SigenCube Products Limited Warranty Terms

(for Europe)

Sigenergy Technology Co., Ltd. and its affiliates ("SIGENERGY") warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

The warranty for the product shall remain valid until the earliest of the following events occurs:

i) The expiry of the Product Warranty, including any extended warranty period if purchased.

ii) The expiry of the Performance Warranty as specified below.

Product Warranty

The energy storage system product warranty is divided into basic warranty and advanced warranty. Basic warranty is automatically obtained after the equipment is commissioned. If the equipment is connected to Sigen cloud during the warranty period, the basic warranty will be upgraded to advanced warranty.

Basic Warranty Period

Covered Product	Warranty Period(years)
ES261-2H	2
ES401-2H	2
ES401-4H	2

Advanced Warranty Period

Covered Product	Warranty Period(years)
ES261-2H	10
ES401-2H	10
ES401-4H	10

Date shall be the earlier date between:

The Warranty Commencement Date shall be the earlier date between:

i) the commissioning date, or

ii) six (6) months after the product is shipped from Sigenergy factory

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Performance Guarantee

For the Commercial and Industrial Energy Storage System, Sigenergy guarantees that the Product shall achieve a minimum threshold of 60% of the nominal energy output until the achievement of the warranted cycles, with the limitations set forth in the main bodies including but not limited to the following requirements:

Normal Operating Conditions are considered under temperature of 25℃±3℃., with a Depth of Discharge (DoD) of 100%, and a warranted full cycle count of 8760 for SigenCube ES261-2H series，ES401-2H ; ES401-4H series.

i) SIGENERGY will update your equipment with a remote firmware upgrade from time to time. These remote upgrades may briefly disrupt the operation of the appliance. By connecting your equipment to the internet, you agree that SIGENERGY may update the firmware of your equipment's features without further notice. If your equipment is disconnected from the Sigen Cloud for longer than 6 months, we may not be able to provide important remote firmware upgrade. In this case, we can't honor the advanced warranty, but we will always honor the basic warranty, subject to the exclusions and limitations set out in this Warranty.

ii) For channel distribution projects, channel partners are responsible for notifying customers of technical requirements such as transportation, storage, site selection, installation space, and foundation construction requirements. Such content must be included in the contract. Sigenergy will not be responsible for any problems caused by ignorance of the preceding requirements.

iii) The spare parts of the ESS are replaced by parts replacement, which does not affect the warranty period of the entire system.

iv) The warranty strategy differs depending on the location environments of the C&I ESSs, (the location must meet at least the C4 environments) not accounting for the distance from the sea. C&I ESSs installed in C1 to C4 environments are entitled to warranty services, please refer to the user manual, installation manual and other materials for the equipment site selection, installation and maintenance requirements. For projects whose corrosion level is C5, contact the local team to review project risks and warranty services before placing an order.

Warranty Extension

SIGENERGY provide the warranty extension service. Before the expiry of the Advanced warranty period, the customer can purchase the extended warranty only when the plant is connected. The extended warranty period and price depend on the storage/operating conditions. The customer can contact the local service team for more details.
The warranty extension time of each product is as follows:

Covered Product	Warranty Period(years)
ES261-2H	5
ES401-2H	5
ES401-4H	5

i) The total duration of the factory warranty period and the warranty extension period may not exceed the max warranty period of 15 years.
ii) If the Buyer intends to purchase an Extended Warranty for a total period exceeding fifteen (15) years, the Buyer shall contact the local Sigenergy service team for further information.

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The applicable Extended Warranty period and pricing are subject to the storage and operating conditions of the Products.

iii) Upon the expiry of the warranty period specified in the service contract, Sigenergy shall not provide any service or support to the related products or software, and shall be exempted from any legal liabilities.

Any Extended warranty shall be in accordance with and subject to the same terms and conditions as the basic warranty period.

Warranty Service Content

Service Item	Service Content	Service Level Agreement (SLA)
Remote support	Help Desk	5 x 8
	Online technical support	7 x 24
	Remote troubleshooting	5 x 8
Software support	Software update	7 x 24
Hardware support	Spare parts replacement	Two modes are available: 1. Purchased by the customer and stored at the Purchaser site (recommended). 2.Before the expiry of the Advanced Warranty, Sigenergy can provide spare parts replacement if the product shows quality issue Delivered from the regional warehouse, the SLA is 3 BD** For dangerous products the SLA is 3-5 BD

Note:

5x8: weekdays, 9:00 - 17:00, excluding legal holidays.

7x24: Mon-Sun, 00:00 - 24:00.

BD: Business Day (Workday)

**: SIGENERGY shall issue spare parts within 3 days after SIGENERGY confirms that it is necessary to replace the hardware.

Claim Process

The claimant can make service request through the contact information for the relevant location provided on Sigenergy's website, www.sigenergy.com , or by creating and submitting service ticket to SIGENERGY via APP. Please follow the instructions and steps in "support" menu of mySigen APP. Generally, the mySigen APP will automatically collect the following information before claimant submit service ticket:

(i) Contact information of claimant, including name of the person, phone number, email and address.

(ii) Information regarding all defective system, including model No., serial number, installation date and failure date.

(iii) Error message on APP screen and additional information regarding the fault/error.

(iv) Description of trouble shooting actions before the failure and detailed information of previous problems.

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Please make the claim within 30 days from the failure date, otherwise SIGENERGY will treat it as you have abandoned the right to make a warranty claim.
If this way is not available, please make a call or email to local installer or regional service manager of SIGENERGY directly.

Claimant's Obligation

In order to deliver a friendly and timely service, SIGENERGY is cooperating with many of distributors, installers and third-party service company all over the world. As such, please treat them as the default service channel of SIGENERGY; SIGENERGY will support and audit them to ensure they deliver a good service to customers.
SIGENERGY shall at its own discretion, remote diagnosis, modify and update software by Internet. Each time a warranty claim is made against the product that have no internet connection, claimant is obliged to conduct an on-site inspection and data collection under the instruction of SIGENERGY. When there is hardware need to repair, SIGENERGY shall arrange an on-site replacement of hardware. The claimant is responsible for granting access, making time, and ensuring the safety of technician from SIGENERGY's service partner.

Warranty Obligations

If a claim is received within the warranty period and a fault is discovered that is covered, SIGENERGY will, at its own discretion:
(i) Fix the issue by changing configurations or updating software.
(ii) Replace the battery for a system that is brand new or refurbished but at least functionally equivalent to the original system, or an upgraded model which is either functionally equivalent or functionally superior to the original one.
In case of replacement, the product removed shall become the property of SIGENERGY.
If the system is found not to be covered by this Limited Warranty, SIGENERGY reserves the right to charge a handling fee.

Warranty Cover Range

Unless a special/unique agreement exists between SIGENERGY and customer, the limited warranty covers:
(i) Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.
(ii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.
Other costs related to claimant's employees, unless otherwise agreed in writing in advance by SIGENERGY, are NOT covered by the warranty.
All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

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General Exclusions

This Limited Warranty does not apply to circumstances from the following:

(i) Damage caused by improper installment by the installer not following the installation instructions.

(ii) Damage caused by willful conduct of users, authorized installers and certified thirdparties.

(iii) Disassembly, repairs and replacement of parts by third -party/personnel not authorized by SIGENERGY.

(iv) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)

(v) Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the product.

(vi) Damaged by software, interfacing, parts, supplies or other products not supplied by SIGENERGY.

(vii) Damage caused during transport, exceeding of temperature range during use.

(viii) Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.

(ix) Vandalism, engraving, labels, irreversible marking or contamination or theft.

(x) The energy storage system is not recommended for outdoor environments within 2000m from the coast (if it is necessary to use it, it must be confirmed with the SIGENERGY).

Limitation of Liability

It is the customer's sole and exclusive remedy against SIGENERGY and SIGENERGY's sole and exclusive liability in respect of defects in battery system. This limited warranty replaces all other SIGENERGY warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), SIGENERGY does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings,increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, SIGENERGY's liability shall be limited to the purchase value of the Energy Storage System. The above limitations shall not apply in case of gross negligence or intentional misconduct of SIGENERGY or in case of death or personal injury resulting from SIGENERGY's proven negligence.

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