

AMASS battery limited warranty

Guarantee territory: Europe (excluding Germany, Austria and Switzerland)

The guarantee is valid for products sold as of: 08.06.2021

Product: GTX 2500 / GTX 5000 / GTX 3000-H4 / GTX 3000-H5 / GTX 3000-H6 / GTX 3000-H7 / GTX 3000-H8 / GTX 3000-H9 / GTX 3000-H10 with GTX 3000-BCU.

Lithium-ion storage battery

This limited warranty (hereinafter referred to as the "Warranty") applies to GTX lithium-ion batteries (hereinafter referred to as the "Products") supplied by Shenzhen SofarSolar Co. Ltd. through authorized resellers.

1. Target

The main purpose of this guarantee is to clearly define the rules of product warranty.

2. Warranty

SofarSolar warrants that the product will be free from defects caused by improper workmanship or the use of defective materials, and that the product will retain seventy percent (70%) of its usable capacity for ten (10) years or minimum transit energy from the date the warranty begins, whichever comes first.

The conditions for measuring capacity are specified in Appendix 1.

Product type	Usable capacity (kWh)	Minimum transit energy (MWh)
GTX 2500	2,25	6,7
GTX 5000	4,50	13,5
GTX 3000-H4	9,00	28,3
GTX 3000-H5	11,25	35,5
GTX 3000-H6	13,50	42,6
GTX 3000-H7	15,75	49,6
GTX 3000-H8	18,00	55,5
GTX 3000-H9	20,25	62,5
GTX 3000-H10	22,50	69,5

The warranty conditions specified above also apply to battery modules purchased at a later date.

The ten-year warranty period begins on the date specified below:

- a. Invoice issued by the customer;
- b. Three months from the date of manufacture of the product.

3. Warranty coverage

In the event that the product fails to meet the criteria set forth in the Warranty during the warranty period and is complained about, Shenzhen SofarSolar Co. Ltd. may repair the defective GTX 3000-H battery module or replace it with a refurbished or new product. If the product is no longer available on the market, SofarSolar Co. Ltd. may, at its discretion, replace it with a similar product with comparable functions.

SofarSolar may offer financial compensation in lieu of product replacement in accordance with one of the following:

- a. $\text{Return on funds} = \text{purchase price} \times (\text{minimum transit energy} - \text{total energy transit}) / \text{minimum transit energy}$
- b. $\text{Reimbursement} = \text{purchase price} \times (\text{nameplate usable capacity} - \text{actual usable capacity}) / \text{nameplate usable capacity}$

In the event of a product defect, SofarSolar may, at the customer's request, refund the amount calculated taking into account the length of the warranty period that has elapsed, on the following basis: $\text{refund} = \text{purchase price} / 120 \times \text{number of months remaining in the warranty period}$.

Purchase price means the purchase price paid by the end user for the defective battery module less any subsidy amounts or tax benefits.

4. Warranty terms and conditions

The product warranty is only valid if the product:

- a. was purchased from SofarSolar or its authorized dealer in the territory;
- b. has an official SofarSolar serial number;
- c. was installed in the territory covered by the Warranty;
- d. has been installed, operated and maintained in accordance with the operating instructions Product;
- e. was operated on a daily cycle and used exclusively for energy storage (maximum 700 charging cycles per year).

The warranty does not cover defects or malfunctions of the product caused by improper or excessive use, accident or lack of maintenance of the product.

The warranty does not cover accessories or toolkits supplied with the product.

5. Warranty exclusions

To the extent permitted by law, SofarSolar is not responsible for the product in the

To the extent that the damage or defect was caused by the following circumstances:

- a. The warranty period specified above has expired.
- b. If an inverter or charging device fails (excluding inverters SofarSolar's energy storage products).
- c. If the product is installed with inverters or charging devices that are not certified by SofarSolar.
- d. If the product is used improperly, carelessly or in any other improper manner, including at ambient temperatures exceeding the values specified in the product manual.
- e. In case of damage to the product during transport, including dropping, deformation, impact or damage by a sharp object.
- f. In case of storage, installation, commissioning, modification or repair of the product carried out by a person who is not an employee of SofarSolar or an installer certified by SofarSolar.
- g. Improper, excessive or negligent use, accidents or acts of God, including lightning strikes, floods, fire, extremely low temperatures or other events beyond SofarSolar's control.
- h. Any attempt to extend or shorten the life of the product without written permission from the company SofarSolar by physical means, programming or otherwise.
- i. Removal or reinstallation of the product in a location other than the original location without written permission SofarSolar Company.
- j. The product is in contact with water, conductive dust or corrosive gas.
- k. When connecting different types of batteries together.
- l. In case of damage or defects resulting from improper, inappropriate or excessive use not in accordance with the product instructions.

- m. In case of normal wear and tear or performance degradation or due to superficial defects, dents or stains affecting product performance.
- n. Theft or damage to the product or any of its components due to vandalism.
- o. If the end-user fails to provide the correct product serial number or the serial number is illegible or has been changed without SofarSolar's consent.
- p. The product is not suitable for life support medical devices and applications
In automotive.
- q. Damage to the product caused by force majeure, the occurrence of natural disasters (causes of natural disasters, such as unpredictable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other actions , in which the government intervenes, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events beyond SofarSolar's control) or other third parties.

6. Complaint procedure

Complaints can be filed through the authorized dealer from whom the product was purchased. In order to file a complaint, you must submit:

- a. Invoice confirming the purchase of the product;
- b. Product serial number and date of first installation;
- c. Data recorded by the product to show whether the minimum capacity has been reached.

Shenzhen SofarSolar Co. Ltd. may contact the buyer for further information regarding the defect.

Shenzhen SofarSolar Co. Ltd. may require the buyer to analyze the product defect to substantiate the complaint. Final verification of the complaint will be made by Shenzhen SofarSolar Co. Ltd.

Shenzhen SofarSolar Co. Ltd. reserves the right to reject exchange requests if sufficient information is not provided.

To apply for energy storage unit replacement, contact the service center of Shenzhen SofarSolar Co. Ltd. (email: Service@sofarsolar.com) or one of its subsidiaries (see the end of the document for contact information).

If there are objections to SofarSolar's handling of the complaint, the product must be evaluated by an EU government certified testing laboratory or a certified third party. The cost of the third-party evaluation shall be borne by the buyer, unless the complaint proves to be valid, in which case SofarSolar shall bear the cost of the evaluation.

If the product is no longer available, SofarSolar may, at its discretion, replace the product with a refurbished product or another product or parts with comparable features and performance in accordance with the latest technological knowledge available. The replaced battery, components or products may not be brand new, but their quality and specifications will be in accordance with the product specifications.

7. General provisions

This warranty is governed by the laws of the European Union. In the event that any provision of this document is unenforceable, illegal or invalid, or causes this document or any part of it to be unenforceable, illegal or invalid, then such provision shall be deleted and the remainder of this document shall remain in effect.

In the event that any provision hereof shall be unenforceable, illegal or invalid in one jurisdiction and not in others, or shall render this document or any part hereof unenforceable, illegal or invalid in one jurisdiction and not in others, then such provision shall be deleted only to the extent of the validity of this document in the jurisdiction in which it is unenforceable, illegal or invalid.

8. Definitions

Authorized dealer means a retailer or distributor approved by the SofarSolar company in the Territory.

Consumer law means the consumer law of the European Union.

Rated energy means the initial rated capacity of the product as specified on the product label.

The product stands for AMASS GTX batteries manufactured by SofarSolar.

Product Manual means the instructions issued by SofarSolar for the Product describing how to install and operate the Product.

SofarSolar stands for Shenzhen SofarSolar Co. Ltd.

9. Applicable law

This warranty is governed by the laws of the European Union. The products are covered by warranties that cannot be excluded under European Union consumer law. The buyer is entitled to compensation for material defects for any other foreseeable damage. The buyer is also entitled to repair or replacement of a product whose quality does not

is adequate, and the defect is not a material defect, but affects the normal use of the product. The rights under the warranty shall be enjoyed by the buyer in addition to any other rights and remedies available to consumers under any law regarding the goods and services covered by the warranty.

The terms and conditions apply only to Shenzhen SofarSolar Co. Ltd.

10. Contact information

Global

Shenzhen SOFARSOLAR Co.Ltd.
401, Building 4, AnTongDa Industrial Park, District 68,
XingDongCommunity, XinAn Street, BaoAnDistrict
Shenzhen, China.

Email: info@sofarsolar.com
www.sofarsolar.com

Europe

SofarSolar GmbH
Krämerstr. 20
72764 Reutlingen
Germany

Email: service@sofarsolar.eu
www.sofarsolar.eu

Appendix 1: Conditions for measuring the battery capacity of the GTX 2500 and GTX 5000

The test is conducted on a single GTX series battery module.

The ambient temperature of the Product must be $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$.

The initial temperature of the battery compartment must be $25^{\circ}\text{C}\pm 1^{\circ}\text{C}$.

GTX 2500

Charge with a constant voltage (56.16 V) with a constant current (10 A) until all cells reach a voltage above 3.50 V (constant current) or when the charging current is less than 1A.

Discharge with direct current (10 A) until the battery reaches low voltage protection (45.6 V).

GTX 5000

Charge with a constant voltage (56.16 V) with a constant current (20 A) until all cells reach a voltage above 3.50 V (constant current) or when the charging current is less than 1A.

Discharge with direct current (20 A) until the battery reaches low voltage protection (45.6 V).

Appendix 2: GTX 3000-H battery capacity measurement conditions

Ambient temperature: 25 ... 28°C

Method of charging/discharging

- a. Discharge the battery with direct current until the final voltage is reached or the battery protection is automatically activated.
- b. Wait 10 minutes.
- c. Charge the battery with a constant current and constant charging voltage according to the following table until the battery protection is automatically activated.
- d. Wait 10 minutes.
- e. Discharge the battery with direct current until the final voltage is reached or the battery protection is automatically activated.
- f. Calculate the capacity of a discharged battery. Monitor the value of the current. (In the case of direct current). Calculation formula: current capacity = discharge time x DC value.
- g. Charge the battery with a constant current and constant charging voltage until the battery protection is automatically activated.

Test parameters

Product type	End voltage (V)	Fixed charging voltage (V)	Direct current (A)
GTX 3000-H4	182	225	10
GTX 3000-H5	228	281	10
GTX 3000-H6	274	337	10
GTX 3000-H7	319	393	10
GTX 3000-H8	365	449	10
GTX 3000-H9	410	505	10
GTX 3000-H10	456	562	10