

To: Relevant Depart.

Warranty Letter

EPEVER provides a 3-year or 4000 cycle product warranty (whichever comes first) and 8 years useful life for the Lithium Battery LFP3.84KWH25.6V-P65L2, starting from the manufacturer's delivery date. Within the warranty period, the battery capacity is guaranteed not to be less than 70% of the rated capacity.

Note: The available capacity is tested under the following conditions: new battery, 100% depth of discharge, temperature range of $25\pm 2^{\circ}\text{C}$, and testing under 0.2C charge and discharge conditions. The available capacity may vary depending on the inverter used.

Brand: EPEVER

Manufacturer: HUIZHOU EPEVER TECHNOLOGY., LTD.

- **Claim procedure:**

Before requesting warranty service, check the Operation Manual to be certain that there is a problem with the Lithium Battery. Contact our local distributor in Mexico (Exel Solar SAPI de CV) to request and RMA (Return Merchandise Authorization) while providing proof of date and place of purchase, as well as model number, serial number, detailed explanation for the failure, the module type and size, and system loads. To obtain rapid service under this warranty, the returned products must include this information which is critical to a rapid disposition of your warranty claim.

- **This warranty does not apply under the following conditions:**

1. Products that have exceeded the warranty period (except for cases where both parties have signed an extended warranty service agreement).
2. Failure or damage caused by operations not in accordance with the user manual or relevant installation and maintenance requirements, or by working environments, storage conditions, or usage outside the product specifications, such as inadequate ventilation during installation.
3. Unauthorized disassembly, maintenance, or modification of the product.
4. Failures and damages caused by unforeseeable or human factors, force majeure, or other reasons beyond control, such as storms, floods, lightning, overvoltage, pests, fires, theft, inability

to monitor due to lack of signal or weak signal from telecommunication operators (telecom, mobile, Unicom).

5. Consumables.

6. Unauthorized modification of the product, changes in design, or replacement of parts without authorization from EPEVER.

7. Failure to follow acceptable standards for battery system maintenance procedures.

8. Intentional damage, tampering, or making irrecoverable marks (such as paint).

9. Unauthorized modification or removal of battery system serial number/nameplate or other factory markings.

10. Normal wear and tear.

11. Improper use in violation of safety regulations, non-compliance with standards, safety regulations, and other relevant requirements in system design and installation with other equipment.

12. Connection to other test equipment (such as DC analog power supply) causing the battery to malfunction.

13. Product malfunctions caused by quality issues of non-EPEVER products, including but not limited to failures caused by the use of non-EPEVER original parts, and failures caused by incompatibility of third-party software or hardware.

14. Failures during transportation (including scratches caused to intact packaging during transportation).

15. Rust or corrosion on the product casing due to harsh environmental conditions.

16. Products authorized only for testing, training, or demonstration purposes.

17. Products purchased from channels not authorized by EPEVER, as well as machines purchased from other sales channels, are not covered by the standard warranty of EPEVER.

Firma autorizada por parte de EPEVER/Authorized Signature on behalf of EPEVER

For and on behalf of
HUIZHOU EPEVER TECHNOLOGY CO., LTD.
Samuel Sun
Authorized Signature(s)

Name: Samuel Sun

Title: Sales Manager

Company: Huizhou EPeveer Technology Co., Ltd.

Date: 22-Feb-2024

Add: BLDG#18, CO. PARK, NO. 8 HEYING ROAD, CHANGPING DISTRICT, BEIJING, CHINA. 102200

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