

## Limited Warranty Statement by Helios Solaire PTY LTD

### 1 Purpose

The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

### 2 Warranty Condition

#### 2.1. Warranty Period

The Performance Warranty for the Products is valid for 10 years, where the first installation date must not be later than 9 months from the battery's date of manufacture (the "Term of Performance Warranty").

#### 2.2. Limitation of Warranty scope

GSI's liability under this Warranty shall be limited to replacement, repair, refund and compensation. Replaced or repaired Products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

Exclusively for Australian market: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure

#### 2.3. Exclusion of Warranty

Damage to the Products resulting from any of following activities is NOT covered by this Limited Warranty:

- Misuse, negligence, alteration, Improper transportation, storage, installation or wiring by Buyer
- External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- Use of an incompatible inverter, rectifier or PCS

The limited warranties do not cover costs associated with product installation, removal, testing, packaging, transportation, or reinstallation; other costs associated with obtaining warranty service; or costs, lost revenues, or lost profits associated with the performance or nonperformance of defective products.

Warranty claims will not apply if the model number or serial number of the product is altered, removed or made illegible.

## 2.4 Limitation of Warranty Scope

Any modules repaired or replaced by GSI under a warranty claim shall be covered by the original warranties and original term of the first product purchased under said claim. The term shall not be prolonged or reset from the date of sale to the original purchase. Any replaced parts or products become the property of GSI.

GSI shall have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to the product, including, without limitation, any defects in the module, or from use or installation. Under no circumstances shall GSI be liable for incidental, consequential, special damages, however caused. Loss of use, loss of profits, loss of production, loss of revenues are therefore specifically but without limitation excluded.

GSI's aggregate liability, if any, in damages or otherwise, shall not exceed the purchase price paid to Jiawei by the customer, for the unit of product or service furnished or to be furnished, as the case may be, which gave rise to the warranty claim.

## 3 Performance Warranty

GSI warrants and represents that the Subject of the Warranty retains at least 60% of Nominal Energy for below, whichever comes first when the battery system is operated under normal use followed by specification and manual provided by GSI.

The term "Nominal Energy" herein means the initially rated capacity of the Subject of the Warranty as printed on the label of the Subject of the Warranty. The precondition of the valid Performance Warranty shall be as follows:

- a) The ambient temperature during the operation of the Subject of the Warranty must not fall below -10 °C or exceed 50 °C
- b) The energy throughput for 10 years is less than values in table below:

Product Name	Usable Energy	Energy Throughput
HOME E10	9.7 kWh	33 MWh

Capacity measurement condition:

- Ambient temperature: 25~30 °C
- Initial battery temperature from BMS: 25~30 °C
- Charging/discharging method:
  - Charge: (0.2) CC/CV (Constant voltage: 58.2 V, Cut-off current 0.05 C)
  - Discharge: (0.2) CC (Cut-off voltage: 40.0 V)
  - Current at (0.2) C: 43.2 A
- Current and voltage measurement at battery DC side

**4 Out of Warranty Policy**

Products damage which is not caused by seller, GSI shall provide charged service, including all the expenses of such as material cost, labor cost, warehouse cost, transportation cost, customs duties, analysis cost, management cost, corporate profits, disposal expense (If necessary) and so on.

**5 Force Majeure**

Under no circumstances shall GSI be liable for acts of God, power failures, lightning, fire, flood, severe weather, hailstorms, insect and pest infestation, and other events, howsoever caused, reasonably beyond GSI’s control, including, without limitations, any technological or physical event or condition which is not reasonably known or understood at the time of sale.

**6 Claim payment policies**

Claims under this Warranty must be made by notifying the Authorized Reseller from whom the Product was purchased.

For a Warranty Claim to be processed, it must include following items;

- (1) Proof of the original purchase
- (2) Description and evidence of the alleged defect(s)
- (3) Product serial number, label

**7 Applicable Law**

The warranty is subject to the law of California State.

**8 Contact information**

<b>Manufacturer</b>	<b>Australian Importer/Responsible Supply</b>
Green Solutions Inc.	Helios Solaire PTY LTD
526 McCormick St., San Leandro, CA 94577, USA	U12, 134 Springvale Road, Springvale, VIC, 3171, Australia
Contact Person: Leo Lau	Contact Person: Weijie Bai
Tel: +1 206 619 8648	Tel: +61 0426 122 635
Email: llau@greensolutions.co	Email: admin@hssolar.com.au
Web: www.greensolutions.co	Web: www.hssolar.com.au