

ESENER

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ESENER LiFePO Battery Warranty Terms and Conditions

This limited warranty ("warranty") applies to ESENER lithium batteries supplied by ES Energy (PTY) LTD ("ESENER") to the Original End-User via an Authorized Distributor.

Warranty claims may only be made by or on behalf of:

- a) An ESENER authorized service partner,
- b) An authorized dealership,
- c) The first end-user of the product, provided installation was completed by an authorized installation partner, or
- d) Any subsequent owner of the product, provided that the installation has not been relocated and the current owner can produce proof of title transfer and a valid warranty.

Any of the persons referred to in (a)–(d) above shall hereinafter be referred to as "the customer."

1. PRODUCT WARRANTY

The battery is designed with a 15-year intended design life. ESENER warrants that its battery cells should achieve a minimum of either 5 years or 3,500 cycles (51.2v100Ah/51.2v200Ah) as counted by the BMS, whichever occurs first.

For multifunctional wall-mounted lithium batteries (1.28kWh, 2.56kWh, and 4.8kWh), the warranty period is 5 years or 3,500 cycles as counted by the BMS, whichever occurs first. Aside from battery cells and main BMS components, the built-in 300W inverter and 12V/5V DC output functions are not covered under the warranty. These additional features rely on the user's responsible operation and are excluded from warranty. Any malfunction of the built-in 300W inverter or 12V/5V DC output functions will not affect the core performance and functionality of the lithium battery.

The integrated BMS module includes a standard 3-year warranty, though it is designed for a 10-year life expectancy.

The warranty period begins on the invoice date issued by ESENER or an authorized third party. A complete cycle, per this warranty, involves a full discharge from 100% State of Charge to the battery's nominal capacity, followed by a recharge to 100%, e.g., ESENER ES5.12V200Ah Lithium Battery at a nominal capacity of 10.2 kWh.

Provided that the product is used for energy self-consumption in conjunction with a solar or on-grid setup and is operated under normal conditions following the provided "datasheet" and "user manual," the battery will support one cycle per day for a period of 10 years.

The battery will be considered satisfactory if it maintains at least 70% of its original capacity from a 100% State of Charge to a 0% State of Discharge throughout the warranty period.

Discharge Test Conditions:

- a) The ambient and terminal temperature of the ESENER battery must be $25^{\circ}\text{C} \pm 2^{\circ}\text{C}$.
- b) Discharge current will be 0.2C of the original nominal capacity in Ah, as measured at the battery's DC terminals, starting from a 100% State of Charge.

Battery capacity should not drop below 90%, and Depth of Discharge should not exceed 80%. Batteries lacking proper inverter communication are not covered by the warranty.

2. SERVICE GUARANTEE

- a) All ESENER Lithium Batteries are covered by a 10-year Service Guarantee. This guarantee ensures that, following the expiration of the warranty period, customers are still eligible for after-sales service from ES Energy.
- b) During this period, any required parts for repair or replacement will be charged, while labor costs will be waived, allowing for continued maintenance and support.
- c) ESENER will be responsible for sourcing and providing the necessary replacement parts. Replacement of parts will not extend or reset the original warranty period.
- d) Should a part or product no longer be manufactured or available at the time of service, ESENER may, at its sole discretion, offer an equivalent replacement part or product, subject to mutual agreement on specifications such as size, shape, or capacity.
- e) The replaced parts will remain the property of ESENER unless otherwise agreed. Customers are expected to return any replaced parts in the same or similar packaging as designated by ESENER, within a period of 4 weeks.

3. WARRANTY PRECONDITIONS

- a) The product must fall within the warranty period.
- b) Any system fault or warning must be reported to ESENER or an authorized partner within 1 week.

- c) Installation must be done by qualified personnel from an authorized service partner, with proof of qualification available upon request.
- d) The product must be operated in line with the provided manuals.
- e) Proof of original purchase must be provided.
- f) Installation should be completed within 1 month from the transfer of ownership.
- g) Product registration at ESENER's after-service website or through a service representative must occur within 1 week of installation.
- h) The operating temperature must remain within -5°C to 40°C, with storage temperatures below 50°C.
- i) Battery storage areas must comply with manufacturer ventilation requirements.
- j) The warranty covers one full cycle per day for Residential or Telecommunications energy storage. It does not apply to medical or automotive uses.
- k) The product must be used with an ESENER BMS.
- l) Installers must ensure solar and battery ratings are appropriate for daily 100% charging.
- m) A single cycle is defined as a discharge up to 80% of capacity at a minimum of 0.1C followed by a full recharge. Exceeding 80% depth of discharge voids warranty coverage.

4. REPAIR OR REPLACEMENT

- a) If a product under warranty is found to be defective, ESENER will repair or replace it at its discretion. Maintenance or replacement does not extend the warranty.
- b) ESENER or the Service Provider will respond within 10 working days of a service request.
- c) ESENER covers approved repair or replacement costs for defective products. Replaced items remain ESENER's property and must be returned within 4 weeks in original packaging unless agreed otherwise.
- d) If production of a product has ceased, ESENER may replace it with a comparable model or issue a prorated refund based on remaining warranty.
- e) Replacements will match the original power output, in accordance with specifications.
- f) Replacement batteries will have similar energy capacities to the faulty units.
- g) Battery SOH will be determined through BMS data.
- h) Products returned for replacement remain ESENER property until confirmed by an identification receipt or written approval.

5. WARRANTY EXCEPTIONS

Warranty claims may be rejected if:

- a) The warranty period has expired.
- b) Misuse, abuse, or unauthorized alterations have occurred.
- c) Damage occurred in transport.
- d) Unauthorized wiring or incompatible devices were used.
- e) Third-party tools caused damage.
- f) Unauthorized modifications were made.
- g) Installation does not comply with ESENER standards.
- h) Maintenance was performed by unauthorized personnel.
- i) Product serial numbers are tampered with or missing.
- j) Environmental or electrical stress caused damage.
- k) Force majeure or third-party intervention caused damage.
- l) Regulatory changes led to defects.
- m) Damage resulted from the customer's actions.
- n) Fault reports were delayed beyond 2 weeks.
- o) The product is installed outside applicable warranty regions.

6. NON-APPLICABILITY OF WARRANTY CLAIM

If a warranty claim is rejected, the customer is responsible for all related costs.

7. WARRANTY LIMITATIONS

Unless otherwise stated, this warranty and its remedies replace all other warranties. ESENER disclaims any implied warranties, including fitness for a particular purpose. Modifications to this warranty require written confirmation from an authorized ESENER representative.

8. WARRANTY UPDATES

ESENER may update warranty terms, which will be published on its official website or sent to customers directly.

9. OUT OF WARRANTY SERVICE

Upon request, ESENER may provide service for out-of-warranty products. All costs will be borne by the customer. ESENER will not guarantee out-of-warranty service but will attempt to assist as requested.

10. WARRANTY CLAIM PROCESS

1. Contact your authorized retailer to report the issue.
2. Arrange shipment to an ESENER service center.
3. The service center will assess the claim and may request additional information.
4. If validated, repairs will be conducted, and replaced parts will become ESENER property.
5. The customer is responsible for transport arrangements.