

## Factory Limited Warranty for Battery Storage (For GENNEX TECHNOLOGIES LIMITED)

This warranty terms applies to the residential energy storage lithium battery products purchased from SVC Energy Co. Limited. This warranty applies to the products manufactured after September 1, 2024, sold in Nigeria regions, with a capacity of single battery  $\geq 5\text{kwh}$  and  $\leq 50\text{kwh}$  battery pPack after the products are combined in parallel. During the product warranty period, if our company or authoritative professional testing institutions determine that the product problems are caused by the battery design, manufacturing and raw material problems, our company will provide warranty service to the user who purchased and used the product (hereinafter referred to as "end user") in accordance with the contractual warranty terms.

### 1. Limited Product Warranty

**1.1 Product warranty commitment** The product is free from defects in materials or workmanship for a period of ten years from the warranty start date. including **a 10-year warranty for the battery cell and a 5-year free warranty+ 5-year paid warranty for other materials.**

**1.2 Product performance warranty** The product will operate in a normal manner according to the ambient temperature and usage constraints listed in the sheet below, and the product will operate in accordance with the guidelines/specifications/warning labels provided by our company, and will have 80% of the available power remaining after different years.

Ambient temperature	Warranty Year	Residual energy
0~15°C	4	80%
15~30°C	5	
30~45°C	3	

- ◆ The ambient temperature in the sheet is the priority refers to the product internal record of the ambient temperature, if the product does not record the environmental function or record the environmental function is closed, then the site environmental control conditions inferred (indoor air conditioning environment is judged to be 20 ~ 30 °C, outdoor or indoor general environment without air conditioning Meteorology/NASA weather database local temperature as the use of ambient temperature, priority Meteorology database, the use of other heat / cold sources according to the specific circumstances by Division I or authoritative testing agencies to determine )
- ◆ Surplus energy measurement method. Ambient temperature  $25\pm 3^{\circ}\text{C}$  (stored in advance at this temperature for more than 2h), using battery charging and discharging equipment to measure and calculate according to the following

procedure.

- ① Discharge the battery at a constant current as recommended in the specification until the end of discharge voltage or protection voltage is reached Leave for 10 min.
- ② Charge to full battery capacity with constant current and voltage (constant voltage cut-off current 0.05C,) Allow to stand for 10min.
- ③ Discharge the battery at constant current according to the recommended current in the specification until the end of discharge voltage or protection voltage is reached.

**1.3 Warranty start time** The warranty start date is generally from the date of manufacture of the product (the date of manufacture can be found in the SN sticker on the product.

## **2. Warranty limitations and exclusions**

### **2.1 Disclaimers**

- a. To the extent permitted by law, the warranties in this warranty document are the only express warranties on the products. We comply with the express legal requirements, but disclaim the implied warranties, including but not limited to any warranties of merchantability, fitness for a particular purpose or non-infringement. to the extent permitted by law, we limit the duration of such warranties and after-sales measures to those set forth in this warranty document.
- b. Neither Product Sales nor any other person is authorized to make any other warranties contained herein on behalf of our company or to extend the warranty beyond the period specified above. Such warranty shall be null and void with respect to any such warranty made.

### **2.2 Scope of responsibility**

Except as provided in this warranty and to the maximum extent permitted by law. our scope of indemnification is limited to direct liability and in no event will we be liable for any indirect/incidental/special or punitive damages (including, but not limited to, damages for loss of profits, damage to goodwill or business reputation, or damages for delay), whether such damages for loss arise out of the product, product installation, use, performance or non-performance, or other defects or breach of warranty (whether based on contract, warranty, negligence, default or otherwise). our total liability, if any, for damages or otherwise, shall not exceed the purchase price paid by buyer for the product.

### **2.3 Limitation of Liability**

- ◆ The warranty documents in Section 1.1 and 1.2 do not apply to any defect or deterioration caused by:
  - a. The product is not installed, maintained or operated in accordance with the logo/user's manual;
  - b. The product is in motion or shaking after installation, or the temperature is greater than 45°C or less than 0°C;
  - c. Buyer does not notify us of the defect or deterioration within 30 days after the defect

- or deterioration is discovered;
- d. The product is not installed within one month from the start date of the warranty;
- e. Using inverter operating products that are not adapted by our company.
- f. Modification or repair of the product without our approval;
- g. Force majeure events (e.g. natural disasters such as flood, fire, earthquake, lightning or other unusual environmental conditions, war, etc.);
- h. Obvious damage to the product occurred during transportation;
- i. Changes in national or regional laws, regulations or instructions;
- j. The product has not been in operation for any period of 6 months or more.
- ◆ This Warranty is subject to the following conditions:
  - A. If the equipment is not to be installed or used immediately, the storage environment needs to meet the following conditions
    - a. Storage SOC: 20%~50%SOC. Charge and discharge the battery every 6 months.
    - b. Storage temperature: 0°C~45°C
    - c. Storage humidity: 5%RH~95%RH(no condensation). Do not install the battery if any moist or condensation is found.
    - d. Place the equipment in a cool place where away from direct sunlight and rain
    - e. Keep the equipment away from flammable, explosive, and corrosive matters
  - B. The ambient temperature during the operation of the products shall not fall below 0°C or exceed 45°C.
  - C. The battery system shall be installed by a skilled and trained installer.
  - D. The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.

- 2.4 Warranty Exclusions** The warranty documents in Articles 1.1 and 1.2 do not apply to:
- a. If the buyer does not authorize our company to access or cooperate in extracting performance data of the product via the Internet or manipulate such data after reporting the warranty as required;
  - b. Wear and tear on the exterior of the product (including but not limited to any scratches, stains, mechanical wear, rust or mildew), but not affecting its functionality;
  - c. If the serial number on the product can no longer be identified or has been modified.
  - d. If the current level of scientific and technical knowledge at the time of sale of the product is unable to detect certain product defects, the product defects have led to any personal and property damage
  - e. If the information listed in Section 4 below is not provided in the warranty claim;
  - f. The warranty provisions in clause 1.1 and 1.2 do not apply to products installed in parallel where the combined available energy is greater than 50 kWh.

### 3. Warranty Obligations

**3.1.** Subject to the above exclusions and limitations, if the product fails to comply with the warranty documents in Section 1.1 and 1.2, we will repair or replace the non-conforming product or its components free of charge during the warranty period under the conditions .

**3.2.** Whether to repair or replace the product will be decided by our company at its own discretion.

**3.3.** The replaced product or any of its parts will have the same performance and reliability as the original product. If the product of the relevant model or any part thereof has been stopped production, withdrawn from the market or otherwise not available for production, our company may replace the product or part with a similar product or part (which may include a previously used part with performance and reliability equivalent to the new one).

**3.4.** The above after-sales measures are our sole and exclusive obligations to the Buyer under this warranty document.

## **4. Claim procedure**

**4.1.** If Buyer wishes to make a warranty claim under this Limited Warranty, please contact your local distributor where you purchased the product from, or the installer who installed it for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by creating a service ticket and make a claim to SVC via [info@svcenergy.com](mailto:info@svcenergy.com).

Please note, in order to deliver a friendly and timely service, SVC is cooperating with many of our distributors and installers all over the world. As such, please treat them as the default service channel of SVC and use these service channels to make your warranty claim; SVC will support and audit our service channel to ensure that we deliver a good service to our customers.

the warranty claim must be reported by providing the following information form in writing.

**4.2.** In the following cases, we have the right to charge the inspection fee:

- a. Our inspection of the product indicates that the cause of the product's appearance does not apply to any claim items specified in the warranty documents;
- b. The product is not found to be defective during the inspection process, and the work is error-free

**4.3.** Unless otherwise agreed with our company, any replaced products or parts shall be provided to our company for collection within one month after replacement; otherwise, our company reserves the right to invoice the full price for the replacement parts.

**4.4.** The replaced products or parts become the property of our company.

**4.5.** The original product warranty period still applies to the repaired or replaced product, i.e., the warranty period for the repaired or replaced part is the remaining warranty period for the original product purchased.

**4.6.** We shall not be responsible or liable in any way to the original purchaser for any failure or delay in the performance of our obligations under this warranty document due to force majeure events (such as natural disasters, war, riots, strikes, unavailability of suitable or sufficient labor, materials or capacity or any unforeseen events beyond its control).

## 5. Warranty Cover Range

**If the battery is not covered by the warranty or is not within the warranty period or is covered by the paid warranty period**, we may (at our sole discretion) provide the buyer with certain after-sales services, but all costs and expenses, such as parts, labor, travel, etc., will be borne by the buyer. In order to request such after-sales service, the original buyer must provide sufficient information about any defects to enable our partners to determine whether such defects are capable of being repaired.

## 6. Other

**6.1.** This warranty document is governed by local law only.

**6.2.** In case of judicial determination. The District Court of Hong Kong shall have non-exclusive jurisdiction over further disputes arising out of warranty claims arising out of this Warranty Document.

**6.3.** The Purchaser may have legal rights in connection with the sale of the goods in accordance with national law. This warranty document does not limit its possible legal rights or rights arising from the purchase contract.

**6.4.** If any provision or part of a provision of this Warranty Document is held to be invalid, void or otherwise unenforceable (whether with respect to a party or generally), such provision will be deemed severed to the extent that it is invalid or voidable, void or unenforceable, but the remainder of such provision will continue in full force and effect.

**6.5.** If there is a technical dispute over a warranty claim, the expert determination can be made with reference to the relevant expert determination rules, and there are provisions as follows:

- a) The expert must be a reputable testing organization such as TÜV Rheinland, TÜV SUD, Intertek, UL, CQC or CGC or any other mutually accepted neutral third party testing organization (expert);
- b) The cost of the expert (including any cost of shipping any product to the expert for testing) shall be paid by the Buyer if:
  - i) Buyer does not withdraw Buyer's claim within 14 days after we notify Buyer that we intend to submit the dispute to an expert;
  - ii) or the expert determines that the dispute is in our favor. In all other cases, we will pay these fees.

( The End)

\*the warranty term is subject to modification without further notice.