

# AMASS LV-Battery System Limited Product Warranty

**Applicable Territory: Southern Africa**

**Applicable to sales from: 1 January 2021**

**Product types : GTX 2500 / GTX 5000**

Lithium-Ion Storage Battery This limited warranty (hereinafter “Warranty”) specified below applies to Shenzhen SOFARSOLAR Co.,Ltd lithium- ion battery and the Accessory Components (hereinafter “Products”) supplied by Shenzhen SOFARSOLAR Co.,Ltd. through Authorized Reseller.

## 1. Purpose

The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

## 2. Warranty Period

SOFARSOLAR warrants that the Product will be free of defects caused by improper workmanship or defective materials.

This warranty commences the period of Ten (10) years from the earlier of:

- a) Invoice provided by customer: standard warranty of 120 months (10 years) from invoice date.
- b) Customer fails to provide invoice: six (6) months after the date the Product was manufactured.

## 3. Limitation of Warranty Scope

In case the product quality has any problems, Shenzhen SOFARSOLAR Co.,Ltd will repair or replace the Product if the Product is defective and returned during the Warranty Period. This Warranty does not include any accessories and tool kits provided with the Products.

## 4. Warranty Conditions

The warranties in respect of the Product only apply if the Product:

- a. Is purchased from SOFARSOLAR or an Authorized Reseller in the Territory;

b. Has the official SOFARSOLAR serialnumber;

c. Is installed in a battery module in the

Territory;

d. Is installed, operated and maintained in accordance with the Product Instructions;

e. Be used on a daily cycle basis and only for energy storage system, ( Cycle life per year : Must be below 700 times )

The warranty would be inapplicable if the defect in or failure of the Product's performance is attributable to your misuse, abuse, accident or non-observance of the Product.

## 5. Exclusion of Warranty

To the extent permitted by law, SOFARSOLAR excludes all liability for the Product and consequential damages, to the extent that any damage or defect has been caused or contributed to by the following:

1. Warranty period specified above has already expired.
2. Inverter or charger failure ( SOFARSOLAR energy storage inverter products are excluded ) ;
3. The Product being installed with inverters or charger which have not been certified by SOFARSOLAR;
4. You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Instructions;
5. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
6. Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than SOFARSOLAR or a SOFARSOLAR's certified installer;
7. Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of SOFARSOLAR;
8. Any attempt to extend or reduce the life of the product without written confirmation from SOFARSOLAR, whether by physical means, programming or others;
9. Removal and reinstallation at another place from the original installation without the written confirmation from SOFARSOLAR;
10. Water, conductive dust or corrosive gas;
11. The Product has been connected with different type battery modules;
12. Battery have been connected with battery not from SOFARSOLAR;
13. Product damage and defect caused by End User's improper use, misuse, abuse, which non-conforming with User Manual;
14. Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product;
15. Theft or vandalism of the Product or any of its components.
16. End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by SOFARSOLAR.

17. Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labour or materials and other events which are out of control of SOFARSOLAR) or other third party.

## **6.Claim Payment**

Claims can be made by Authorized Reseller from whom the Product was purchased. To process the Warranty Claims the following is required:

- (i) Invoice for the procurement of the Product
- (ii) Product serial number and initial installation date
- (iii) Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity (but this would not be considered in isolation).

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

Shenzhen SOFARSOLAR Co.,Ltd, may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Shenzhen SOFARSOLAR Co.,Ltd.

Shenzhen SOFARSOLAR Co.,Ltd reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of a battery, you must contact the Shenzhen SOFARSOLAR Co.,Ltd. service center.

Email: [Service@solarsolar.com](mailto:Service@solarsolar.com)

If You dispute SOFARSOLAR's verification of the claim, the Product must be evaluated by an internationally certified testing lab or 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case SOFARSOLAR will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions:

- a.The test is based on single GTX series battery module.

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

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

d. GTX 2500 ——— Constant voltage(56.16V) constant current (10A) charge till all the cell voltage above 3.50Vdc or till charge current less than 1Amps.

GTX 5000 ———Constant voltage(56.16V) constant current (20A) charge till all the cell voltage above 3.50Vdc or till charge current less than 1Amps.

e. GTX 2500 ———Constant current (10A) discharge till battery to low voltage(45.6V) protection.

GTX 5000 ———Constant current (20A) discharge till battery to low voltage(45.6V) protection.

If the Product is no longer available, SOFARSOLAR may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available

## **7. General provisions**

This warranty is subject to the law of South Africa.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed, and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

## 8. Definitions of nouns

### In this document:

**1. Authorized Reseller** means an approved SOFARSOLAR retailer or distributor in the Territory.

**Consumer Law** means: South African Consumer Law

**2. Minimum Capacity** means at least 60% of the Nominal Energy during the Warranty Period.

**3. Nominal Energy** means the initially rated capacity of the Product as printed on the label of the Product.

**4. Product** means GTX 2500 and GTX 5000 ESS battery system manufactured by SOFARSOLAR;

**5. Product Instructions** means the instructions and manuals issued by SOFARSOLAR with the Product that set out how the Product should be installed and operated.

**6. SOFARSOLAR** means Shenzhen SOFARSOLAR Co.,Ltd.

**7. Territory** means all the countries in Southern Africa, depending on where the Product was purchased.

**8. You** means the natural person that acquired the Product.

## 9. Applicable Law

This warranty is subject to the law of South Africa. Products come with guarantees that cannot be excluded under the South African Consumer Law. The Buyer is entitled to a replacement for a major failure of the Product if the Product cannot be repaired. The Buyer is also entitled to have the goods repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure but it will affect the normal use of the product. The benefits provided by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Terms and conditions Limited to Shenzhen SOFARSOLAR Co.,Ltd.