



Warranty Terms and Conditions

For SH-4.5KWH (LFP) battery pack system

Warranty Period

The standard warranty period for SH-4.5KWH (LFP) battery pack is 60 months (5 years) and the performance warranty period for SH-4.5KWH (LFP) battery pack is 120 months (10 years) and the cycle life is over 5000 times from the date of purchase. Our end user needs to provide the valid purchasing invoice to verify the date of purchase.

If our end user fails to provide the valid purchasing invoice, the standard warranty period for SH-4.5KWH (LFP) battery pack is 63 months (5.25 years) from the date of production (it's on the SN).

Upon the granting of the Power plus Warranty, SYL BATTERY guarantees as follows: As the manufacturer of battery, SYL BATTERY ensures that 120 months after installation and commissioning, the battery is still 90% of its original capacity. The usable capacity at the time of installation is 90%.

Our end user can also purchase an extension of this standard warranty within 12 months from the date of manufacturing.

General Terms

We warrant that we will repair or replace (at our option) the Product or any part thereof, if such Product is faulty or defective in manufacture or materials for a period of 5 years from the date of purchase

We will endeavor to replace Products with identical products. However, due to technological advancements, that Product may not be available. In these cases, we will supply another type of product of at least the same value and standard, although the replacement product may be a different size, shape, colour and/ or capacity. Due to technical advances it is

possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems is not covered by this Warranty.

If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this event, you will not receive a new warranty.

In the events of defects in the material or workmanship of the product within the warranty period, the system can be monitored via internet and the end user informed.

If the system is non-internet enabled and thus cannot be monitored by SYL. The end user should inform SYL ASAP if a product is found to be defect in order to qualify for repair or replacement under the warranty.

This Warranty only covers repair or replacement of the defective product. It does not cover:

- any costs incurred by the end-user in normal or scheduled maintenance of the Product; or
- any other costs such as transportation, travelling and accommodation cost of personnel etc;
- subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss,

Consequential losses or other expenses arising from breach of this Warranty.

Warranty Conditions

In the case of a faulty product during the agreed warranty period, please report defective products with a brief error description to our service hotline for registering and send your warranty card to our service department by email to process the warranty claim. You may also contact your dealer (SYL Battery authorized dealer or distributor) or installer if your unit is defective or faulty.

To make a claim under the warranty periods, you need to provide us the following information and documentation of the faulty product:

- Product Model and product serial number.
- A copy of the valid purchasing invoice and warranty card of the product.
- Error messages and additional information about the fault/error.
- Detailed information about the entire system (pcs, battery etc.).
- Documentation of previous claims/exchanges (if applicable).

If a product is faulty while it is under warranty period, it will be:

- Repaired by SYL (Ningbo) Battery Co., Ltd, or
- Repaired on-site, or
- Exchanged with a refurbished inverter that includes all firmware updates

If the product needs to be exchanged, the remainder of the warranty period will be transferred to the replacement unit, i.e. the warranty period of the original device will continue. In this event, you will not receive a new warranty card, and this replacement will be registered by SYL (Ningbo) Battery Co., Ltd. If the remaining warranty period is less than 6 months, you will automatically receive a 6-month warranty period for the replacement unit.

The warranty includes the cost of work and material necessary to regain faultless functioning products. All other costs, particularly transports, travel- and accommodation cost of SYL (Ningbo) Battery Co., Ltd. personnel as well as costs of your own staff are not included in the warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective battery pack are not covered by the warranty.

SYL (Ningbo) Battery Co., Ltd. keeps the right to arrange the warranty service for end users and to use third parties for performing warranty services.

All warranty services are free of charge only if the action is agreed with in advance.

Scope of Manufacturer Warranty

To provide excellent Service to end users, all SYL (Ningbo) Battery Co., Ltd. authorized Dealers or Distributors are requested to respond to your warranty claim. SYL (Ningbo) Battery Co., Ltd. will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following situations will not be covered by this warranty (the Dealers or Distributors are responsible and authorized by SYL (Ningbo) Battery Co., Ltd. for the following investigation):

- 1) "Warranty Card" not being sent back to Distributor/Dealer or SYL (Ningbo) Battery Co., Ltd.
- 2) The Product has been modified, its design has been changed or parts have been replaced by parts not approved by SYL (Ningbo) Battery Co., Ltd.;
- 3) Changes have been made, or repairs been attempted by NON-SYL (Ningbo) Battery Co., Ltd, or series number or seals have been erased;
- 4) The product has been installed or commissioned incorrectly;

- 5) You or another user have failed to comply with the safety regulations.
- 6) The product has been improperly stored and damaged while being stored by the dealer or the end user;
- 7) The defect is damage during transportation (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified;
- 8) You or another user have failed to follow any/all of the user manual, the installation guide, and the maintenance regulations;
- 9) The device has been used improperly or misused;
- 10) Insufficient ventilation of the device;
- 11) The maintenance procedures relating to the product have not been followed to an acceptable standard;
- 12) The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).
- 13) The damage is only cosmetic and has no impact on the functioning of the device.

This warranty is without prejudice to your rights including but not limited to warranty rights in relation to the seller, i.e. if applicable rectification, reduction of the price, rescission of the sale and damages.

All demands from or in connection with this warranty are subject to Chinese law.

Extension of Warranty Period

You may apply for a warranty extension within 12 months from the date of production from SYL (Ningbo) Battery Co., Ltd. by providing the serial number and copy of the warranty card of the unit. SYL (Ningbo) Battery Co., Ltd. may reject any application received which does not meet the date requirement. Extended warranty period can be purchased to 10, 15, 20 or 25 years. Refer to the Warranty Extension Order Form for more information.

Once the purchase of the warranty extension has been processed, SYL (Ningbo) Battery Co., Ltd. will send the warranty extension certificate to the user confirming the extended warranty period.

How to Make a Warranty Claim

If a Product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all directions provided by us, or our representative or agents.

When repairing the product, please send the warranty card together with the purchased product to the distributor for maintenance.

When contacting us, please have the following information to hand:

- In order to better serve you, after purchasing this product, please read it carefully, fill out and keep the warranty card.
- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the Product (you can find both on the Product)
- Proof of purchase with date and address of the vendor
- Installation date and installation address

Costs of Submitting a Warranty Claim

●For invalid claims under this Warranty, we will not be liable for the end-user's costs in making the warranty claim, including transport or return freight.

●In respect of valid claims under this Warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from us. Documentary evidence in support of such claim will be required.

Deadlines for Submitting Warranty Claims

We aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all claims under this Warranty are promptly submitted to us as soon as the Product fails, and in any event, within three months of knowledge of the matter of event giving rise to the claim. No consideration will be given to claims under this Warranty which are made after this period.

Product Liability and Product Safety

We should be informed immediately about any potential product safety concerns within and outside the warranty period.

We are well aware of our product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Product.

Miscellaneous

This Warranty shall form part of the purchase contract in respect of the Product between us and the end-user and shall be complied with by both parties.

Contact Details

If any questions, please contact :

1) Product holder company name: SYL (Ningbo) Battery Co., Ltd.

Contact number: +86-400-101-8585

Email: service@sylbattery.com

Address: No.23 Xingke Middle Road, Meilin, Ningbo City, Zhejiang, 315609, China

Website: <http://www.risenenergy.com>

2) Importer company name: Risen Energy (Australia) Pty Ltd.

Contact number: +61-039-021-7788

Email: info@risenenergy.com.au

Address: Unit 35, 15 Ricketts Road, Mount Waverley, Victoria, 3149, Australia

Website: <https://www.risenenergy.com.au>

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other direct loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.