



Eway Energy

After-Sales Service Agreement for Residential ESS

This after-sales service agreement applies to the products provided to consumers by Eway Energy through authorized sellers, but the accessories and tools provided are not included. The products produced and sold by Eway Energy must be used with controllers or devices confirmed to be compatible by Eway Energy in order to provide high-quality services.

Trademark Notice



Trademark held by Eway Energy

Other trademarks or registered trademarks mentioned in this document are owned by their respective owners.

Circumscription

End User: (hereinafter referred to as "Buyer") refers to the buyer who puts the product into operation for the first time through the authorization of Eway Energy.

Authorized Seller: refers to the agent, distributor, partner, etc. authorized by Eway Energy.

Product: refers to the residential battery system manufactured by Eway Energy.

Product Manual: refers to the instructions and manuals released by Eway Energy with the product, which stipulates the installation and operation of the product

Full cycle: refers to the battery being discharged from 100% to 10%, and then recharged to 100%, which is a full cycle.

Notice

Goods or items purchased with the assistance or on behalf of Eway Energy are not covered by this Agreement (unless otherwise agreed), and Eway Energy makes no representations or warranties, express or implied.

Due to product version upgrades or other reasons, the content of this Agreement will be updated from time to time. Unless otherwise agreed, this Agreement only serves as after-sales service guidance and agreement for the products produced and sold by Eway Energy Company. All statements and information in this Agreement do not constitute any express or implied warranty.

The service content and service commitments described in this after-sales service agreement only apply to the products produced and sold by Eway Energy Company and do not cover any third-party products, equipment or components.

Eway Energy does not guarantee that its products are completely defect-free, does not guarantee that end users will not encounter various problems when using the products, and does not guarantee that Easy Way Energy can completely repair these defects;

1. Purpose

The purpose of this after-sales service agreement is to determine matters related to the product warranty policy and matters related to precautions for product use.

2. Scope of application

Applicable to products produced and sold by Eway Energy

Main products (including but not limited to):
Rack-mounted residential ESS
Freestanding residential ESS
Freestanding wall-mounted residential ESS
Wall-mounted stackable residential ESS
High voltage residential ESS
Lead to lithium residential ESS
Note: The above product categories will be updated from time to time by Eway Energy Company, please refer to the latest released version

3. Warranty Service

3.1 Warranty period

3.1.1 The maximum warranty period for the product is 10 years, and extended warranty is not supported. See Table 3-1 for details.

Table 3-1 Standard Warranty Period

Product Range	Category	Warranty Period
Residential ESS with Communication	Battery Module	10 years
Residential ESS without Communication	Battery Module	3 years

The warranty period starts from the earlier of the following dates:

- (1) The date on which the Warrantied Product was first installed;
- (2) Calculated from the date of shipment from Eway Energy + 90 days.

3.1.2 The product warranty only applies to the following situations:

- ◎ Purchase from Eway Energy or Authorized Seller;
- ◎ Transport, install, use, store and maintain the product according to the instructions in the Eway product manual;
- ◎ Install within the applicable area of this document;
- ◎ Not exceeding 0.5C and no more than 2 cycles per day.

3.1.3 This warranty does not include any accessories and tools provided with the product.

The warranty period for products used without communication connection is three years from

the start date of the warranty, which must be based on formal approval from EwayEnergy.

3.1.4 This warranty only covers the repair of defective products. After the product is repaired or parts are replaced, the remaining warranty period will continue. In any case, it cannot be used as a reason to extend the warranty period.

3.1.5 If the product has problems caused by the user, it is not covered by the warranty and Eway Energy has the right to refuse to provide services.

3.2 Basic Warranty Service Content

3.2.1 During the warranty period, Eway Energy provides remote problem handling and online technical support services through multimedia; and provides hardware replacement services for the following issues:

◎ The product itself has defects in components, manufacturing and processes

3.2.2 If Eway Energy provides spare parts in the order, the customer should prioritize using these spare parts for hardware replacement. These spare parts are not allowed to be sold to third parties or used for other purposes.

3.2.3 The replacement parts provided by Eway Energy can be new or repaired and can be used normally.

3.2.4 After confirming the after-sales service needs, the spare parts transportation costs within the warranty period will be borne by Eway Energy, and the spare parts and transportation costs beyond the warranty period will be borne by the user.

3.2.5 If a customer finds a problem with a product during the warranty period or within the warranty scope, please contact Eway Energy immediately and provide (including but not limited to) the following information:

◎ A brief description of the product failure, including input and output parameters, alarm ID, and operation log;

◎ Serial number;

4. Service Disclaimer

4.1 The warranty service of Eway Energy can not be provided as required in the following situations:

4.1.1 Accidents caused by force majeure (e.g. fire, flood, earthquake, tsunami, etc.);

4.1.2 Deterioration of service conditions caused by social problems (e.g. riots, wars, strikes, government regulation, etc.);

4.1.3 The services can not be provided due to interruption of energy supply (e.g. electricity, water supply, oil, etc.);

4.1.4 The operator's communication system is interrupted or paralyzed.

4.2 Product damage caused by the following situations is not covered by the warranty service of Eway Energy:

4.2.1 The Eway Energy Products are damaged due to external force majeure (natural disasters, such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, strikes, riots or other activities of government intervention, terrorism, lack of suitable and sufficient labor or materials and other events beyond the control of Eway Energy) or third parties;

4.2.2 Appearance damage, deformation, wear, stains, rust, mildew or similar external influences caused by the end user during use

4.2.3 Product damage caused by intentional negligence, improper use, deliberate destruction or failure to transport, store, install, operate or relocate in accordance with the Eway Energy product manual by the end user or a third party;

- 4.2.4 Product damage or defects caused by the Buyer's maintenance, adjustment, modification, disassembly or replacement of product components without Eway Energy's authorization;
- 4.2.5 The Eway Energy product is damaged due to connection and use with other incompatible third-party products (battery packs not produced and sold by Eway Energy or inverters, rectifiers or PCS not approved by Eway Energy);
- 4.2.6 Direct damage caused by the on-site product operating environment (e.g. power distribution, temperature and humidity, load-bearing, heat dissipation, etc.) or external factors (e.g. strong electromagnetic environment, power outage surge, lightning strike, fire, floods, ground subsidence, etc.) failing to meet the environmental requirements for normal product operation and general industry standards;
- 4.2.7 Due to the user or third party causing the device to fall or collide, resulting in device deformation, LCD screen breakage, leakage, and other situations. Product damage caused by humidity, high temperature exposure, and corrosive environment;
- 4.2.8 Damage or defects caused by the buyer using third-party software without authorization from Eway Energy;
- 4.2.9 The product model, nameplate or product serial number has been altered, erased or cannot be identified, or the anti-tampering mark has been arbitrarily damaged;
- 4.2.10 Damage or defects caused by the End User's unauthorized use of his own design, materials, mixed, function changed or service the product;
- 4.2.11 Product damage caused by the End User infrastructure;
- 4.2.12 Product damage caused by natural loss or wear and tear beyond the warranty period;
- 4.2.13 Product damage caused by updates to national or regional laws and regulations;
- 4.2.14 The End User fails to provide feedback to the Authorized Seller within 2 weeks after the product fails;
- 4.2.15 Purchase and installation of the Product in an area other than the local area
- 4.2.16 The following auxiliary materials and structural parts are not covered by the warranty:

Type	Description
Consumables	Including but not limited to screws, wiring harnesses, etc.
Chassis/cabinets and accessories	Including but not limited to chassis/cabinet structural parts, glass products, product accessories, installation accessories and tools, etc.

- 4.2.17 The warranty period specified above has expired or the cycle life of the battery has been exceeded.

Appendix

1. Usage and transportation requirements

The product includes lithium iron phosphate batteries and accessory parts. To ensure that the buyer is entitled to a comprehensive warranty policy, the following terms should be strictly observed during the transportation and use of the product. Product failure or damage caused by violation of the following requirements is not included in this warranty.

1.1 Operating environment requirements

- ◎Working temperature: -10 ~ 55°C;
- ◎Working humidity: 5% ~ 85% RH;
- ◎Altitude: <2000m;
- ◎No conductive dust and corrosive gas;
- ◎The installation location should be far away from the sea to avoid brine and high humidity environment;
- ◎The ground is flat;
- ◎ There are no flammable or explosive items near the installation site;
- ◎Keep away from dust, debris, water sources, and heat sources to prevent the device from entering water and overheating.

1.2 Storage environment requirements

- ◎Short-term storage environment:
 - The temperature range within 3 months is -20 to 40°C;
 - Relative humidity <85%RH;
 - No corrosive gases.
- Long-term storage environment for more than 3 months:
 - Temperature range for -10 ~ 35°C;
 - Relative humidity <65% RH;
 - No corrosive gases.
- ◎If long-term storage is required, the battery should be charged once every 3 months to ensure that the battery pack has a charge greater than 90% SOC.
- ◎Keep away from dust, debris, water sources, and heat sources to prevent the device from entering water and over heating.

1.3 Product Transportation Requirements

- 1.3.1 When products are transported individually, individual products should be transported in the original packaging materials of the seller. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure transportation safety. Products in transit should not be stacked more than 6 layers.
- 1.3.2 If the Products are not transported in the Seller's original packaging materials, the Buyer shall fully consider the risks of vibration, falling and collision during transportation and take appropriate protective measures.

2. Product Installation Requirements

1	Visual inspection	Check the appearance for damage and check the type and quantity of accessories according to the packing list. Confirm that the product is in the closed state.
2	Electrical specification confirmation	Please refer to the user manual for the rated operating voltage of the energy storage battery pack, and confirm whether the battery pack interface and the inverter can communicate normally. Confirm that the maximum charge and discharge current designed by the inverter meets the use requirements of the battery pack. The external power supply should not generate surges that cause damage to the battery or BMS.
3	Connect	When connecting the power cord, pay attention to the positive and negative poles to avoid reverse connection and short circuit. It is forbidden to connect the battery pack directly to the AC power supply. The battery pack is installed and used according to the product category and user manual requirements. Do not mix the battery pack with other factory battery packs or other types of battery packs. The battery pack should be reliably grounded, and the grounding resistance should be less than 1 Ω .

3. Product Usage Requirements

1	Charge	The long-term maximum continuous charging current of the battery should be $\leq 0.5C$. If the battery capacity is empty, it must be charged within 48 hours after the battery is empty.
2	Discharge	The long-term maximum continuous discharge current of the battery should be $\leq 0.5C$. The maximum discharge depth (DOD) of the battery pack: no more than 90% for low-voltage products and no more than 85% for high-voltage products.
3	Operation cycle	During the product warranty period, there is one full cycle per day
4	Move	If you need to remove the battery, please disconnect the external power supply and turn off all switches.
5	Maintain	The battery casing may not be opened or parts disassembled without the written authorization of the Seller or an authorized Seller.
6	Emergency	In an emergency, when using firefighting equipment, only use dry powder fire extinguishers