or not. For the avoidance of doubt, in no event will the company be liable for the service out of warranty, and this clause will not constitute the promise of the company to provide such service out of warranty.

Severability

If a part of the terms and conditions set out above is held invalid, void or unenforceable due to any particular national or international legislation, it shall not affect other parts of the terms and conditions which shall remain valid and enforceable.

Applicable Law

The warranty is subject to the laws of the South Africa.

WARRANTY SCHEDULE

1. Products and Warranty Period

Models	Products	Description	Warranty Period	Start Date
CRB*SW	CRB1SW-5kWh CRB2SW-10kWh CRB3SW-15kWh CRB4SW-20kWh	Battery System with multiple battery modules stacked as one set.	10 years	Installation date or 3 months after the delivery date or 6 months after production date to the user whichever date comes first.
CRC*SW	CRC2SW-10kWh CRC3SW-15kWh CRC4SW-20kWh CRC5SW-25kWh	Battery System with multiple battery modules stacked as one set, including BDU.	10 years	
CVG*SW	CVG1SW-5kW CVG3SW-10kW	Energy Storage Inverters	10 years	
	Accessories	CT Clamp Smart Meter Wireless Dongle Connectors Other	2 years	

2. Warranty Performance for Battery

The company warrants that the products within the above warranty period retains sixty percent (60%) of the Nominal Energy, or outputs a Maximum Throughput Energy which is calculated from the the above defined Start Date.

The term "Nominal Energy" herein means the initial usable energy of the products as printed on the label of Products. The precondition of the Performance Warranty shall be followed as the Products should be used in accordance with **item 3 below - Usage and Transportation Requirements**.

The Nominal Energy and the Maximum Throughput Energy is referred in below table:

Product	Nominal Energy (kWh)	Maximum Throughput Energy (MWh)
CRB1SW-5kWh	5.12	15.53
CRB2SW-10kWh / CRC2SW-10kWh	10.24	31.05
CRB3SW-15kWh / CRC3SW-15kWh	15.36	46.58
CRB4SW-20kWh / CRC4SW-20kWh	20.48	62.12
CRC5SW-25kWh	25.6	77.65

Note: The performance measurement is based on the condition of 25~28°C @0.2C charge and discharge.

3. Usage and Transportation Requirements

This product includes Lithium iron phosphate battery and the Accessory Components. In order to ensure that User is entitled to full warranty policy, the following clauses should be strictly observed in the transportation, storage and use of products. The product failure or damage caused by violation of the following requirements is not covered by this Limited Warranty.

1. Operating environment requirements

- Working temperature: 0~50 °C
- Working humidity: 5%~95% RH
- Altitude: < 4000m
- No conductive dust and corrosive gas
- Installation location should be away from the sea to avoid brine and high humidity environment.
- The ground is flat and level.
- There is no flammable explosive near to the installation places.
- Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

2. Storage environment requirements

- Short-term storage environment:
 - Within 3 months of temperature range is -20~45 °C.
 - Relative humidity <85%RH. No corrosive gases.
- More than 3 months long-term storage environment:
 - Temperature range for -10~40 °C
 - Relative humidity <65% RH
 - No corrosive gases
 - If long-term storage is required, it should be recharged every 6 months, with a cycle of fully charge and discharge, and then keep no less than 50% of SOC should be charged.
 - Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

3. Transportation requirements

- (1) When the product is transported separately, the individual products should be transported with the original packaging materials. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed the original designed layers.
- (2) If the product does not use the original packaging material transportation, User shall fully consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.

4. Equipment Use

1	Charging	If the battery capacity is empty, please charge it within 48 hours after the battery is empty.
2	Discharging	Avoid the battery from being over discharged which may causes safety risk or Irreversible damage to the battery.
3	Cycles	This Warranty covers a capacity equivalent to 1 full cycle per day for ten years. <i>Full cycle: Discharge the usable capacity of a fully charged battery and fully charge it afterwards. Micro cycles sum up to full cycles according to amount of energy charged and discharged.</i>
4	Remove	To remove the battery, disconnect the external power supply and turn off the switch.
5	Maintain	It is forbidden to open the battery shell or dismantle the components before obtaining the written authorization of the company.
6	Fire emergency	In case of emergency, for the use of fire-fighting equipment, use only dry powder fire extinguishers.