

Hiconics RESS Warranty Policy

1. Scope of Warranty Policy

HICONICS ECO-ENERGY DRIVE TECHNOLOGY CO., LTD. (herein referred to as Hiconics) provides the following limited warranty for its residential energy storage system (RESS) Product(s) (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Hiconics. Hiconics under its own discretion has the right to decline the replacement of the product if the terms and conditions on the Policy are breached. This Hiconics RESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Hiconics partners. The Product(s) included in this Policy are:

NO.	Product Model	Remark
1	HEC2-S3.68Hr2	3.68kW single-phase hybrid inverter
2	HEC2-S3.8Hr2	3.8kW single-phase hybrid inverter
3	HEC2-S5.0Hr2	5.0kW single-phase hybrid inverter
4	HEC2-S6.0Hr2	6.0kW single-phase hybrid inverter
5	HEC2-T8Hr2	8.0kW three-phase hybrid inverter
6	HEC2-T10Hr2	10.0kW three-phase hybrid inverter
7	HEC2-T12Hr2	12.0kW three-phase hybrid inverter
8	HEC2-T15Hr2	15.0kW three-phase hybrid inverter
9	HEC2-MP00r2.01	Single-phase high voltage control system
10	HEC2-MP00Hr2	Three-phase high voltage control system
11	HEC2-SP50r2.00	5.0kWh battery pack
12	HEC2-SP50r2-EU	5.0kWh battery pack

Important

Please note, this Policy covers Hiconics Products as specified above. Where batteries and inverters are supplied separately, please refer to the relevant warranty policy document. This Policy is limited to the Hiconics' PCS (power conversion system), High voltage control system (contains BMS) and Battery Pack only and does not cover any external or ancillary parts, e.g., wire, electricity meter, CT, Wi-Fi dongle, etc. Any ancillary parts or add-on devices supplied by Hiconics shall be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor product ability.

This Policy is limited only to the parties listed as per section 2.

北京合康新能变频技术有限公司

Hiconics Eco-energy Drive Technology Co., Ltd.

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Tel: +86 010-59180033 E-mail: hiconics_service@midea.com

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2. Contracting Parties

This Policy is only provided to the original purchaser of the product from Hiconics (Purchaser), who on-supplies the product to another party, or to that other-party (End-User) where the product is installed.

This Policy is made and implemented by and between:

Party A: _____
COUNTRY: _____
E-MAIL: _____
AND

Party B: **HICONICS ECO-ENERGY DRIVE TECHNOLOGY CO., LTD.**
COUNTRY: China
E-MAIL: hiconics_service@midea.com

3. Warranty Period

3.1 Standard Warranty for Battery Pack

The Standard Performance Warranty for the battery is valid for a period of 120 months from the date of installation, or a period of 125 months from the date of manufacture, whichever comes first.

3.2 Performance Warranty for Battery Pack

Hiconics gives warranty under normal use of the Battery Pack in accordance with the safety precautions, maintenance and proper installation instructions mentioned in the product user manual, Battery Pack retains at least 60% of its nominal energy when Battery Pack does not exceed energy throughput limit showed below, which is calculated through 120 months from the date of installation or 6000 cycles, whichever comes first. The term “Nominal Energy” herein means the initially rated capacity of the Products as printed on the label of the Products.

The pre-condition before performance warranty claim, would be as follows:

- The ambient temperature during the operation of the Products shall not fall below -10°C (14°F) or exceed 50°C (122°F)
- The energy throughput of battery system is less than values in the table below:

Product Model	Nominal Energy	Energy Throughput	Remark
HEC2-BHP50r2	5.1kWh	12288kWh	5.0kWh battery system

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HEC2-BHP100r2	10.2kWh	24576kWh	10.0kWh battery system
HEC2-BHP150r2	15.3kWh	36864kWh	15.0kWh battery system
HEC2-BHP200r2	20.4kWh	49152kWh	20.0kWh battery system
HEC2-BHP200r2-A	20.4kWh	49152kWh	20.0kWh battery system
HEC2-BHP300r2	30.6kWh	73728kWh	30.0kWh battery system
HEC2-BPH400r2	40.8kWh	98304kWh	40.0kWh battery system

- Capacity measurement under following conditions:
 - i. Ambient temperature: 25 ~ 30°C (77 ~ 86°F)
 - ii. Initial battery temperature from BMS: 25 ~ 30°C (77 ~ 86°F)
 - iii. Current and voltage measurement at battery DC side

A reference for measuring capacity:

1. Set the battery priority mode through the APP to make the battery state of charge (SOC) up to 100%, and record the battery total discharge value displayed on the APP of that day.
2. Set only battery discharge (PV should not participate) through the APP and discharge the battery up to 10% SOC level (Avoid battery damage from a very low voltage). And record the day's total discharge of the battery displayed on the APP at this moment.
3. Subtract the total discharge value in Step 1 from the total discharge value in Step 2. Divide the result by 90% to get the current battery capacity.

Note: Hiconics provide the standard or performance warranty only, whichever comes first.

3.3 Standard Warranty for Inverter (PCS)

The Standard Performance Warranty for the inverter is valid for a period of 120 months from the date of installation, or a period of 125 months from the date of manufacture, whichever comes first.

4. Scope of Warranty Period

Hiconics' liability under this Policy shall be limited to replacement, repair, refund and compensation. Replaced or repaired products shall be warranted according to the original terms of Warranty Policy. In any event, the replacement shall not justify the renewal of the Term of Warranty Policy.

5. Warranty Policy Claim Eligibility Criteria

The only person(s) eligible to claim warranty under this Policy are the Purchaser (listed as per section 2) and Hiconics authorized personnel. If the Purchaser has gone into

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administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer.

6. Limited Liability

Warranty claims relating to defects caused by the following factors are not covered by Hiconics' warranty:

- Damage that occurred during the transportation of the Product(s);
- The Warehouse (storage) location of the Product(s) is close to the gas station, heat source, fire source, corrosive gas, wet place, etc., resulting in damage;
- The Product(s) is not in operation or store for more than three months without at least one full charge and discharge resulting in loss of battery capacity;
- Improper installation of the Product(s) where insufficient ventilation and circulation leads to minimized cooling and natural airflow resulting in damage;
- Improper installation of the Product(s) and/or installation performed by a non-qualified Installer;
- Use of improper connectors or wires, e.g., in case, Installer has installed the Product with connectors which are not provided by Hiconics, resulting in damage;
- Improper wiring of the Product(s) causing damage of the Product or its parts;
- The recommended SoC of battery range: 10% ~ 95%, Damage of product caused by battery over discharge;
- Improper or noncompliant use, installation, commissioning, start-up or operation;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual, resulting in damage;
- Unauthorized repair and reinstallation of the Product(s);
- Damage caused by water move into the Product(s) during maintenance, use and cleaning;
- Damage caused by customers using unapproved equipment to charge, discharge, maintaining, etc.
- Improper use or misuse of the Product(s) by the Installer or End-User, e.g., damage resulting from dropping the Product(s);
- Damage of the Product(s) that caused by external system, e.g., PV system, home load or the grid;
- Damage to the Product(s) by natural disaster (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Flaws that do not adversely affect the proper functioning of the Product(s), e.g., cosmetic issues, wear and tear;

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- Not followed the warranty claim process, and/or no sufficient evidence of the fault and/or test carried out on site has not been provided to Hiconics.

7. Product Replacement

In the event the Products or spare parts are not available anymore, Hiconics, at its decision, may replace it with an alternative product with equivalent functions and performance.

8. Exclusions

This Policy does not cover the components that were not initially sold by Hiconics as a part of the system. This Policy also does not include components of the system purchased by the End-User or Installer separately which may be of the same manufacturer and/or model as the one provided by Hiconics.

9. Warranty Claims Require Sufficient Information

It is the duty of the Distributor/Installer to contact Hiconics in the event of a fault with the following information.

Name of the Installer:

Product Model No:

Fault Code:

Fault Details:

Fault Video Clip:

Contact Details:

Hiconics may ask for additional details depending on the fault conditions. Hiconics will run tests on the product and may advise the Distributor/Installer to take photos or video for verification purposes. The Distributor/Installer is required to submit a document with the evidence and any additional information requested by Hiconics.

If an allegedly faulty Product is returned to Hiconics pursuant to this Policy, which is no defect found by Hiconics that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Hiconics will apply a flat-rate inspection charge for each Product and will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by Hiconics in all cases. Any replacement of the Product issued without the consent of Hiconics will invalidate an associated claim.

10. Further Rights at Law

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In addition to the warranty provided by Hiconics, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Hiconics comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed.

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(Signature Page)

**HICONICS ECO-ENERGY DRIVE
TECHNOLOGY CO., LTD.**

Authorized Representative: _____

Add: _____

Tel: _____

Fax: _____

Date: _____

Authorized Representative: _____

Add: _____

Tel: _____

Fax: _____

Date: _____