



Warranty Letter

Applicable product type: FEB LV/HV Series Residential ESS Battery

Applicable market: European Union, UK, Scotland, Norway, Switzerland

Applicable to sales date: from 1st Jan 2022

1. Purpose

The purpose of this warranty is to define the matters related to warranty policy of products.

2. Consumer Laws

This warranty specified below applies to LV/HV Series Residential ESS batteries supplied by FEB, and those supplied to consumers by FEB through authorized resellers.

If you acquire the Product from an Authorized Reseller in the Territory and Consumer Law applies Product comes with guarantee that cannot be excluded under the Territory Consumer Law.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which you have under the Consumer Law or any other law that cannot be excluded.

The accessories and tool kits provided are not included. If the product is defective and within warranty range, FEB will repair or replace the product, in any case it shall not justify as a renewal of the warranty period. The products must only be used with inverters or equipment which is explicitly deemed compatible by FEB.

3. Warranty Condition

3.1. Product Warranty

FEB provides a product warranty period for 10 years and it warrants that the product will be free of defects in materials or workmanship under normal use, and this warranty period will be starting from the earlier of the product installation date or 6 months after the date that the Product was manufactured.

3.2. Performance Warranty

FEB guarantees that the Product will retain either sixty percent (60%) of Nominal Energy for ten (10) years, or for a minimum through output energy as per the table indicated below, warranty period is calculated from the earlier of the product installation date or 6 months after the date of the product was manufactured.



FAR EAST BATTERY JIANGSU CO.,LTD

No.8, Keji Avenue Gaocheng Town, Yixing City, Jiangsu Province, China

Product Type	Nominal Energy(kWh)	Min Through Output Energy (Mwh)
LV5120-R1	5.12	16.8
LV5120-R2	5.12	16.8
LV5120-W1	5.12	16.8
HV5120-S	5.12	16.8

This Warranty period calculation is based on one cycle per day.

Full cycle: Discharge the nominal capacity of a fully charged battery and fully charge it afterwards.

Note:

Products are unavailable to protect itself from the deep discharge/charge in condition of without communication connection. Warranty claims in this case will not be accepted if products found damaged.

3.3. Performance Warranty for Subsequent Product

The subsequent increased battery module is purchased after finishing the initial installation ("Subsequent Product").

FEB warrants that the Subsequent Product will retain either sixty percent (60%) of Nominal Energy for ten (10) years, warranty period is calculated from the earlier of the product installation date or 6 months after the date of the product was manufactured.

3.4. Limitation of Warranty scope

This warranty only covers the repair or replace of a defective Product. FEB will repair or replace the Product if the Product is defective and returned during the Warranty Period. In the event of product replacement, the remaining warranty period shall be transferred to the repaired or replaced product. In either case it shall not justify as a renewal of the warranty period.

In no event FEB will be liable for any consequential, incidental or punitive damages (including without limitation of loss of profit, harm to goodwill or business reputation, or delay damages) arising from or out of the Product or its installation, use, performance or non-performance, or any defect or breach of warranty, whether based on contract, warranty, negligence, strict liability, or any other theory. FEB aggregate liabilities, if any, in damages or otherwise, shall not exceed the purchase price paid by the Original Buyer for the product.

If the Product is no longer available, FEB may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.



4. Exclusions of Warranty

Damage or impairment to the Products resulting from any of following activities are NOT covered by this Warranty:

1. Failure caused by charger or inverter unit;
2. The Product being installed with inverters or charger which have not been certified by FEB;
3. Battery have been connected with battery not from FEB;
4. The Product has been connected with different type battery modules;
5. Failure to install or use the battery in the way intended, or as demonstrated in the installation Manual including incorrect-installation of cables and connections;
6. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
7. Incorrect storage, installation or wiring by consumer or installer; if buyer fails to use the original packing materials provided by seller during the transportation of equipment the products damage or failure shall not fall under the warranty scope of the product;
8. Abuse, misuse, negligence, mistreatment of the product including incorrect installation environment, incorrect temperatures or using the units other than in the specified manner;
9. Damage caused by any impact, physical trauma to the unit such as dropping or mishandling. Attempts to change the functionality of the unit in any way. exposure of the Product to movement or shaking following installation, or operating at the temperature out of requested range ; Using the battery outside of the clearly stated performance criteria for the unit;
10. Water ingress, corrosive gas damage or installation in dirty environments causing particles to affect Product performance;
11. Anyone other than those authorized by FEB may not modify, disassemble, repair or replace the product;
12. The Product must have clearly identifiable and authentic serial number and labels on the unit;
13. Products suffered any external influences including unusual physical force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.) ;
14. Extensive superficial damage to the case demonstrating impact or mishandling or poor protection of the battery;
15. Product damage and defect caused by deliberately or willful act, and theft or vandalism of the Product or any of its components;



16. Normal wear and tear or detection, or superficial defects, dents or marks that impact the performance of the product;
17. Products failure is not reported to seller or FEB authorized service partner within 1 week of appearance;
18. The Product not being operated for any period of 6 months or more;
19. Unusual physical or electrical stress caused by Force majeure, such as power failure surges, inrush current, lightning, flood, fire, accidental breakage, extreme cold weather, or other events outside the reasonable control of FEB;
20. Any attempt to extend or reduce the life of the product without written confirmation from FEB, whether by physical means, programming or others;
21. Removal and reinstallation at another place from the original installation without the written confirmation from FEB;

5. Warranty Claim

Whether to repair or replace the Product will be determined by FEB in its sole discretion. Claims under this warranty can be made from authorized reseller whom the product was purchased or from FEB directly.

You must within 48 hours of a defect being discovered, notify your reseller or FEB.

FEB may contact you for further information regarding a defect. FEB may require you to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by FEB.

For a warranty claim, the following information needs to be provided:

- A completed warranty card;
- A copy of your original invoice;
- Provide the product's original history log data as an indication

FEB reserves the right to reject the warranty claim:

- If you fail to provide the above-mentioned information;
- If the product is replaced without the prior consent of FEB;

For the claimant, please contact the local distributor where the product was purchased, or the installer who installed the product, they will contact with FEB if necessary. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with FEB service team or make a claim to FEB via official website <http://en.febbattery.com>

If you dispute FEB verification of the claim, the Product must be evaluated by a Territory government certified testing lab or a certified 3rd party testing company. You will bear the



cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case FEB will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must refer to FEB's Capacity Measurement Method (**Appendix 1**)

6. Out of Warranty

In the event the Product is out of warranty, FEB may (in its discretion) provide certain after-sales service to Original Buyer, but all the costs and expenses, such as parts, labour costs and travel expenses, shall be borne by Original Buyer. To request such after-sales service Original Buyer must provide sufficient information about any defects, to enable FEB Partner to determine whether such defects are capable of repair.

7. General Provision

This warranty is subject to the law of the Territory.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed, and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in one jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in one jurisdiction but not in another jurisdiction, then that provision shall be deemed as severed without affecting the effectiveness of the rest of this document.

Unless otherwise specified herein, to the extent permitted by applicable law, this warranty and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied.

8. Dispute Resolution

In case of any dispute in terms of warranty claims, a first-class international testing institute shall be entrusted by FEB and End User upon mutual consents in order to provide third party verification and comments. All fees and expenses shall be borne by the party that demanded such verification procedure, unless otherwise agreed.

The local courts shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Warranty.

In case of a judicial assertion, the FEB Authorized Service Partner is not authorized to send or receive lawsuit documents.

This Warranty shall be governed and construed in accordance with the local laws, excluding the Convention on Contracts for the International Sale of Goods.



9. Geographical Scope

This warranty terms and conditions only apply for the product which is originally purchased from FEB or FEB's authorized channels and installed in the destination defined within the European Union countries, UK, Scotland, Norway, Switzerland, unless there are specially agreements signed between FEB and the direct purchaser. For any FEB products sold for one country/region but installed in another country/region, the warranty will become invalid if there is no written confirmation/approval from FEB prior to the installation.

10. Definitions

In this document:

1. **FEB** : means Far East Battery Jiangsu Co., Ltd No.8, Keji Avenue Gaocheng Town, Yixing City, Jiangsu Province, China
2. **Consumer Law** : means Territory Consumer Law.
3. **Minimum Capacity** : means at least 60% of the Nominal Energy during the Warranty Period
4. **Nominal Energy** : means the initially rated capacity of the Product as printed on the label of the Product.
5. **Product** : means LV/HV series battery system manufactured by FEB.
6. **Product Manual** : means the instructions and manuals issued by FEB with the Product that set out how the Product should be installed and operated.
7. **Territory** : means the country where You purchased the Product.
8. **You** : means the natural person that acquired the Product.



Appendix 1

- FEB Battery Capacity Measurement Method:
 - ❖ Test Condition:
 - a. The test is based on single FEB LV/HV series battery module.
 - b. The ambient temperature of Product must be $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$.
 - c. The initial temperature of the battery pods must be $25^{\circ}\text{C}\pm 1^{\circ}\text{C}$.
 - ❖ Test Procedure:
 - 1) Discharge the battery with constant current (10A) until the battery get to low voltage protection cut-off;
 - 2) Leave the battery for 10-15 mins;
 - 3) Charge the battery with constant current (10A) and 56Vdc voltage until the battery reach high voltage protection cut-off;
 - 4) Leave the battery for 10-15 mins;
 - 5) Discharge the battery with constant current (10A) until the battery reach low voltage protection cut-off;
 - 6) Calculate discharged capacity (Current Capacity = Discharge time \times Constant current value), make sure charge/discharge current is constant;
 - 7) Charge the battery with Constant current (10A) and 56Vdc constant charge voltage until reach battery high voltage protection cut-off.