



# Selenergy Solar Products Warranty

Sleenergy Technology (A.H.) CO., LTD. and Sleenergy Technology (HK) Limited (abbr. as "Sleenergy" ) provide the following limited warranty for customers who install Solar Products (abbr. as "Product" ).

# Purpose

The primary purpose of this warranty is to clearly define the matters related to the warranty policy of Slenergy Solar Products for foreign market.

# Slenergy Inverter Warranty and Service Conditions

Product model:

- Hybrid Inverter: SL3-8KLH-W; SL5-12KRH-W; SL3.6-6KLV-W
- Grid-connection inverter: SL3-15KRG-W; SL17-25KRG-W; SL30-50KRG-W;

## Warranty Period

Product	5 years	10 years
Hybrid Inverter: SL3-8KLH-W; SL5-12KRH-W		•
Hybrid Inverter: SL3.6-6KLV-W;	•	
Grid connection inverter: SL3-15KRG-W; SL17-25KRG-W; SL30-50KRG-W;	•	
Communication Device (WIFI/LAN/GPRS/4G module)	•	
Smart Meter (RMM, RMK,RMP, RML)	•	

Warranty starts from the 90th day from the date of the product shipment from Slenergy factory, or the installation date, whichever is earlier. Our customers can purchase extended warranty service from our sales or service team for their inverters within 24 months after the warranty is effective.

## Warranty Coverage

The obligations under the standard Slenergy Warranty apply to all customers. This “Warranty” applies to the devices and accessories purchased from Slenergy.

## Specification of Obligations

If the device fails, please provide the following information or documents to us (this information will help the after-sales team to deal with the problem):

- Device model name and serial number.
- Purchasing receipt or invoice.
- Solar system configuration information such as panel brand, panel type, panel connection method, grid voltage etc.
- Battery system configuration information such as battery brand, battery type, battery connection method, battery voltage etc.
- Device fault message (incl. fault code, fault pictures, Indicator status) and other describable information of the fault.)
- Device historical fault information (if has).
- If a device becomes defective, Slenergy (at its sole discretion) will provide Remote Support or/and Replacement support.

### Remote Support

Remote Technical Support includes technical enquiry, problem handling, and firmware update. The technical enquiry service provides consultation services in respect of Slenergy products. And when we do the maintenance of the device, Slenergy may update or restart fails system.

### Replacement support

If the device fails or does not work due to technical defects or material problems during the warranty period, Slenergy will provide the replacement components or device.

This Slenergy Warranty covers the costs incurred for a replacement device of equivalent value in regard to product type, rated capacity class or age as well as its shipping and the return of the defective device between Slenergy factory and warehouse/factory of the customer.

In any case, the warranty claimant must accept a replacement device even if it has cosmetic defects that do not affect energy production or safety compliance. Slenergy will, at its sole discretion, use new and/or equivalent to new devices or parts in the original or improved design.

If the device is replaced in the warranty period, the remaining warranty of faulty devices will be automatically transferred to the newly replaced devices.

If there' s no damage found after checking the returned back product, Slenergy will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

Slenergy will send a replacement device that has an equal value to the warranty claimant or to a different delivery address communicated in advance by the warranty claimant. Provided the warranty claimant was trained by Slenergy to perform an assembly replacement independently, Slenergy reserves the right to send an assembly in place of a replacement device. As required by Slenergy, the warranty claimant must return the defective device or defective assembly at his own risk in a packaging that is suitable for its transportation to Slenergy factory or warehouse.

Slenergy will also retain ownership of an assembly/device until it receives the defective assembly/device. To improve the after-sale service, spare devices (new or repaired devices) are to be prepared, according to the order quantity, in advance and specified in the sales contract. The spare devices can be used for after-sale replacement only and cannot be sold without the written consent of Slenergy.

## Warranty Exclusions

Any circumstances disclosed in the list below are not covered by Slenergy warranty terms and conditions:

- Device warranty is expired (unless warranty extension agreements signed between each other).
- Damages or failures caused by using the components or firmware which are not from Slenergy.
- Damages or failures caused by operation, repair, disassembly or modification operated by non-authorized person.
- Damages or failures caused by the operation or using scope beyond the relevant national standards or industry standards and any installations or operations violated Slenergy specified installation circumstances.
- Deliberately ruin, make an indelible mark or steal etc.
- Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, overvoltage, lightning, fire and pests etc.
- Other not caused by Slenergy products quality damages.
- Damages occurred in transit.
- Use a third-party inverter or charger to charge the battery.
- Normal wear or aging, surface defects, dents or scratches.
- Defects of Product arise due to renewal of the national or regional laws or regulations.
- Accessories and consumable parts, including but not limited to cables, connectors and tools, are not covered by the warranties and services set out above.

## Product Applicability

The design of products covered by this Limited Warranty complies with the common safety standard. Slenergy respects local safety standards and regulations. As local safety standards and regulations vary according to different installation locations, Slenergy cannot guarantee that products meet all applicable requirements for each installation location. Customers shall be responsible for checking and verifying their corresponding national and local laws and regulations to ensure that the product will be purchased, shipped, installed and operated in compliance with local safety standards and laws before purchasing the product.

## Out of Warranty

In a warranty claim is reported which shows not to be valid, the costs incurred by Slenergy due to this non-applicability of warranty claim shall be covered by customer.

As for the service for the products out of warranty, Slenergy can provide certain after sales service to customer upon the request addressed to Slenergy, and all the costs and expenses which include but not limited to the materials, parts or labor costs, shall be borne by customer. For the avoidance of doubt, in no event will Slenergy be liable for the service out of warranty, and this Clause will not constitute the promise of Slenergy to provide such service out of warranty.

## Final Validity

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, Slenergy expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Slenergy cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranties as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No staff of Slenergy is authorized to make any revision, extension or addition to the quality warranty.

The legality and enforceability of the remaining clauses herein shall not be affected or damaged if any of the clauses herein is adjudged to be illegal or unenforceable.

The rights mentioned in this Slenergy Limited Factory Warranty reflect the exclusive rights of the warranty claimant in accordance with this Slenergy Limited Factory Warranty. No other claims — including, but not limited to, claims for compensation for direct or indirect damage caused by the defective device, claims for compensation for costs arising from disassembly or installation, and/or loss of power production or profits — are covered by the Slenergy Limited Factory Warranty.

If any provision of this Limited Warranty shall be declared void or unenforceable by any court and administrative body of competent jurisdiction, such provision shall be deemed to be amended to achieve as nearly as possible the same economic effect as the original provisions of this Warranty and the amended provisions and other provisions of this Warranty shall continue in full force and effect.

# Slenergy Li-ion Storage Battery Limited Product Warranty

Product model: SL-BH-2-5; SL-BH-3-7; SL-BH-4- 10; SL-BH-5-12; SL-BH-6-15; SL-BH-7-17; SL-BH-8-20

(Scope: Hybrid Inverter: SL3-8KLH-W; SL5-12KRH-W )

## Warranty Period

Slenergy warrants that the Product will be free of defects caused by improper workmanship or defective materials, and the Product retains either seventy percent (70%) of rated energy for ten (10) years or for a Minimum Output Energy which is calculated from the Warranty commences, whichever comes first.

Remark: The capacity measurement condition is defined in Appendix 1.

Model	Warranty Period(years)	Cycle Index	Remaining Capacity	Minimum Output Energy (MWh)
SL-BH-2-5	10	6000	70%	18.7
SL-BH-3-7	10	6000	70%	28
SL-BH-4-10	10	6000	70%	37.4
SL-BH-5-12	10	6000	70%	46.7
SL-BH-6-15	10	6000	70%	56
SL-BH-7-17	10	6000	70%	65.4
SL-BH-8-20	10	6000	70%	74.8

This warranty commences the period of (10) years, whichever comes first:

- Invoice provided by the customer, or
- Vom Kunden vorgelegte Rechnung, oder

Note:

This Warranty does not include any accessories and toolkits provided with the Product. In case the product quality has any problems, Slenergy will repair or replace the Product if the Product is defective and returned during the Warranty Period. Repaired or replaced Products will continue for the remainder of the original warranty period. Under no circumstances will the warranty period be recalculated.

## Warranty Conditions

The warranty in respect of the Product only applies if the Product:

- is purchased from Slenergy or an Authorized Reseller in the Territory;
- has the official Slenergy serial number;
- is installed in indoor environment;
- is installed, operated and maintained in accordance with the Product Instructions;
- is used on a daily cycle basis and only for energy storage system, (Cycle life per year: Must be below 600 times) .

The warranty would be inapplicable if the defect or failure of the Product' s performance is attributable to your misuse, abuse, accident or non-observance of the Product.

## Exclusion of Warranty

To the extent permitted by law, Slenergy excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by following:

- Warranty period specified above has already expired.
- Inverter or charger failure (Slenergy energy storage inverter products are excluded) ;
- The Product being installed with inverters or charger which have not been certified by Slenergy;
- You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature;
- Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
- Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Slenergy or a Slenergy' s certified installer;
- Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Slenergy;
- Any attempt to extend or reduce the life of the product without written confirmation from Slenergy, whether by physical means, programming or others;
- Removal and reinstallation at another place from the original installation without the written confirmation from Slenergy;
- Water, conductive dust or corrosive gas;
- The Product has been connected with different type battery modules;
- Battery have been connected with battery not from Slenergy;
- Product damage and defect caused by End User' s improper use, misuse, abuse, which non-conforming with User Manual;
- Normal wear and tear or deterioration, or superficial defects, dents or marks that not impact the performance of

the Product;

- Theft or vandalism of the Product or any of its components.
- End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by Slenergy.
- The Product is not suitable for supplying life-sustaining medical devices and automotive application.
- Product damage caused by external force, force majeure (such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot, terrorism or other activities intervened by government, which are out of control of Slenergy).

## Claim Payment

Claims can be made by Authorized Reseller from whom the Product was purchased. To process the Warranty Claims must follow below items:

- Invoice for the procurement of the Product
- Product serial number and initial installation date
- Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity (but this would not be determinative).

Slenergy may contact buyer for further information regarding the defect. Slenergy may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Slenergy.

Slenergy reserves the right to refuse exchange requests where adequate information is not provided. To request the replacement of a battery, you must contact the Slenergy service center.

Email: [service@slenergy.com](mailto:service@slenergy.com)

If you dispute Slenergy's verification of the claim, the Product must be evaluated by local 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 Slenergy will be responsible for the testing costs).

If the Product is no longer available, Slenergy 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. Replacement of battery, components or Products may not be brand new but with quality and specification compliant with the Product specifications.

## General Provisions

Slenergy respects local safety standards and regulations. Due to the large differences in safety standards and regulations from place to place. Slenergy cannot guarantee that the product will meet all applicable requirements for the customer's installation location in each region, and it is the customer's responsibility to comply with the product's shipping, sales, or compliance with such safety standards and regulations in that region. Before purchasing and using any product, customers should review the product's application, state and local laws and regulations, and must verify that the product's use and installation comply with these regulations.

This warranty is subject to the law of local government.

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.

## Applicable Law

This warranty is subject to the law of local government. Product comes with guarantees that cannot be excluded

under the Local Government Consumer Law. The Buyer is entitled to a replacement for a major failure for any other reasonably foreseeable damage. The Buyer is also entitled to have the goods repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure but it will affect the normal use of the product. Terms and conditions Limited to Slenergy Technology (A.H.) Co., Ltd and Slenergy Technology (HK) Limited.

## Defintions of Nouns

In this document:

- Warranty means Li-ion storage battery limited warranty.
- Product mean the UHB/ULB Li-ion storage battery.
- Authorized Reseller means an approved Slenergy retailer or distributor in the Territory.
- Consumer Law means: Local Consumer Law
- Minimum Capacity means at least 70% of the rated energy during the warranty period.
- Rated energy means the initially rated capacity of the Product as printed on the label of the Product.
- Product means UHB/ULB Li-ion storage battery system manufactured by Slenergy;
- Product Instructions means the instructions and manuals issued by Slenergy with the Product that set out how the Product should be installed and operated.
- Slenergy means Slenergy Technology (A.H.) Co., Ltd and Slenergy Technology (HK) Limited.
- Territory means all the countries around the world, depending on where the Product was purchased.
- You means the natural person that acquired the Product.

Test value list:

Model	End of Discharge Voltage (V)	Constant Charge Voltage (V)	Constant Current (A)	End of Discharge current (A)
SL-BH-2-5	89.6	115.2	25	0.5
SL-BH-3-7	134.4	172.8	25	0.5
SL-BH-4- 10	179.2	230.4	25	0.5
SL-BH-5- 12	224.0	288.0	25	0.5
SL-BH-6- 15	268.8	345.6	25	0.5
SL-BH-7- 17	313.6	403.2	25	0.5
SL-BH-8-20	358.4	460.8	25	0.5

## Quality Assurance Period

- The warranty shall be effective from the date on which the risk of damage to and loss of the Products passes from Slenergy to the Customer's party in accordance with applicable laws and regulations in the contract executed by Slenergy and the Customer in relation to the supply and supply of the Products (the "Contract").
- The warranty period of each part of the product shall meet the following requirements:

Ten (10) years: from the effective date, excluding the following

- Galvanized steel parts with HDG plating less than or equal to 85um at atmospheric corrosion class 5 (ISO 9223).
- Atmospheric corrosion classes 4 and 5 (ISO 9223) categories, not covered by self-tapping nails
- Atmospheric corrosion class 4 and 5 (ISO 9223) categories, reduction of span and surface treatment thickness contact Slenergy for details.

Under normal conditions of application, installation, use and service, Slenergy shall guarantee that its products (if any) are free from any defects in materials and workmanship. If the product does not conform to the warranty, Slenergy will repair or replace the defective part at its own option during the warranty period of each part. Repair and replacement shall be the only and complete corrective in this warranty and shall not exceed the period specified in this warranty.

## Exemption from Liability

During the warranty period, any of the following circumstances are not covered by the warranty:

- failure to properly install and use the Product in accordance with the operating instructions, or disassemble, reassemble, modify, maintain, reassemble, or modify the Product without the permission of the Company, resulting in product failure (including failure of the product to work but not function properly or perfectly, the same below) or damage;
- the information provided to Slenergy does not match the actual installation site information, or the product is not used in the environment or conditions required by the design, resulting in product failure or damage;
- failure or damage to Slenergy's products due to failure or damage to products or equipment not provided by Slenergy;
- failure or damage to the Product is caused by failure or damage to systems, components or parts provided or purchased by the Customer and not included in the Product;
- product failure or damage caused by design defects in the engineering drawings provided by the customer;
- product failure or damage caused by handling and handling after delivery;
- normal and reasonable wear and tear of the product during use (such as product deformation or fading, peeling off of the galvanized layer, scratches, stains, etc.);
- natural disasters such as earthquakes, fires, thunderstorms, heavy rainfall and foundation changes and other natural factors, as well as non-existent foreseeable or unavoidable force majeure factors, such as product failure, damage or loss caused by war, riot and government intervention;
- product failure or damage caused intentionally or negligently by the user or a third party;
- when the product fails or is damaged or the wrong product is detected, Slenergy cannot be notified in time, and more serious damage is caused;
- failure or damage that cannot be detected by general technology and technology before the product is placed on the market;

- detect, inspect or discover or have been informed of defects, damages, errors or malfunctions of the Product prior to installation, but still insist on any damage or loss caused by the use of the Product;
- other failures or damages not caused by Slenergy.

## Others

- In the event of a malfunction or damage to the product in item 6.3 of the warranty or beyond the warranty period, Slenergy can provide paid technical support and maintenance services.
- This warranty only guarantees the quality of the product and should not be caused by any reason related to the quality of the product be liable for any loss; Nor shall you be liable for any incidental, consequential, or special damages arising out of any cause.

## Statement

If the Client has a reasonable claim within the scope of this warranty, the Customer shall promptly notify Slenergy directly by mailing a written registered mail to the business address listed under the warranty and sending an email to: [service@slenergy.com](mailto:service@slenergy.com). The Customer shall also accompany the notice with evidence of the claim, the corresponding material code of the Product, and the date of purchase of the Product. In addition, the invoice should indicate the date of purchase, purchase price, Slenergy's seal or signature.

Upon receipt of such written claim, Slenergy may, at its sole discretion, further verify whether the Customer's claim is in breach of the warranty. Without limiting the foregoing, the Customer may return a defective or claimed defective product or a specific part of the product at Slenergy's expense in accordance with Slenergy's written authorization, return packaging, shipping instructions. Returns of any Product or any particular part of the Product will not be accepted by Slenergy unless authorized in advance in writing by Slenergy and the Customer complies with the packaging and shipping instructions provided by Slenergy. In the reasonable judgment of Slenergy, if Slenergy verifies that the Product does not conform to the above warranty, Slenergy will, at its option, repair the defective Product or a particular part of the Product and return it to the Customer at the Customer's expense, or provide the Customer with a new or refurbished Product or a specific part of the Product at the Customer's expense, and will reserve the right to charge the Customer for the return shipping costs of the parts paid by Slenergy. The foregoing measures set forth Slenergy's sole and exclusive obligations and Slenergy's sole and exclusive solution to the Customer's breach of the foregoing Limited Warranty.

## Dispute Resolution

In the event of a dispute between Slenergy and the customer over a warranty, a leading international testing institute such as TÜV Rheinland or other similar institutions agreed by Slenergy and customers shall participate in and finally determine the claim. The decision of such body shall be final and binding on both the Client and Slenergy. If the third party determines that the quality of the product meets the agreed standards, then all costs and expenses shall be borne by the customer, otherwise by Slenergy.

## Individual Matters

The repair or replacement of defective products or any specific part of the product, or the provision of additional products, does not give rise to a new warranty period and shall not extend the original warranty period. Any replacement product or parts of the product shall be the property of Slenergy and shall be handled by Slenergy. If, at the time of the Customer's claim, Slenergy has ceased to produce the defective product or a component of the product, Slenergy shall be entitled to deliver another type of product (different in size, color, shape and/or form).

Notwithstanding the guarantee of this warranty, the responsibility or obligation of the Customer or the User to inspect the Products in a timely, correct and careful manner and to notify Slenergy of defective Products in a timely manner will not be reduced or excluded.

#### Appendix 1

Capacity measurement condition:

Ambient temperature: 25~28°C

Charge :

Lade-:

- Discharge the battery with Constant current until the battery reach End of discharge voltage or battery self-protection automatically.
- Lay aside the battery for 10mins.
- Charge the battery with Constant current and Constant charge voltage until battery self-protection automatically.
  
- Lay aside the battery for 10mins.
- Discharge the battery with Constant current until reach End of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- Calculate formula is: Current Capacity = Discharge time × Constant current value.
- Charge the battery with Constant current and Constant charge voltage until the battery automatically reaches the End of discharge current or battery self-protection state.

\*This-document-issubject-to-the-final-signed-contract-version.

\*\*In-the-event-of a conflict-between English and other languages in-this-document, the English version shall prevail.

\*\*\*Slenergy reserves the final explanation rights of this warranty policy.