



KOYOE Warranty T&CS

Standard warranty period

Jiangsu Koyoe Energy Technology Co.,Ltd (Hereinafter referred to as "Koyoe") : for models
KY-51V105AH-S, KY-51V105AH-T

1. The PACK Series battery storage System products (machines) come with a 120 month (10 year) warranty from the purchase date or at least 70% of the battery's initial capacity or a minimum charge capacity, whichever is achieved first;

Cell type	service conditions	Cumulative charging capacity (Ah)	SOH(%)
LF105K	temperature 15-35°C, 0.5C	535500	70

2. The accessories of other PACK and other series storage products, such as connecting cables, bases and other accessories, are guaranteed for 12 months (1 year).

Storage condition

The storage environment should be in the range of -10°C-45°C, the humidity is 20%-60%RH, the distance from the heat source is > 2 meters, do not store in a place with strong static electricity and strong magnetic field.

Installation and service conditions

The environment should be in the range of 0 ° C to 45 ° C, the humidity is 20%-60%RH, the installation distance is greater than 300mm, ensure good heat dissipation, altitude is less than 3000 meters;

Warranty policy

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.

In normal use, if the machine fails or does not work due to its own quality problems during the warranty period, please contact Koyoe after-sales service hotline (you can obtain it through Koyoe website, warranty card and other places). Koyoe will register and handle the fault information through Koyoe after-sales service team (or its authorized third-party service provider/distributor) according to the product information and fault information you provide. At the same time provide product warranty card. For end users using the product, please contact your installer or authorized distributor as a matter of priority to deal with your problem.

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



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- 1) Product Model and serial number (SN);
- 2) Error messages (if any, please provide pictures) and other descriptive error messages on the display;
- 3) Detailed information of machine working system (including components, circuit connections, etc.);
- 4) Previous error message (if any, please provide pictures);

If any quality problem occurs during the standard warranty period, Koyoe will choose the following methods to solve the problem according to the actual situation:

- 1) Remote online answer and guidance or software upgrade;
- 2) After sale to the installation site for testing or maintenance;
- 3) Return the machine to the factory for appraisal or maintenance;
- 4) Provide parts or products for on-site replacement (if the above three items cannot be solved, Koyoe will arrange corresponding products or parts to ensure the normal operation of the machine. Koyoe can provide equivalent product replacement for discontinued products);

Remarks:

1. Koyoe reserves the right to charge service fee after the final confirmation of non-product quality problem upon returning to the factory, and the charging standard shall be subject to the quotation;
2. During the warranty period, the replacement machine will automatically extend the remaining warranty time of the faulty machine.
3. Please keep the purchase invoice properly for subsequent use. For machines or their parts to be shipped back, be sure to pack them in their original manner or equivalent.
4. Koyoe has the right to arrange third-party service providers to provide you with after-sales service within the warranty period.
5. During the standard warranty period, Koyoe shall bear the cost of maintenance labor and materials due to the quality of the machine, but shall not include other direct or indirect losses.

Warranty disclaimer

Machine problems caused by the following conditions are not covered by Koyoe standard warranty, repair charges are subject to the quotation:

- ◆ The product has exceeded the warranty period (except for extended warranty service signed by both parties):
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- ◆ Failure to operate according to user manual or related installation and maintenance requirements, failure or damage caused by work environment, storage or use not specified by the product. Such as installation distance, ventilation, etc;
- ◆ Disassemble, repair or modify the machine without Koyoe's authorization;
- ◆ Failure and damage caused by unforeseeable or human factors or force majeure, including but not limited to earthquake, tsunami, stormy weather, flood, lightning, over voltage, insect infestation, fire, theft and inability to monitor due to no signal or weak signal of communication operators;
- ◆ Fragile and consumable parts (including fuse, surge protection module, etc.);
- ◆ Failure caused by unauthorized modification of products, change of design or replacement of parts or incompatibility of third-party software;
- ◆ Deliberately destroy or stain, make indelible marks (e.g. paint), etc;
- ◆ Normal wear and tear;
- ◆ The product does not conform to the warranty card;
- ◆ The user does not use it according to the requirements;
- ◆ The machine cannot work properly due to the connection of other non-computer products (such as PCS);
- ◆ Faults caused by transportation (including scratches and deformation of casing caused by movement of packaged products during transportation);
- ◆ Products stipulated in the contract for trial, testing, training or display purposes only;
- ◆ Due to the harsh environment, rust corrosion on the machine shell;
- ◆ Products purchased without Koyoe's authorization shall not be entitled to this warranty;

Service beyond the standard warranty period

For products outside the standard warranty period, if customers require Koyoe to provide repair services or other related solutions, Koyoe will charge the relevant fees, as specified in the quotation.

AUSTRALIAN NEW ENERGY TECHNOLOGY PTY LTD

ABN 89 637 030 767

Address: Unit701, 365 Little Collins Street Melbourne VIC 3000

Phone: 0407 662 199

Email: anetpl.koyoe@gmail.com