Product Warranty for SigenStor Home

Limited Product Warranty

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

Covered Product*	Warranty Period (years)
SigenStor EC SP US	10
SigenStor BAT 6.0/9.0 US	10
Sigen LoadHub	10
SigenStor EVDC 25 25ft S1/NA	3
Sigen EVAC 11.5 WI T1/TS WH	3
Sigen CommMod US series	2
Sigen Sensor SP CT200-DH US	2
Sigen Sensor Kit-FiBox	2
CT-EC	2

* Aesthetic components (side light strip) warranty period is 2 years.

The warranty period shall commence on the earlier of the following dates (the "**Start Date**"):

(i) The date when the product is activated on site.

(ii) If the product has not been installed, activated, and registered on site within 180 calendar days after the date of shipment from Sigenergy's designated factory (as evidenced by the Bill of Lading or factory dispatch records), then the Start Date shall be the 180th calendar day after the date of shipment.

Limited Performance Warranty

Sigenstor Battery Pack

Each Sigenstor Battery Pack will retain seventy percent (70%) of its originally rated Usable Energy for the duration of Product Warranty Period, or until the unit achieves the Minimum Throughput Energy, whichever comes first. Product performance must be measured per **Addendum 1 – Product Testing Conditions**.

Covered Product	Usable Energy (KWh)	Minimum Throughput Energy** (MWh)
SigenStor BAT 6.0 US	5.84	18.58
SigenStor BAT 9.0 US	8.76	27.86

**The Minimum Throughput Energy means the overall warranted throughput energy started from the Warranty Start Date and recorded in the control module of the Product.

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Warranty Conditions

This Warranty is subject to the following Conditions:

i. Equipment storage and operating environment needs to meet the conditions outlined in Addendum 2 – Storage and Operating Conditions.

ii. Sigenstor Home shall be installed by a Sigenstor certified installation company and a skilled and trained professional who has completed the Sigenstor installer training course.

iii. Sigenstor Home installation location must be ventilated in accordance with the requirements detailed in the Installation Guide.

iv. Warranty claims must be filed within 30 days of the original issue date. Failure to submit a timely Warranty Claim may void this warranty.

v. To improve operational performance, Sigenengy may perform firmware updates at Sigenengy's sole discretion without prior notice. If Sigenergy cannot perform these firmware updates due to a lack of network connection, the customer shall be solely liable for any issues that could be addressed via firmware updates. For sites without reliable internet access, Sigenengy will only provide a five-year limited warranty for the battery based on the date of original installation.

Warranty Obligations

If a valid Warranty Claim is received within the Warranty Period; Sigenergy will, at its own discretion either:

i. Fix the issue by changing device settings or updating software.

ii. Exchange equipment for equipment that is, at minimum, functionally equivalent to the original system.

- When a Sigenergy service partner replaces equipment, the product's warranty continues for the remaining Original Warranty Period, or 6 Months from the date of the replacement, whichever is greater.
- Any equipment removed during Warranty Claims process shall become the property of Sigenergy.
- If the equipment included in a Warranty Claim is found not to be covered by this Limited Warranty, Sigenergy reserves the right to charge handling fees and repair / replacement costs.

Warranty Coverage

This Limited Warranty covers:

i. Cost of replacement of Sigenergy product included in the Warranty Claim.

ii. Site Service Fee as defined in the Sigenergy Installer Service Agreement.

iii. Approved shipping costs associated with sending replacement hardware for product(s) included in Warranty Claim.

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iv. Approved shipping costs associated with returning hardware included in a Field Service Request.

This Limited Warranty does not cover:

i. Any other costs related to site service or any related fees.
ii. Any other costs including but not limited to direct or indirect damages arising from warrantied product.
iii. Any costs associated with loss of electrical power generated during the product downtime.

Warranty Exclusions

This Limited Warranty does not apply under the following circumstances:

i. Warranty Claims arising from:
   - Damage caused by improper installation or use of the product.
   - Damage caused by willful or negligent conduct of users, installers or any third parties.
   - Disassembly, modification, repairs and replacement of parts by third-party/personnel not authorized by Sigenergy.
ii. Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)
iii. Cosmetic issues, normal wear and tear, issues that do not significantly affect product function. This includes:
   - aesthetic appearance issues that do not affect system operation.
   - rust due to corrosive environments.
   - paint chipping or peeling due to corrosive environments.
iv. Damage caused by use of 3rd party software, 3rd party interfacing, parts or other products not supplied by Sigenergy.
v. Damage caused during transport.
vi. Damage caused by exceeding specified temperature ranges during storage or use.
vii. Damage caused by environmental conditions, smoke, accidents and external influences that exceed specified parameters for use of the product.
viii. Vandalism, engraving, labels, contamination or theft.

Limitation of Liability

Terms outlined in this warranty are any claimant's sole and exclusive remedy against Sigenergy. 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. To the extent permitted by applicable law(s), Sigenergy does not assume any liability for any loss of

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data, damage or corruption of data, for any loss of profit, loss of use of products or related 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 Sigenstor Home.

****Please note this Sigenergy limited warranty statement may NOT be the latest version, please refer to the latest version of the Sigenergy limited warranty by visiting www.sigenergy.com.

Claims Process

System owners should contact their system installer for initial issue troubleshooting prior to submitting a claim to Sigenergy Start a Warranty Claim by submitting a Service Ticket via the mySigen App.

If a Sigenergy product subject to a Warranty Claim does not have a stable internet connection, the claimant is responsible for conducting an on-site inspection to collect any required data under the instruction of Sigenergy support. Some issues may require an internet connection to resolve.

If the Warranty Claim is approved, Sigenergy shall arrange the replacement of warrantied hardware. The Site Owner is responsible for granting access, making time, and ensuring safe working conditions for any technician from Sigenergy 's service provider.

Please make the claim within 30 days from the initial issue date or risk voiding this warranty.

Submitting a claim via the mySigen App

Follow the instructions and steps in the "Support" section of the mySigen App. The mySigen App claims process will collect the following Claim Details:

i. Contact information of claimant, including name, phone number, email and address.
ii. Information regarding system identification and performance, including model number; serial number; system location; installation date; issue details and issue dates.
iii. Error message(s) and additional information regarding the fault/error.
iv. Descriptions of any trouble shooting action(s) taken in the same timeframe as the failure
v. Detailed device history / device performance data.

Following every claim, Sigenergy shall perform remote diagnosis (if possible); and may modify or update software as needed to resolve the issue. If the product requires additional Field Service, we'll issue a field Service Request to the system installer and proceed with the RMA process.

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Addendum 1

Performance Testing Conditions

The Battery usage must comply with the operating conditions described on product specification sheets and in the installation manual supplied by Sigenergy. For this Limited Warranty, Usable Energy is measured and calculated using the following testing method and values:

Ambient temperature is between 25~ 28℃:

i. Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage.
ii. Wait for 10 minutes.
iii. Charge the battery at Constant Current described below until the battery reaches End of Charge Voltage or 100% SOC.
iv. Wait for 10 minutes.
v. Discharge the battery at the Constant Current described below until it reaches End of Discharge Voltage described below. Record the amount of electricity released in the process as the Remaining Usable Energy of battery.

Test value list:

Product	End of Discharge Voltage (V)	End of Charge Voltage (V)	Constant Current (A)
SigenStor BAT 6.0 US	15	21.9	62.8
SigenStor BAT 9.0 US	22.5	32.85	62.8

Addendum 2

Storage Conditions

Required equipment storage conditions:

- Storage SOC: 35% to 45%SOC. Charge and discharge the battery every 6 months.
- Storage temperature: -13℉(-25℃) to 140℉(60℃).
- Recharge period:

Storage temperature requirement	Actual storage temperature	Recharge period
-13° F<T≤ 140° F (-25℃<T≤60℃)	T≤-13° F (-25℃)	Not allowed
	-13° F (-25℃)<T≤77° F (25℃)	15 months
	77° F (25℃)<T≤95° F (35℃)	9 months
	95° F (35℃)<T≤140° F (60℃)	6 months
	140° F (60℃)<T	Not allowed

- Storage humidity: 5%RH to 95%RH (no condensation).
- Store the equipment in a cool dry place away from direct sunlight.
- Keep the equipment away from flammable, explosive, and corrosive materials.

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Operating Conditions

Required equipment operating conditions:

- Do not install the battery in damp/ moist conditions or where wall condensation is found.
- The ambient temperature during the operation of the products shall not fall below -4℉ (-20℃) or exceed 131℉(55℃). The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is 50° F ⩽ T ⩽ 95° F (10° C ⩽ T ⩽ 35° C).
- All other limits as described in installation guide and certification training materials.

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