NINGBO DEYE ESS ENERGY STORAGE BATTERY LIMITED WARRANTY

The Limited Warranty only applies to DEYE ESS Energy Storage Battery Product (Model: SE-F12) which are installed in Europe.

DEYE ESS TECHNOLOGY CO., LTD (DEYE ESS) provides the warranties in this documents (Limited Warranty) to the people who purchase the product for their use and put the product into operation for the first time (Original Buyer).

1. LIMITED WARRANTY

1.1 Warranty Start Date

Generally, Warranty Start Date is the earlier of (i) the installation date or (ii) six (6) months from the production date.

1.2. Limited Product Warranty

a) NINGBO DEYE ESS warrants that the product has no defects in materials or craftsmanship within warranty period from the Warranty Start Date.

b) After the purchase, the product must be installed and used within six(6)months from the date of production. If the product is not installed or used within this period, the battery needs to be tested or recharged to avoid deep discharge. If the battery is stored for an extended period and deep discharge occurs, the warranty will be void.The deterioration of battery life due to overcharge and overdischarge caused by non-communication use will result in shortened warranty time.

c) The warranty is valid until whichever comes first: the warranty period (10 years) or minimum throughput.

d)The BMS is guaranted for 10 years and other accessories are guaranteed for 5 years.

1.3. Limited Performance Warranty

a) NINGBO DEYE ESS warrants that the product will (i) maintain seventy percent (70%) of its System Energy within warranty period from the Warranty Start Date; or (ii) reach the Minimum Throughput Energy, whichever occurs first. On the condition that the product is operated in a normal manner and comply with the user guide provided by NINGBO DEYE ESS.

b) The Minimum Throughput Energy means the total output energy of the product recorded in the control module of the Product.

c) The System Energy and Minimum Throughput Energy for each product Model are set out in the table below.

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Product Model	System Energy(kWh)	Minimum Throughput Energy (MWh)
SE-F12	11.8	37

d) For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values, while the ambient temperature is between 25±3°C:

- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV").
- Wait for 30 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 30 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage Record the current, voltage and time.
- The remaining Usable Energy is the integral of discharge time and current multiplied by voltage.

Test Value List:

Product Model	System Usable Energy	End of Discharge Voltage (V)	Constant Voltage (V)	Constant Current (A)
SE-F12	10.6	44.8	57.6	5

1.4. Warranty Limitations

The Limited Warranties in clauses 1.2 and 1.3 are subject to and must be read together with the limitations, exclusions, and limitations set out below.

2. EXCLUSIONS AND LIMITATIONS

2.1. Disclaimer

a) In the scope allowed by the law, the warranty in this Limited Warranty is the only clear warranty of the product.
DEYE ESS deny all legal and implied warranties, including but not limited to any suitable market, suitable for specific purposes or non- infringement warranties. In the scope allowed by the law, as long as such warranty cannot be denied, DEYE ESS limits the period and remedial measures of such warranties within the period of this limited warranty, and DEYE ESS selects the maintenance or replacement service described below.

b) The seller of the product or anyone else has no right to represent NINGBO DEYE ESS to make any guarantee other than the content contained in the document, and there is no right to extend the guarantee period to the time limit of the above regulations.

2.2. Limitation of Liability

In addition to the situation stipulated in this warranty, within the maximum range of law, any indirect, accidental, special, or specially caused by products or its installation, use, performance or non -performance, or any defects or violations of guarantees Or punitive damage (including but not limited to profit loss, goodwill or commercial reputation damage, or delayed damage), whether or not based on contract, guarantee, negligence, strict responsibility or any other theories, NINGBO DEYE ESS is not responsible. The overall responsibility of NINGBO DEYE ESS (if so), whether it is damage or other aspects, it shall not exceed the purchase price paid by the original buyer for the product.

2.3. Warranty Limitations

The Limited Warranty in clauses 1.2 and 1.3 does not apply to any defect or deterioration resulting from:

2.3.1. The product is not installed, maintained or operated in accordance with the operation manual.

2.3.2. After installation, the product is moved or shaken, or the charging temperature is higher than 55°C or less than 0°C, or the discharge temperature is higher than 55°C or lower than -20°C.

2.3.3. The Product not being installed within six (6) months from the Warranty Start Date.

2.3.4. Operation of the Product with an inverter that is not a NINGBO DEYE ESS certified one.

2.3.5. Without the approval of NINGBO DEYE ESS or NINGBO DEYE ESS partners, the product is modified or repaired.

2.3.6. A force majeure event (e.g., natural disasters, such as floods, fires, earthquakes, lightning, or other abnormal environmental conditions, war, etc.).

2.3.7. The obvious damage of the product during transportation.

2.3.8. State or regional laws, regulations or instructions have changed.

2.3.9. The product has not been used in 6 months or more.

2.3.10. No free warranty if you do not use the original frame from Deye factories and the battery system will have structural danger situations during use

2.3.11. No free warranty if the battery is not charged within 48 hours after the battery is fully discharged.

2.3.12. No free warranty if the deye after-sales staff is not informed within 48 hours once the problems appear.

2.4. Warranty Exclusions
The Limited Warranty in clauses 1.2 and 1.3 does not apply:

2.4.1 The Product was not purchased in Europe.

2.4.2. The original buyer does not grant DEYE ESS or DEYE ESS partners access to the performance data of the product through the Internet after reporting warranty claim, or manipulate these data.

2.4.3. Product appearance wear (including but not limited to any scratches, stains, mechanical wear, rust or mold) which does not affect its function.

2.4.4. Any property loss or personal damage caused by any defects. If the product is sold to the original buyer, the level of science and technical knowledge is not enough to make the defects to be discovered.

2.4.5. If the invoice of the product and the information listed in clause 4 below are not provided with the warranty claim; or

2.4.6. If the serial number on the product can no longer be recognized or has been modified.

3. REMEDIAL MEASURES FOR BREACH OF WARRANTY

3.1. On the premise of complying with the above mentioned exemption clauses and restrictions, if the product does not meet limited warranty in clauses 1.2 or 1.3, DEYE ESS will repair or replace the non-conforming product or parts thereof within the warranty term at no charge (or provide a partial refund), on the following conditions.

3.2. Whether to repair or replace the Product will be determined by NINGBO DEYE ESS in its sole discretion.

3.3. The Product or any of its parts to be replaced will have the same performance and reliability as the original product. If related types of products or any of its components have been discontinued, withdrawn from the market, or are otherwise unavailable, DEYE ESS may replace with the similar products or components (which may include previously used Components).

3.4. If DEYE ESS does not repair or replace the defective Product or parts, DEYE ESS will return the remaining amount to original buyer, which is calculated as follows:

a) If the Product fails to comply with the Limited Performance Warranty in clause 1.3, NINGBO DEYE ESS may calculate the refund using one of the following two refund formulas:

i) Refund = maximum claim amount* x (warranted Minimum Throughput Energy - output energy of the Product recorded in the control module of the Product) / warranted Minimum Throughput Energy;

ii) Refund = maximum claim amount* x (warranted remaining Useable Energy - remaining Useable Energy) / warranted Usable Energy; and

b) If the Product cannot be operated, NINGBO DEYE ESS will calculate the refund as follows:

Refund = (maximum claim amount*/120) x (120 - number of months since Warranty Start Date).
*If the product is newly purchased and has no defective, the maximum claim amount is the market value of products (or an equivalent product) determined by NINGBO DEYE ESS

3.5. The above remedial measures are the only and exclusive obligations of NINGBO DEYE ESS to the original buyer under the limited warranty. If the product does not comply with limited warranty, NINGBO DEYE ESS does not bear other responsibilities to the original buyer.

4. FULFILMENT

4.1. If Original Buyer wishes to make a warranty claim under this Limited Warranty, the warranty claim must be reported in writing to DEYE ESS Partner (or, if Original Buyer is unable to contact them, please report to DEYE ESS Global Service Department), including the information specified in the table below, using the contact
information specified below:

1	Installation Date*	
2	Invoice Number*	
3	Battery-Box Configuration*	
4	Serial Number of Product *	
5	Serial Number of Module	
6	Serial Number of BCU	
7	Firmware Version of BMS /BMU	
8	Inverter*	
9	Inverter Configuration	
10	Serial Number of Inverter	
11	Firmware Version of Inverter	
12	Working Mode	e.g., On-Grid + Backup
13	Place	e.g., Indoor
14	Comments	
15	Error Information	
16	Country	
17	Street and house number	
18	Postcode and City	

* mandatory to provide
Or according to the format mentioned in DEYE ESS Authorized Service Partner's website, which is listed below.

CONTACT INFORMATION

NINGBO DEYE ESS Contact Details For Warranty Claims

Address: No.18 ZhenLong 2 Road, Economic Development Zone, Cixi, Ningbo, China
Service Mailbox: sales@deye.com.cn
Tel: 0086-0574-63787513
Website: www.deyeess.com
E-mail(forafter-salesservice): service-ess@deye.com.cn

4.2. NINGBO DEYE ESS or NINGBO DEYE ESS partners are authorized to issue invoices for inspection costs if:

i) DEYE ESS or DEYE ESS partner's inspection of the product shows that no matter what the reason, Limited Warranty is not applicable; or

ii) No defects were found in the process of checking the product, and it works without error.

4.3. Unless otherwise agreed with NINGBO DEYE ESS or NINGBO DEYE ESS partners, any replaced product or component should be made available for pick up by NINGBO DEYE ESS or NINGBO DEYE ESS partners within four (4) weeks; otherwise NINGBO DEYE ESS has the right to issue invoices on the replaceable parts at a full market price.

4.4. The replaced products or parts are NINGBO DEYE ESS' s property.

4.5. The original warranty period of the product should still be applied to any maintenance or replacement product, which means that the warranty period of maintenance or replacement components will be the remaining warranty period of the original purchase of the product.

4.6. For non-resistant incidents such as natural disasters, war, riots, strikes, unable to obtain suitable or sufficient labor, materials or capacity, or any unpredictable incidents that exceed their control scope which leads to the situation that DEYE ESS is not able to fulfill or delay performing the obligations of this Limited Warranty, DEYE ESS or DEYE ESS partners shall not be responsible or liable for the original buyer in any way.

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5. OUT OF WARRANTY

In the event of the product is out of warranty, NINGBO DEYE ESS can (decide on its own) provide certain after-sales service to the original buyer, but all costs and expenses, such as components, labor costs, and travel expenses, shall be borne by the original buyer. In order to request such after-sales service, the original buyer must provide sufficient information about any defects so that NINGBO DEYE ESS partners can determine whether these defects can be repaired.

6. MISCELLANEOUS

6.1. This Limited Warranty is only under the jurisdiction of the local legal, and the choice of its legal terms is not considered.

6.2. The local courts shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Limited Warranty. In case of a judicial assertion, NINGBO DEYE ESS, but not NINGBO DEYE ESS Partners, is responsible for sending or receiving lawsuit documents.

6.3. The original buyer can enjoy legal rights on the sales of goods in accordance with national laws. This Limited Warranty does not limit their possible legal rights or the rights generated by the purchase contract.

6.4. If any terms or some terms of this Limited Warranty are considered or found invalid, no effect or other unruly (whether it is for one party or generally), it will be regarded as the scope of its invalidity or it is separated in the scope of its failure or enforcement, but the rest of the clause will maintain in full force and effect.

6.5. As a condition to propose a warranty claim, the Original Buyer agreed to any technical factual controversy related to the claims proposed under this Limited Warranty may be referred byNINGBO DEYE ESS to expert determination by the then-current Resolution Institute Expert Determination Rules, except that:

6.5.1. Experts must be a reputable test organization, such as TÜV Rheinland, TÜV SUD, Intertek, UL, CQC or CGC or any other parties accepting neutral third-party test organization (Experts).

6.5.2. The costs of the Expert, including any costs of delivery any product to the expert for testing, will be paid by the Original Buyer if:

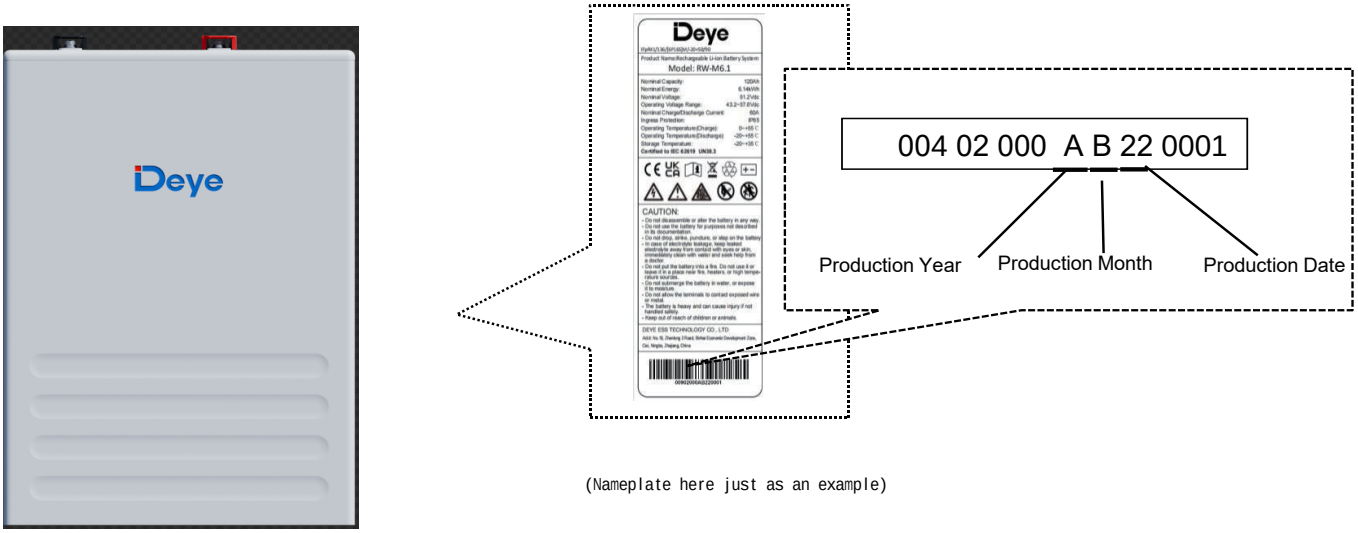
i) Original Buyer does not withdraw its claim within 14 days from the date of NINGBO DEYE ESS notifying Original Buyer that it intends to refer the dispute to an Expert; and;

ii) The Expert determines the dispute in favour ofNINGBO DEYE ESS. In all other cases, NINGBO DEYE ESS will pay those costs

APPENDIX

The production date of the product can be read from the serial number on the product label, as shown below. The serial number of the battery module is the same as the production date.

In the example diagram below, the underlined "A "indicates that the production year is 2022, "B" indicates that the production month is November, and "22"indicates that the production date is the 22th day of that month, "0001" indicates that the production serial number.



(Nameplate here just as an example)

*The final warranty terms shall be subject to the terms of the commercially signed version.

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Официальный дилер Deye в России — ООО «НТ»

Мы отвечаем на русском языке по любому оборудованию Deye из этого документа.

- Подберём инвертор и аккумуляторы под ваш дом или объект.
- Ответим на вопросы по монтажу, настройке и кодам ошибок.
- Поможем с гарантийным обращением.

Телефон	8 (800) 201-76-60, звонок по России бесплатный
Техническая поддержка	support@deye.shop
Заказы и счета	zakaz@deye.shop
Сайт	deye.shop

На сайте — документы на русском, цены с НДС и наличие на складах в Ростове-на-Дону, Подмосковье и Краснодаре. Работаем в будни с 9:00 до 18:00 по Москве.