

# CHAKRA HV-Battery System Limited Product Warranty

Applicable Area: The Republic of South Africa(ZA)

Applicable to sales from: 4th, Mar, 2022

Product type: CHAKRA 2.5 -H4/ CHAKRA 2.5-H5/ CHAKRA 2.5 -H6/ CHAKRA 2.5-H7/ CHAKRA 2.5 -H8/ CHAKRA 2.5-H9/ CHAKRA 2.5 -H10

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

EENOVANCE warrants that the Product will be free of defects caused by improper workmanship or defective materials, and the Product retains either sixty percent (60%) of Nominal Energy for ten (10) years, or for a Minimum Through Output Energy which is calculated from the Warranty commences, whichever comes first.

Remark: Capacity measurement condition is defined in Appendix 1.

Product Type	Nominal Energy (kWh)	Minimum Through Output Energy (MWh)
CHAKRA 2.5-H4	10	28.3
CHAKRA 2.5-H5	12.5	35.5
CHAKRA 2.5-H6	15	42.6
CHAKRA 2.5-H7	17.5	49.6
CHAKRA 2.5-H8	20	55.5
CHAKRA 2.5-H9	22.5	62.5
CHAKRA 2.5-H10	25	69.5

Capacity performance warranty for subsequent increase in battery module

The subsequent increase battery module is purchased after finishing the initial installation (“Subsequent Product”).

EEnovance warrants that the Subsequent Product retains sixty percent (60%) of Nominal Energy for ten (10) years .

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: three (3) months after the date the Product was manufactured.

## 3.Limitation of Warranty Scope

In case the product quality has any problems, Shenzhen EEnovance Energy

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**E-mail:** info@eenovance.com

**Website:** www.eenovance.com

Technology 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 EENOVANCE or an Authorized Reseller in the Territory;
- b.has the official EENOVANCE serial number;
- 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, EENOVANCE excludes all liability for the Product 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;
- 3.The Product being installed with inverters or charger which have not been certified by EENOVANCE;
- 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 EENOVANCE or a EENOVANCE'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 EENOVANCE;
- 8.Any attempt to extend or reduce the life of the product without written confirmation from EENOVANCE, whether by physical means, programming or others;
- 9.Removal and reinstallation at another place from the original installation without the written confirmation from EENOVANCE;
- 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 EENOVANCE;
- 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;

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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 EENOVANCE.

17.The Product is not suitable for supplying life-sustaining medical devices and automotive application.

18.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 EENOVANCE) 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 must follow as below items

(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 determinative).

Shenzhen EEnovance Energy Technology Co., Ltd. may contact buyer for further information regarding the defect.

Shenzhen EEnovance Energy Technology 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 EEnovance Energy Technology Co., Ltd.

Shenzhen EEnovance Energy Technology 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 EEnovance Energy Technology Co., Ltd. service center.

Email: [service@eenovance.com](mailto:service@eenovance.com)

If You dispute EENOVANCE's verification of the claim, the Product must be evaluated by an ZA government certified testing lab or a certified 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 EENOVANCE will be responsible for the testing costs),

If the Product is no longer available, EENOVANCE 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. Replacement of battery, components or Products may not be brand new but with quality and specification compliant with the Product specifications.

## **7.General provisions**

This warranty is subject to the law of the ZA.

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,

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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 EENOVANCE retailer or distributor in the Territory.

Consumer Law means: ZA 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 CHAKRA 2.5-H series ESS battery system manufactured by EENOVANCE;

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

6. EENOVANCE means Shenzhen EENOVANCE Energy Technology Co., Ltd.

7. Territory means all the regions of ZA, 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 the ZA. Products come with guarantees that cannot be excluded under the ZA Consumer Law. The Buyer is entitled to a replacement for a major failure for any other reasonably foreseeable damage. 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 EENOVANCE Energy Technology Co., Ltd.

## Appendix 1

### Capacity measurement condition:

Ambient temperature: 25~28°C

Charge / Discharge method:

- i. Discharge the battery with Constant current until the battery reach End of discharge voltage or battery self-protection automatically.
- ii. Lay aside the battery for 10mins.
- iii. Charge the battery with Constant current and Constant charge voltage until battery self-protection automatically.
- iv. Lay aside the battery for 10mins.
- v. Discharge the battery with Constant current until reach End of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- vi. Calculate formula is:  $\text{Current Capacity} = \text{Discharge time} \times \text{Constant current value}$ .
- vii. Charge the battery with Constant current and Constant charge voltage until battery self-protection automatically.

Test value list:

Product Type	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)
CHAKRA 2.5-H4	182.4	224.64	10
CHAKRA 2.5-H5	228	280.8	10
CHAKRA 2.5-H6	273.6	336.96	10
CHAKRA 2.5-H7	319.2	393.12	10
CHAKRA 2.5-H8	364.8	449.28	10
CHAKRA 2.5-H9	410.4	505.44	10
CHAKRA 2.5-H10	456	561.6	10