

Hresys Limited Product Warranty

The warranty letter apply to the 'Covered Products' purchased and installed in Australia and New Zealand on or after December 1st 2022.

This Limited Product Warranty covers the “Covered Products” defined in the table below, is valid only for the duration of the applicable “Warranty Period” defined in the table below and is subject to the following terms and conditions:

Covered Products	Warranty Period	EOL
VHR TL4850LFP VHR TL48100LFP-3U VHR TL48150LFP VHR TL48200LFP	10 years or 6000 complete cycles whichever occurs first	60% of design capacity

Notices:

- 1) The warranty period begins on the earlier of (i) 6 months from the date of manufacture of the Covered Product or (ii) the date the Covered Product is activated at the Original Location.
- 2). Battery warranty is defined as when the battery pack reaches the warranty period or the life cycle discharge is completed, the remaining capacity EOL meets 60% of the design capacity.
- 3) Capacity test conditions: at an ambient temperature of 25°C±3°C, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.
- 4) After the battery is purchased, the installation needs to be completed within one month. If the

negligence of battery that cannot be charged for a long time is not covered by the warranty.

5) The operation and service life of battery are related to the working temperature.

The recommended working temperature for battery is 15~30°C.

6) Detailed Performance Warranty

- 5 Year Full warranty, warranty start day is the sale date recorded in the seller`s invoice to the Original Buyer.

- 5 Year Pro Rata from 61 months to 120 months, as per chart below:

61 months to 72 months	50% of original purchase price
73 months to 84 months	40% of original purchase price
85 months to 96 months	30% of original purchase price
97 months to 108 months	20% of original purchase price
109 months to 120 months	10% of original purchase price

Consumer Law

This warranty is provided in addition to other rights and remedies held by a consumer at law. 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 for 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. If you acquire the Product from an Authorised Reseller and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under the Consumer Guarantees Act 1993.

Claiming Under the Warranty

To claim under this Limited Product Warranty Customer shall promptly after discovery of a non conformity or defect in workmanship or materials in the Covered Products, report the non conformity or defect to Hresys by contacting original place of purchase or the authorised representative of Hresys (contact details as below) and providing the following information:

- i) a short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the Inverter or PC;
- ii) product serial number;
- iii) logs and photos.

Claiming under this Limited Product Warranty is conditional upon such information being provided.

The balance of the original warranty will apply to the repaired or replaced battery.

• **The Customer Services Help Desk** can be contacted via Aeson Power:

To make a claim to the authorised representative supplier, please contact Aeson Power:

Address: 18/40 Ricketts Road, Mount Waverley 3149

Telephone: +61 9545 5993

Email: info@aesonpower.com.au

Web: www.aesonpower.com.au

Product Repair and Replacement

Hresys will, upon receipt of a warranty claim, determine whether the claim is covered by this Limited Product Warranty. If Hresys determines that the claim is not covered by this Limited Product Warranty, it will notify Customer setting out the reasons why the claim has been rejected. If Hresys determines the claim is covered by this Limited Product Warranty, then will choose to provide the service as below:

- Remote support;
- Repair on-site;
- Repair by Hresys or authorised representative of Hresys;
- Exchange for a replacement or refund of equivalent value according to the module and age.;

Customer will be asked for a returning of the defective product in advance for the repair or replacement.

Exclusions

This Limited Product Warranty does not cover defects or damage resulting from:

- i) damages incurred as a result of the incorrect installation or use of the equipment with regards to the user manual provided by Hresys;
- ii) failure by the Customer to install and operate the Covered Product in accordance with the Hresys product specifications;
- iii) the Covered Product being used other than its normal and customary manner;
- iv) unauthorised disassembly, repair, alteration or modifications;
- v) misuse, abuse, intentional damage, negligence or accidental damage;
- vi) improper testing, operation, maintenance, or installation including without limitation:
 - a) failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters;
 - b) failure to operate the Covered Products in compliance with the operation manual and/or user guides of the Covered Products;
 - c) relocation and installation of the system other than in compliance with Hresys's requirements.
- vii) damage due to use of incorrect voltage;
- viii) directly caused by problems in system infrastructure;
- ix) improper storage, shipping, handling or usage of the Covered Products;

x) force majeure events (including but not limited to act of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, labour unrest, or labour shortages, accident, freight embargoes, or any other event beyond the control of Hresys) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.

Limitation of Liability

The overall liability to pay for warranty claims shall be limited to the purchase price payable by the warrantee.

This Limited Product Warranty shall be in lieu of all other warranties, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Hresys shall not be under any liability whether in contract, tort or otherwise in respect of any non conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating expense or any indirect, consequential or economic damages or losses whatsoever and howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Hresys's liability for:

- i) death or personal injury;
- ii) fraud or fraudulent misrepresentation;
- iii) any other liability that cannot be limited or excluded as a matter of law.

General Terms

- i) no one other than an authorised representative of Hresys may make any modification, extension, or addition to this Limited Product Warranty.
- ii) if any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.



Hresys Global Service

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