



SolaX Power Battery

Solax Power Warranty Terms & Conditions – SolaX Battery 3.3/6.5kWh

This limited warranty (hereinafter “Warranty”) specified below applies to SolaX Power Lithium-ion batteries and the Accessory Components (hereinafter “Products”) supplied by SolaX Power Co. Ltd. (hereinafter “SolaX Power or Seller”) to End-user (hereinafter “Buyer”) 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 Condition

2.1 Warranty Period

The Performance Warranty for the Products is valid for 10 years after the date of invoice commencing from 3 month after a product arrives at the delivery point or starting from the day of the successful completion of the commissioning, whichever comes earlier (the “Term of Performance Warranty”).

2.2 Limitation of Warranty Scope

SolaX Power’s liability under this Warranty shall be limited to replacement, repair, refund and compensation. Replaced or repaired Products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

2.3. Exclusion of Warranty

Damage to the Products resulting from any of following activities is NOT covered by this Limited Warranty:

- Improper transportation, storage, installation or wiring by Buyer
- Modification, alteration, disassembly, repair or replace by someone other than personnel certified by SolaX Power
- Noncompliance with SolaX Power’s official installation manual
- External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- Use of an incompatible inverter, rectifier or PCS.

3. Performance Warranty (Standard)

SolaX Power warrants and represents that the Product retains at least 60% of Nominal Energy for 10 years after the date of the invoice. SolaX Power guarantees the warranty period or energy throughput referred in Table below, whichever comes first when the battery system is operated under normal use followed by specification and manual provided by



SolaX Power.

The term “Nominal Energy” herein means the initially rated capacity of the Products as printed on the label of the Products. The precondition of the valid 10 year Performance Warranty shall be as follows:

- (i) The ambient temperature during the operation of the Products shall not fall below -10°C or exceed 45°C
- (ii) The energy throughput is less than values in table below:

Product Name	Nominal Energy	Energy Throughput
SolaX 3.3	3.3kWh	10.0MWh
SolaX 6.5	6.5kWh	20.0MWh

Capacity measurement condition

- Ambient temperature: 25~30°C
- Initial battery temperature from BMS: 25~30°C
- Charging/discharging method
 - Charge: (0.2)CC/CV (Constant voltage (58.8)V, Cut-off current (0.05)C)
 - Discharge: (0.2)CC (Cut-off voltage (42)V)
 - Current at (0.2)C: (12.6)A (SolaX3.3), (25.2)A (SolaX6.5)
- Current and voltage measurement at battery DC side

4. Out of Warranty Policy

Products damage which is not caused by seller, SolaX Power shall provide a charged service, including all the expenses of such as material cost, labor cost, warehouse cost, transportation cost, customs duties, analysis cost, management cost, corporate profits, disposal expense (If necessary) and so on.

5. About Service Products/Parts

Service products/parts can be used as new or refurbished condition where performance is equal to or higher than defective Products and guaranteed by SolaX Power.

In the event the Products are no longer commercially available, SolaX Power, at its discretion, may replace it with an alternative product with equivalent functions and performances or refund the remaining annually depreciated value of the purchase price of the Products during the Term of Performance Warranty as the Compensation Scheme below. The



purchase price mentioned hereinabove means the list price paid by the Buyer for the purchase.

- Compensation Scheme -

CLASS I : 100% of the purchase price from the initial installation date to 24th months

CLASS II : 72% of the purchase price from 25th to 36th month

CLASS III : 58% of the purchase price from 37th to 48th month

CLASS IV : 44% of the purchase price from 49th to 60th month

CLASS V : 30% of the purchase price from 61st to 72nd month

CLASS VI : 16% of the purchase price from 73rd to 84th month

CLASS VII : 6% of the purchase price from 85th to 96th month

CLASS VIII : 4% of the purchase price from 97th to 108th month

CLASS IX : 2% of the purchase price from 109th to 120th month

No warranty of performance will be provided from the 121st month

6. Claim Payment Policy

Claims under this Warranty must be made by notifying the Authorized Reseller from whom the Product was purchased.

For a Warranty Claim to be processed, it must include following items;

- (1) Proof of the original purchase
- (2) Description of the alleged defect(s) from authorized service center
- (3) The relevant Product's serial number and the initial installation date

Buyers who are unable to contact the Authorized Reseller from whom the Product was purchased should contact SolaX Power or service@solaxpower.com; or alternatively contact your local SolaX Power office – details of which can be found on www.solaxpower.com.

7. Applicable Countries

This Warranty is applicable only in the countries listed as below, and SolaX Power is not responsible for any claims against this Warranty made in and/or based on the event occurred in any countries other than listed herein:

Australia, Austria, Belgium, Czech Republic, China, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom