Lithium Battery Storage and After-Sales Management Regulations

(Applicable only to all products manufactured by SLENERGY)

一、Definition of Specialized Terms

- SLENERGY: Refers to Slenergy Technology (Anhui) Co., Ltd.
- User: Refers to the natural person who obtains batteries produced by SLENERGY.

- Battery: The batteries produced by SLENERGY, typically consisting of battery cells or battery packs. Batteries can be used for power supply, energy storage, and providing backup power in specific applications.

- Storage: Refers to the activities of storing, preserving, and managing batteries. This includes maintaining the warehouse environment, standardizing battery storage, and conducting regular inspections and maintenance.

- After-Sales: Refers to the services provided to users after battery sales, including maintenance, return and exchange, technical support, etc. It encompasses maintaining battery quality, safeguarding user rights, and providing satisfactory after-sales support.

- Transportation: Regulations guiding appropriate packaging, labeling, and protective measures during battery transportation. The aim is to ensure that batteries are not damaged during transportation and to guarantee transportation safety.

- Outbound: Regulations governing the process of taking batteries out of the warehouse. This includes inspecting the battery's appearance, counting, and recording steps to ensure the integrity of outbound batteries.

二、 Purpose

The purpose of these regulations is to ensure the safety, quality, and environmental protection of SLENERGY batteries during storage, transportation, and after-sales processes, meeting the following requirements:

- Ensuring User Safety: Through standardized storage management and after-sales services, users' safety during battery product use is guaranteed. Potential risks during storage and after-sales processes are reduced, preventing accidents.

- Maintaining Product Quality: Through strict warehouse environment requirements, regular inspections, and maintenance, battery product quality is ensured. Products are guaranteed to be intact when leaving the warehouse, providing users with high-quality battery products.

- Promoting Environmental Protection: Emphasizing the proper disposal and recycling of used batteries to reduce environmental impact. Regulations on used battery disposal methods ensure that they do not pollute the environment.

- Providing Satisfactory After-Sales Support: Through clear after-sales service regulations, users can enjoy timely, professional, and satisfactory after-sales support after purchasing battery products. Problems encountered during use are resolved, safeguarding user rights.

- Standardizing Transportation and Outbound Processes: Through clear transportation requirements and outbound instructions, operational procedures during battery transportation and outbound processes are standardized. Batteries are ensured to be undamaged during transportation, and outbound products meet quality standards.

By implementing these regulations, we aim to establish a safe, efficient, and environmentally friendly battery storage and after-sales management system, safeguarding user safety and rights,

maintaining product quality, promoting environmental protection, and providing high-quality after-sales support.

三、Scope of Application

These regulations apply to the operations and processes involved in battery product storage, transportation, and after-sales. The following activities, operations, and personnel are subject to these regulations:

- Battery Products: All SLENERGY battery products, including but not limited to lithium-ion batteries and lead-acid batteries.

- Storage Processes: Involving battery product storage, preservation, inspections, and maintenance, including warehouse and storage facility management.

- Transportation Processes: Involving battery product transportation, packaging, and labeling, including safety and protective measures during transportation.

- After-Sales Services: Involving battery product maintenance, return and exchange, technical support, customer complaint handling, and other after-sales service processes.

- Used Battery Disposal: Involving the recycling, disposal, and environmental protection measures for used batteries.

Through a clear scope of application, this regulation will regulate and guide the various aspects involved in the life cycle of battery products to ensure that the safety, quality and environmental performance of battery products are fully guaranteed.

四、Battery Storage Management Regulations

1、Outbound Instructions

1）Battery Outbound Capacity: Batteries should have a charge capacity of 30% ± 1% at the time of outbound. The static voltage difference during outbound should be maintained at a level less than 30 millivolts (mV).

2） Separate Packaging for Host and Battery: The host and battery should be packaged separately, with essential information such as product information, packaging details, and product barcodes marked on the outer boxes. Ensure accurate identification and management during transportation and storage.

3） Product Barcodes: Each product should have a unique barcode to identify production information, enabling tracking of manufacturing batches and history.

4）Pallet Stacking and Packaging: Products should be stacked and packaged using pallets (or trays) for easier transportation and management during system shipments. An outbound loading diagram should be provided to ensure proper loading and transportation, along with documentation for shipping records.

2、Transportation Requirements

1） UN38.3 Transport Certification: Battery products require the UN38.3 certification from the United Nations Committee of Experts on the Transport of Dangerous Goods (UN/DOT) to ensure compliance during air, sea, and road transportation.

2） Packaging Requirements: Packaging should prevent physical damage (e.g., compression, impact, vibration) and chemical damage (e.g., moisture, alkali corrosion). Packages should also be

labeled "For Cargo Transportation Only" or "Not Allowed as Carry-on Luggage" to prevent accidents.

3）Transfer Methods: Ensure products are not damaged during transit due to different stacking methods. Maintain the original pallet configuration throughout transportation and avoid restacking during transfers.

4）Bulk Transportation: Guarantee product integrity and safety. Battery products must not be disassembled or unpacked for transport to prevent damage or loss.

5）Forklift Operation: Forklift operation may damage products or packaging, thus requiring only licensed professionals to perform this task. Minimize potential damage during operations.

6）Avoid Violent Handling: Prevent violent handling like dropping, crushing, or stepping on products during transportation to maintain integrity and safety.

7）Photographic Records: Ensure the receiving party documents the condition of the goods upon receipt. These photos serve as evidence for future dispute resolution or insurance claims.

3、Warehouse Environment and Facility Requirements

1）Storage Location: For stability and traceability, products from the same batch should be stored centrally in designated locations with proper batch management. Facilitate subsequent shipments and tracking while ensuring product consistency.

2）Inbound Marking: Each batch of battery products should be clearly marked upon arrival, including model, quantity, production date, etc. Follow the first-in, first-out (FIFO) principle during shipments to ensure users receive battery modules from the same batch.

3）Storage Temperature and Humidity: Batteries should be stored within a temperature range of

-15° C to 60° C and humidity of 5% to 95%. To prevent accelerated corrosion or oxidation, recommend storing batteries at 18° C to 25° C and below 40% humidity. Avoid extreme conditions like direct sunlight, high temperatures, or low temperatures that can adversely affect batteries.

4）Storage Venue: Maintain good ventilation to prevent damage or combustion risks due to poor air circulation. Storage areas should not be fully enclosed, allowing ventilation through vents or windows.

5）No Flammable or Explosive Materials: Since batteries are flammable and explosive, strictly prohibit smoking or storing other flammable or explosive materials to prevent accidents like fires.

6）Fire Safety Equipment: Equip storage areas with fire safety measures like fire extinguishers and hoses. Regularly inspect and maintain these facilities to ensure they are always in good working condition.

4、Long-Term Storage Handling Procedures

1）Battery Inbound Registration: Upon initial storage, record the battery's serial number and production date. If not the first time, update the latest maintenance date.

2）Maintenance Assessment: Battery modules stored or maintained for over 6 months require maintenance charging to maintain performance and readiness for future use.

3）Battery Installation: Assemble battery systems according to product manuals or quick installation guides, referencing factory report numbers. Ensure correct installation steps for system stability and performance.

4）Charge-Discharge Operations: Connect the assembled battery system to the inverter and set according to its operating mode. Perform different charge-discharge operations based on storage

duration:

- If stored for over 6 but less than 12 months (refer to Attachment 1), discharge the battery's SOC to 10% and recharge to 30%.
- If stored for 12 months or more (refer to Attachment 2), discharge the battery's SOC to 10%, recharge to 100%, and finally discharge to 30%.

5） Maintenance Records: Record the latest maintenance date for future reference. This aids in tracking battery maintenance history and planning future operation.

五、Battery After-sales Management Regulations

1、Product Warranty and Repair Services

Battery Warranty Service：

- Warranty Period: SLENERGY guarantees that the battery is free from defects arising from improper craftsmanship or material defects. In case of non-human-induced battery quality issues within the warranty period, SLENERGY offers free warranty services.
- Warranty Coverage: The battery warranty covers manufacturing defects and performance abnormalities. If issues arise within the warranty period, SLENERGY will provide repair or replacement services for the battery.
- Scope of Repair: The warranty service includes repair or replacement of the battery itself, excluding other devices or accessories related to the battery. The specific warranty scope will be detailed in the warranty policy.
- Conditions: To enjoy warranty services, conditions such as proper installation and use, adherence to storage management regulations, avoidance of exceeding rated specifications, being within the warranty period, no man-made damage, and providing proof of purchase within the warranty period must be met.

Battery Repair Service：

- Repair Service: For issues arising outside the warranty period or issues not covered by the warranty, repair services can be selected. Repair fees and shipping costs will be charged, varying according to the nature of the problem and the complexity of the repair.
- Repair Procedure: Repair services typically involve diagnosing the battery, repairing defective or faulty components, and recalibrating the battery management system. The repair procedure varies depending on the nature of the issue.
- Repair Quotation: Before proceeding with repairs, users can obtain a preliminary repair quotation from SLENERGY's after-sales service, which includes the work and costs required for the repair.

For detailed warranty services, please refer to SLENERGY's battery warranty policy.

2、Return and Exchange Policy

- No Return or Exchange Without Special Circumstances: Batteries are considered special commodities and are generally not accepted for return or exchange without special circumstances such as quality issues or manufacturing defects.

- Return and Exchange Within the Warranty Period: If quality issues, performance issues, or manufacturing defects arise within the battery's warranty period, SLENERGY will handle returns or exchanges based on the actual situation of the battery, while also providing free repair or replacement services.

- Return and Exchange Outside the Warranty Period: If issues arise with the battery outside the warranty period or if the issues do not fall within the warranty scope, returns or exchanges are not permitted under non-special circumstances.

- During Return and Exchange: If SLENERGY agrees to process a return or exchange, the product must be returned in perfect condition with all accessories intact, as any damage or missing accessories will affect the acceptance of the return or exchange.

3、Customer Complaint Handling

SLENERGY takes every customer complaint seriously and will carefully listen to and promptly address any dissatisfaction with our products and services.

Customers can submit complaints through official channels, and SLENERGY will assign a dedicated person to investigate, analyze, and resolve the issues.

4、After-sales Technical Support

Users encountering problems during use can contact our technical support team at any time for professional technical consultations and solutions.

The technical support team will provide timely responses and solutions through phone, email, and other means to help users resolve technical issues.

Email：service@slenergy.com

Website：https://www.slenergy.com

六、Pre-installation Inspection

1、Safety Operation Guidelines

1）When using battery products, please ensure to follow the product instructions and operate according to the prescribed steps. Do not disassemble, modify, or repair battery products at will.

2）Avoid exposing battery products to high temperatures, humidity, fire sources, or other environments that may affect product performance and safety.

Strictly prohibit the use of unauthorized inverters or charging equipment. Use the inverter or charger specified by SLENERGY for charging operations to prevent charging accidents.

Follow the instructions provided by SLENERGY to correctly install and use energy storage batteries to avoid safety accidents.

If the battery is not used for an extended period, maintain the battery charge at 30% ± 1%, as otherwise, it may reduce the service life of the energy storage battery. If the battery is not used for more than 6 months, it must be fully discharged and then charged to 30% every 6 months to prevent over-discharge, which can degrade battery performance or even damage the battery.
Heat is generated during battery charging, so ensure that the charging equipment is well-ventilated to prevent heat accumulation.

If any abnormalities are detected in the energy storage battery, immediately stop using it and promptly contact SLENERGY or a professional technician for handling.

2、Disposal of Waste Batteries

1、When energy storage batteries are no longer in use or have reached the end of their service life, they should be promptly recycled and disposed of, rather than discarded casually.

2、Recycling and disposal should be carried out through formal recycling channels, such as handing them over to professional recycling companies or delivering them to designated recycling stations for processing.

3、Do not discard waste energy storage batteries in natural environments, nor should they be thrown into fire or water.

4、For energy storage batteries that cannot be reused or recycled, safe disposal methods such as safe encapsulation, chemical treatment, incineration, etc., should be adopted to ensure that they do not pose a hazard to the environment or human health.

七、Pre-installation Inspection

- Inspect the Battery Appearance: Ensure that the battery has no visible damage or defects such as cracks, scratches, dents, etc. Additionally, verify that the battery's model, capacity, and voltage parameters comply with the installation requirements.

- Check Battery Weight and Dimensions: Confirm that the battery's weight and dimensions are appropriate to ensure it can be correctly placed in the designated installation position.

- Verify Battery Polarity: Ensure that the battery's polarity is correct to guarantee proper connection between the battery and the system's positive and negative terminals.

- Examine Battery Connections: Inspect the battery's connecting wires to ensure they are securely fastened, preventing any loosening or detachment from the system.

- Check Battery Charging and Discharging Status: Ensure that the battery's charging and discharging status is normal, allowing it to function properly during charge and discharge cycles.

- Inspect Battery Pack Installation Location: Verify that the installation location of the battery pack is safe and secure, free from any obstacles that may hinder its installation or operation.

- Assess Battery Pack Grounding: Ensure that the battery pack's grounding is satisfactory to maintain its safety and stability.

- Examine Battery Pack Protection Circuits: Verify that the battery pack's protection circuits are intact, enabling it to automatically cut off power or enter a protection state in abnormal situations.

八、Common Issues

1、Issues with Power-on or Abnormal Operation

1）Stacking and Installation Check: Inspect if the battery pack is correctly stacked and installed in the designated location, ensuring all connections are secure and free from looseness or obstruction.

2）Battery Terminal Check: Examine the battery terminal pins to ensure they are not bent, broken, or damaged. Replace or repair the battery terminals promptly if issues are found.

3）Power and Communication Line Connection Check: Verify that the power and communication line connections between the battery system and inverter are secure. Ensure that connectors are not loosed or disconnected.

4）Circuit Breaker and Button Operation: Check that the battery circuit breaker is properly closed to ensure power supply to the battery pack. Validate that the inverter's button operations are performed correctly according to the manual, ensuring the system is in the correct operational state.

5）Host Computer Communication Check: Use the host computer to check for any fault messages or alarms. If the system exhibits faults, take corresponding repair measures based on the host computer's report information.

2、Abnormalities During Battery Use

SOC Fluctuation：

- If SOC fluctuations are observed during the battery's initial cycling, it is a normal behavior for the battery to calibrate its SOC, related to our SOC calibration strategy.

- If SOC fluctuations occur frequently (in every cycle), please contact SLENERGY for equalization treatment.

3、Battery Hibernation

- Over-discharge Hibernation: If the battery enters hibernation due to over-discharge, try activating it through manual button operation. There is a button next to the battery system's indicator light, which can be pressed according to the manual's instructions to activate the battery.
- Deep Hibernation: If the battery enters a deep hibernation state and cannot be activated by the manual button, try using an external power source. Ensure that the voltage of the external power source is greater than the battery's rated voltage. Connect the external power source to the battery system and ensure the voltage is appropriate to activate the battery.

4、Battery Damage

1）Confirming Battery Damage: If a battery issue or damage arises, please contact SLENERGY promptly for detailed diagnosis and assessment. SLENERGY will determine if the battery needs replacement based on warranty documentation and product warranty policies.

2）Handling Damaged Batteries: If the battery is confirmed to be damaged and meets the after-sales replacement criteria, SLENERGY will guide users in shipping the damaged battery to a designated warehouse or service center for repair processing following prescribed procedures. Before sending the battery, ensure it is packaged and labeled according to the after-sales service requirements and guidelines to ensure safe transportation. The after-sales service will carry out battery repairs or replacements to restore the system's normal operation.

九、Annex

Annex I：

Batteries Stored for More than 6 Months

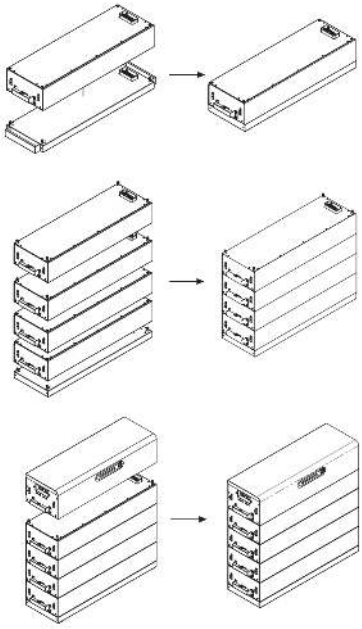
1、Pre-Storage Preparation

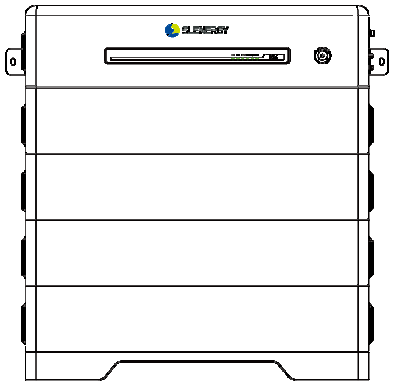
Ensure Battery Pack Batch Uniformity: Batteries of different batches may exhibit performance discrepancies, posing a risk to battery performance when mixed. (Refer to product serial numbers to ensure they are from the same batch)

Except for the last four digits of the serial number which may differ, the remaining digits must be identical. (Note: Some products may have 5-digit serial numbers)

2、Battery Module Assembly

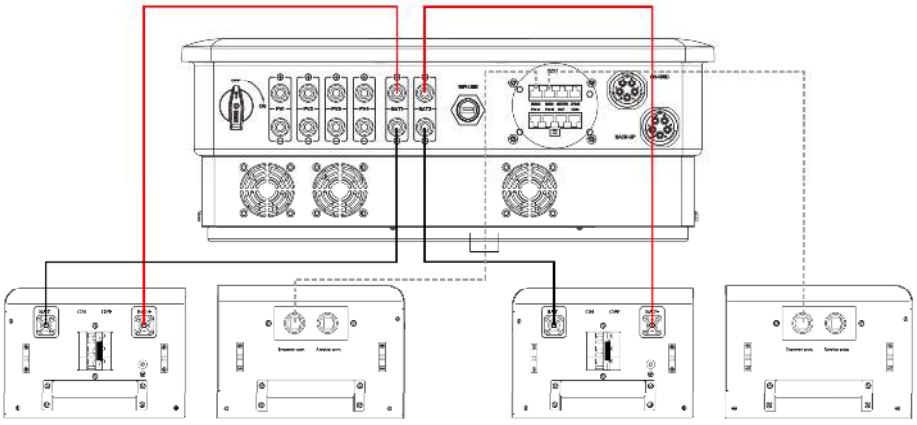
Ensure the use of batteries from the same batch during assembly, and carefully follow the battery module assembly manual to stack the batteries.

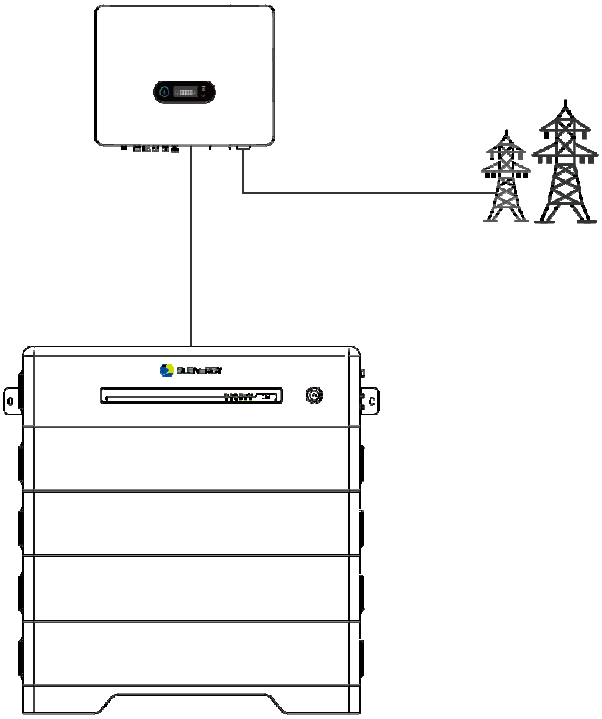




3、Inverter Connection

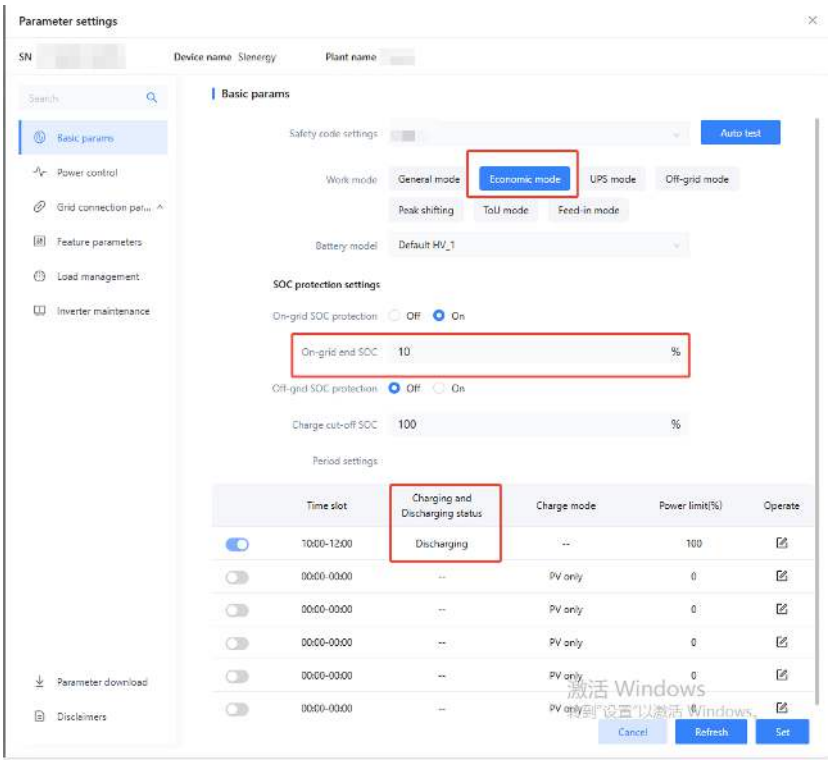
Follow the inverter installation manual to ensure correct connections. (Only connect the grid and batteries)



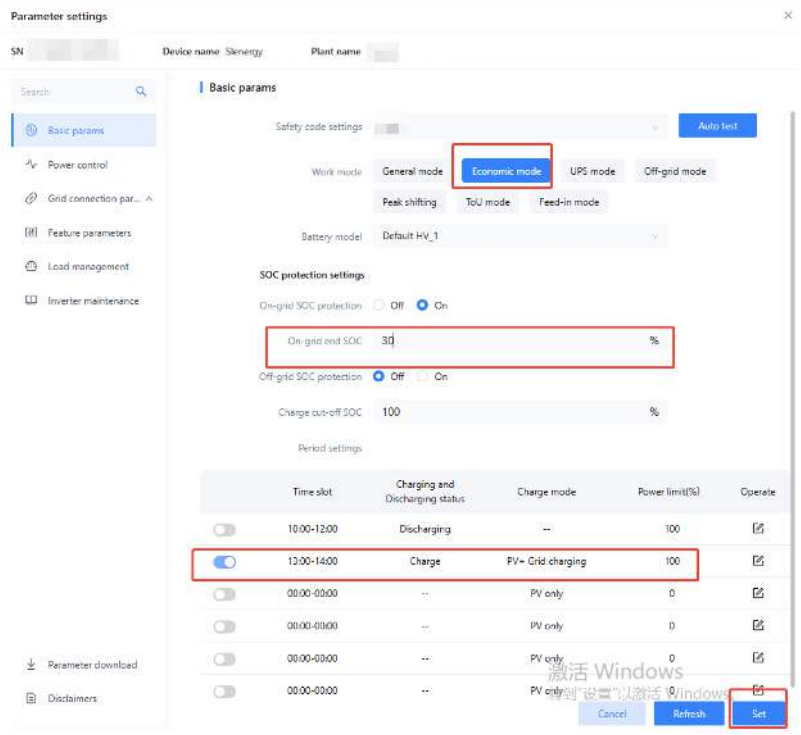


4、Battery Charge and Discharge Operation

1）Set the discharge time via the economy mode and adjust the grid-connected discharge cut-off SOC to 10%. Wait for the battery SOC to discharge to 10% and then let it rest for approximately 15 minutes.



2）After 15 minutes of rest, select either the backup mode or the economy mode. If the economy mode is selected, set the corresponding charging time. Wait for the SOC to charge up to 30%, and the operation is complete.



5、Mack the batteries for storage and record the latest maintenance date for future reference.

Annex Ⅱ：

Batteries Stored for More than 12 Months

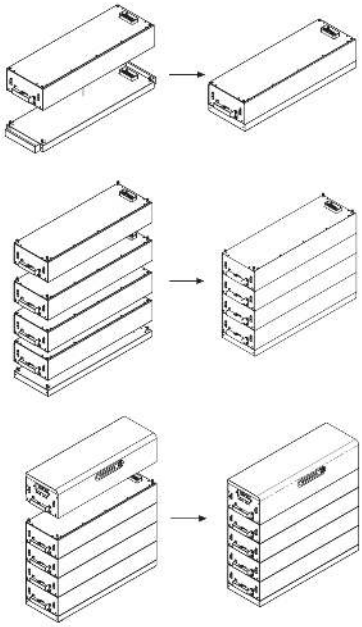
1、Pre-Storage Preparation

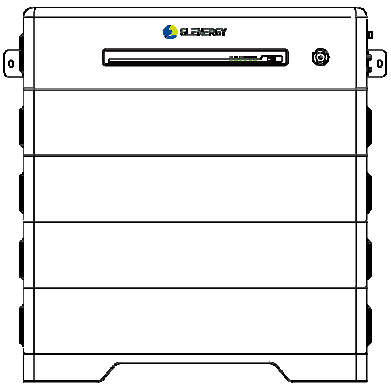
Ensure Battery Pack Batch Uniformity: Batteries of different batches may exhibit performance discrepancies, posing a risk to battery performance when mixed. (Refer to product serial numbers to ensure they are from the same batch)

Except for the last four digits of the serial number which may differ, the remaining digits must be identical. (Note: Some products may have 5-digit serial numbers)

2、Battery Module Assembly

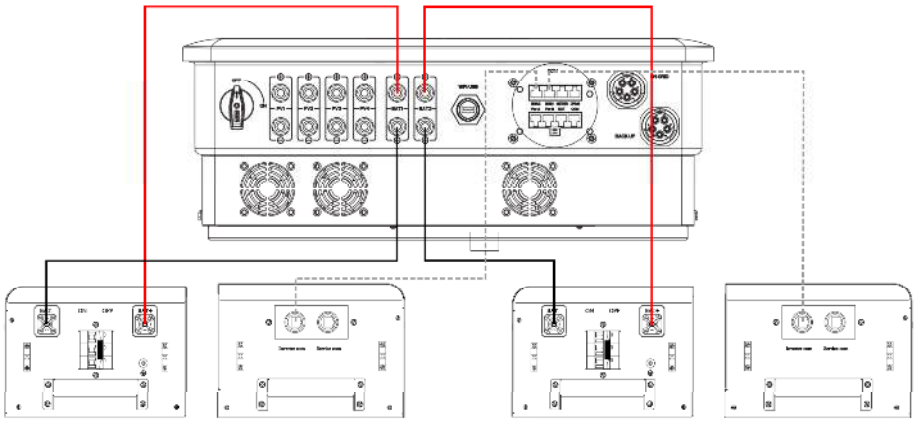
Ensure the use of batteries from the same batch during assembly, and carefully follow the battery module assembly manual to stack the batteries.

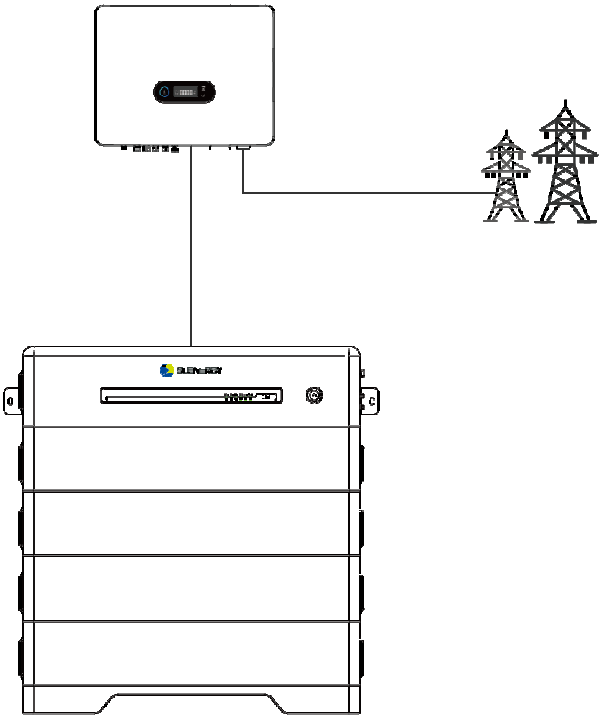




3、Inverter Connection

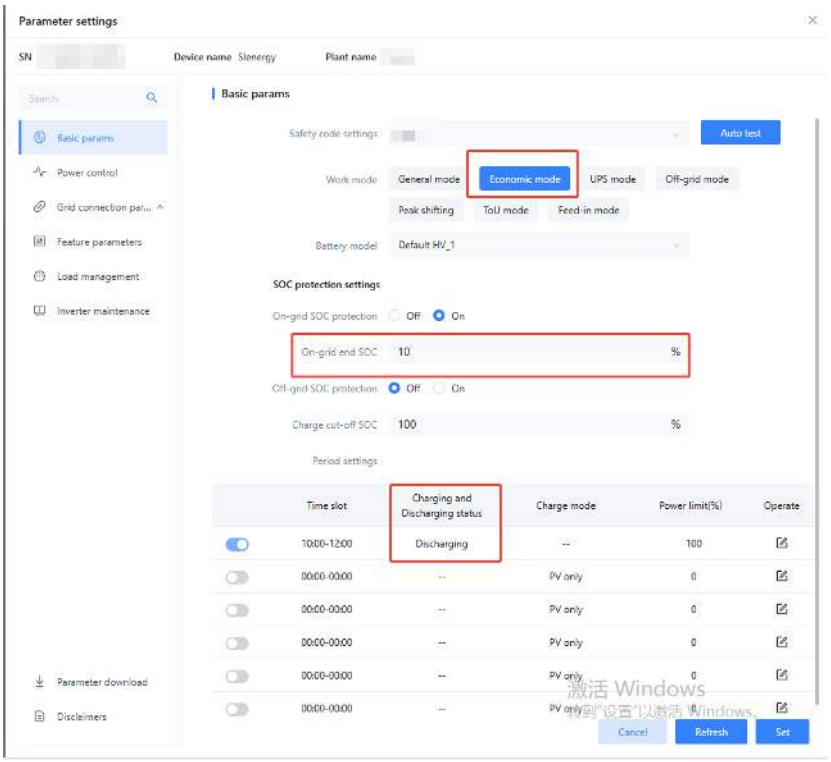
Follow the inverter installation manual to ensure correct connections. (Only connect the grid and batteries)



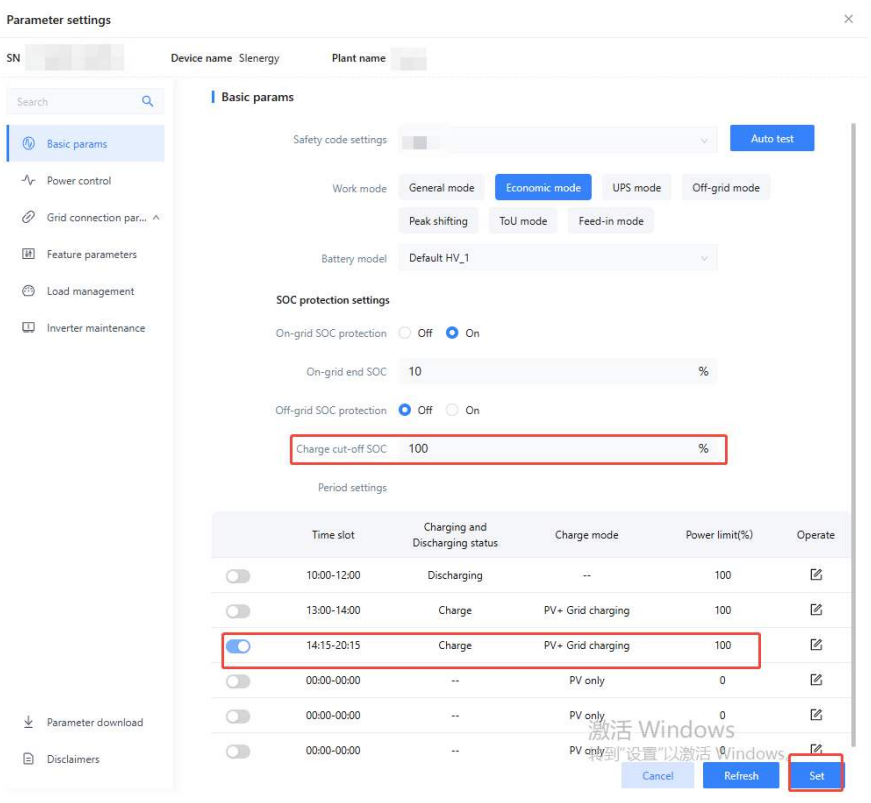


4、Battery Charge and Discharge Operation

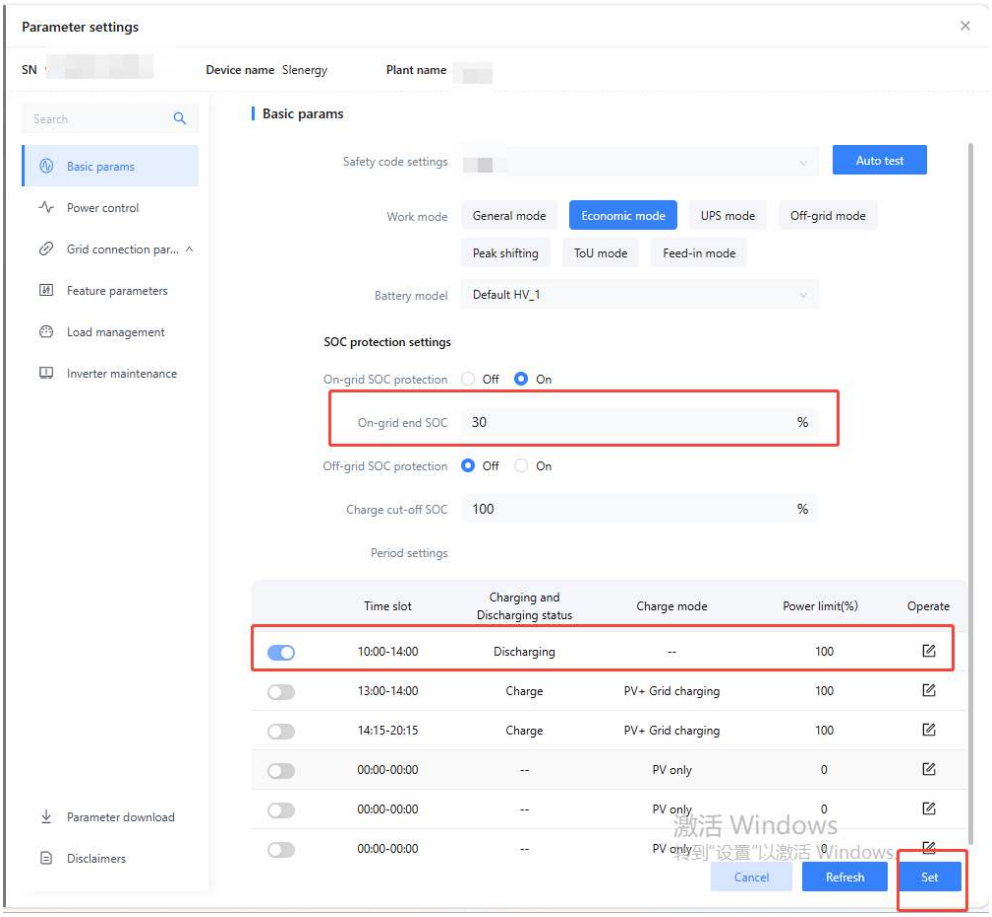
1）Set the discharge time via the economy mode and adjust the grid-connected discharge cut-off SOC to 10%. Wait for the battery SOC to discharge to 10% and then let it rest for approximately 15 minutes.



2）After 15 minutes of rest, select either the backup mode or the economy mode. If the economy mode is selected, set the corresponding charging time. Wait for the SOC to charge up to 100%,



3）Then set the inverter working mode to economic mode to set the discharge time, and set the grid discharge cut-off SOC to 30%, and wait until the battery SOC is discharged to 30% to complete the operation.



5、Mack the batteries for storage and record the latest maintenance date for future reference.