

Warranty Policy for LC-E2 Energy Storage System

(V1.1)

1. Warranty Period

Hunan Lenercom Technology Co., Ltd. ("Lenercom") provides quality assurance services that meet the scope and conditions of quality assurance for its LC-E2 series energy storage system.

◎ Inverters and inverter ancillary products

Provide 60 months warranty for the inverter from the acceptance date¹.

provide 24 months warranty for ancillary products (WIFI, GPRS) from the acceptance date.

◎ Battery module

Provide 120 months warranty of no less than 70% of the initial available capacity².

2. Warranty Conditions

According to the warranty terms, LC-E2 series products that were purchased and installed through Lenercom or its authorized partners, and operate according to the product manual can apply. New, used or refurbished products purchased through other unauthorized channels are not covered by this warranty.

During the standard warranty period, we undertake the material cost of parts for maintenance or replacement of the machine caused by product quality problems, but not bear other direct or indirect losses. In any case, the maximum amount of compensation for losses shall not be higher than the value of the equipment.

After evaluation, if it is confirmed as a non-product quality problem, Lenercom reserves the right to charge for the services. The service fee shall be subject to the "After-sales Service Quotation". If the machine or its parts need to be shipped back to factory, make sure to protect the products in the original or equivalent Packaging for protection during transportation to avoid any product loss or secondary damage. Otherwise, the applicant needs to bear the corresponding compensation costs.

3. Procedure for Claiming a Warranty

During the warranty period, if the product fails to work under normal operation according to the product manual, please send the "After-sales Acceptance Form" to Lenercom by phone/fax/email or provide sufficient information to help the after-sales service team to

¹ Acceptance date refers to: the acceptance completion date of EXW, FOB, CIF.

² Available power test conditions: 90% depth of discharge, 25±3°C temperature range, 0.5C charge and discharge

proceed the process.

If the product fails during the warranty period, Lenercom will resolve the issue in one of the following methods:

- ◎Online technical support,
- ◎On-site maintenance by Lenercom or its authorized partner,
- ◎Return to Lenercom Repair Center for repairment,
- ◎If the original model has been confirmed as no maintenance value by lenercom engineer, or the original model has stopped manufacturing and/or out of stock. Lenercom reserve the right to provide products of same value and functions for replacement.

Depending on the fault information, Lenercom shall arranges online technical support or on-site inspection to find out the cause. The customer who applies for repairment have the responsibility to provide the site inspection authority, time and safety for Lenercom technicians or the authorized partners.

Technicians have the right to refuse to enter the site if it is unsafe for the operation. The customer who applies for repairment is responsible for inspection failures due to negligence in terms of site access conditions, timing or safety.

Return shipment of the replaced product or parts must be in the original or equivalent packaging. The replacement product will automatically inherit the remaining warranty period of the replaced product. Before the freight party entrusted by Lenercom retrieves the replaced product, the customer who applies for repairment is responsible for keeping the product in a proper condition, and the customer will be responsible for compensation of the replaced product lost during this period.

4. Non-warranty liability

Warranties and services shall not apply in the following circumstances:

- ◎Failure to comply with applicable safety regulations,
- ◎Damaged by transportation, lost or stolen,
- ◎Damage or failure not caused by product quality,
- ◎Misuse or improper storage, operation, commissioning or modification of the product, failure to comply with the equipment instruction manual, maintenance procedures and time intervals,
- ◎Damage caused by live work and installation wiring, or misuse of tools,
- ◎Damage caused by opening, repairing, processing, replacement, installation or commissioning by an unauthorized or uncertified distributor or installer, or by any negligence, reckless or intentional act of a third party,
- ◎Product operating environment is outside the normal temperature (-15°C - 55°C),
- ◎Damage or failure caused by improper installation position (such as the distance from the

wall does not meet the installation requirements, the exterior shell of the machine has been corrosive, dust polluted and water ingress due to being placed outdoors, sea level is beyond requirement or exposed to coastal/salt water or other corrosive environmental conditions),

- ◎ Any failure or warning of battery system that causes the system not work or work abnormally must be reported accordance with the term stated in Warranty and Service Conditions within two weeks,
- ◎ Battery systems shall be installed and operated by professionals. Professionals should be familiar with local regulations and electrical system specifications, professional training and knowledge of the product,
- ◎ The battery system should be equipped with Lenercom's inverter. If the customer want to use any other brand of product, it shall confirm its compatibility with Lenercom in advance, otherwise the battery failure or performance decline caused by compatibility problems is not within the scope of the warranty,
- ◎ Please read the relevant instructions of anti-countercurrent products to understand the principle of anti-countercurrent, please note that the current technical scheme of anti-countercurrent products itself determines that the power generated by the inverter cannot be completely avoided to the grid, that means there may still be a trace of electricity delivered to the grid during working,
- ◎ Using any products of Lenercom, the solar power station project involved must be reported to the local competent authorities. Lenercom will not bear any loss caused by the risks and fines of the unreported solar power station. For the reported power station, the responsibility shall not exceed the order amount of the related products,
- ◎ Intentionally disrupt or defile, make non-indelible marks (such as paint),
- ◎ Damage caused by the risk of the installation location, such as the storage place of flammable and explosive products, high humidity area (humidity over 85% without condensation, long-term water accumulation area),
- ◎ Damages caused by the product accessories or consumables from unauthorized agencies,
- ◎ Natural loss or battery loss due to long-term suspending for more than 6 months,
- ◎ Customers refuse to provide product installation, debugging, operation, installation environment and fault information,
- ◎ Damages caused by force majeure (including but not limited to extreme weather, fires, floods, earthquake, thunderstrike, lighting, war and epidemic),
- ◎ All other environments and behaviors that may damage the normal use of the device.

5. Service after the expiration of the warranty period

For products beyond the warranty period, Lenercom can still provide related services, but all the costs and expenses shall be borne by the customer. including but not limited to:

- ◎ On-site service fee: including the cost of travel, labor-hour rate and service charge,
- ◎ materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply),
- ◎ Logistics fee: cost of delivery and any other expenses Included the cost of defective products from the user to Lenercom or/and repaired products from Lenercom to the user.



6. Other terms

Purchase invoices/contract/record should be properly kept as a basis for repairs. without the mentioned relevant documents may cause the failure of warranty.

The warranty terms are the only express warranty terms of Lenercom for the LC-E2 series products, and there is no other express, implied, oral or written warranties.

Warranty can't be understood as a guarantee of the service life of the product or the availability of products of the same type.

During the warranty period, Lenercom is responsible for the maintenance and testing labour costs and the required material costs, and does not bear other costs.

Unless otherwise provided in the separate service agreement between Lenercom and the customer, this agreement shall prevail.

According to national laws and regulations and relevant policies, Lenercom may update the above product warranty terms and policy. To get the latest version, please visit the official website: www.lenercom.com

Lenercom reserves the right of final interpretation of the above terms.

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