

**PowerMagic V2.0**  
**Product Warranty Service Terms**

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# 1 Overview

This product warranty service terms apply to PowerMagicV2.0 product(the “**Product**”) produced by SHENZHEN SOFARSOLAR CO., LTD (the “**SOFAR**”) for the Buyer.

**PowerMagic V2.0 (AC 400V connected series) is usually composed of:**

Energy Storage Cabinet ESS-261KLC-SA1(Aerosol Version);

Energy Storage Cabinet ESS-261KLC-SA2(Perfluorohexanone Version);

## 2 Warranty scope

### 2.1 Performance warranty

Model	Number of packs	Max charge and discharge ratio	Number of warranty cycles	Typical cycle frequency	Remark
ESS-261KLC-SA1	5	0.5P	8000 or SOH70%	One charging and discharging per day	For other working conditions, see related documents of performance commitment baseline.

### 2.2 Product Warranty

The warranty of energy storage system products is divided into standard warranty and extended warranty. After the product is delivered, the standard warranty is automatically obtained.

#### 2.2.1 Standard warranty

NO.	Product	Product Parts	Standard warranty period
1	Energy storage cabinet	Pack	5 years
		PCS	5 years
		Distribution module (CSU&SD)	5 year
		Fire fighting system (Temperature/smoke/ combined detectors)	5 years
		Liquid cooling machine	5 years

#### 2.2.2 The extended warranty

NO.	Product	Product Parts	Extended warranty period
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1	Energy storage cabinet	Pack	Up to 10 years
		PCS	Up to 10 years
		Distribution module (CSU&SD)	Up to 10 years
		Fire fighting system (Temperature/smoke/ combined detectors)	Up to 10 years
		Liquid cooling machine	Up to 10 years

The standard warranty period for the product is 5 years. The Buyer can extend the warranty period from the standard 5-year warranty up to 10 years, depending on Buyer’s specific needs.

**Not covered by the warranty**

No.	Category	Description
1	Consumables	Including fuses, door locks and lamps
2	Cables	Cables from energy storage cabinets to Junction cabinet or 400V AC busbar or internal power cables or communication cables
3	Mechanical parts	Including battery installation racks, installed baffles, steel base and other mechanical parts
4	Accessories	Including documents, product accessories, installation accessories, and tools

**2.3 The commencement of Product Warranty**

The Warranty Period shall commence from the earlier of the following:

- (1) Six months after the date of manufacture of the product (as specified in the product’s serial number).
- (2) The date of completion of the initial commissioning of the product, if this occurs within six months from the date of manufacture.

**2.4 The purchase method of extended warranty service**

- (1) The Buyer can purchase the extended warranty with covering a period of 8 or 10 years at one time when making the first order of the product.
- (2) Or during the first six months after the standard warranty period expires, the buyer can request to purchase the extended warranty service from SOFAR. If the period is less than six months, the buyer will not be able to purchase the extended warranty service.

**3 Warranty Transfer**

3.1 The warranty is transferable while the product is still in its initial installation position. When the ownership of a product changes, the new product owner will continue to have the right under the warranty to initiate the warranty process under the Warranty Agreement.



3.2 The warranty is non-transferable when the product is reinstalled by the Buyer to a non-initial installation location. Although the ownership of the product changes, the new product owner will not be able to continue to enjoy the rights under the warranty. The new Product owner's rights under the warranty will only be granted if the Buyer has obtained the Seller's written consent to change the initial installation. For the avoidance of doubt, the Seller does not bear any costs associated with the reinstallation of the Products.

When the Seller replaces the defective product, the remaining warranty period of the original product will be transferred to the replaced product. The warranty period of the new product does not replace the warranty period of the existing product.

## 4 Warranty Conditions

4.1 In the case of a faulty product during the agreed SOFAR warranty period, Buyer needs to report the faulty product with a brief fault or alarm description to SOFAR service hotline for registering and send the warranty card to SOFAR's service department by fax/email to process the warranty claim.

4.2 To make a claim under the warranty periods of SOFAR, Buyer needs to provide SOFAR with the following information and documentation of the faulty product by Email.

4.3 If the product has a fault and alarm while it is under warranty period,

4.3.1 SOFAR will provide spare parts replacement service for buyer(non-distributor customers) when normal functions cannot be used due to defects in materials, manufacturing or workmanship. For buyer (distributor customers), SOFAR will provide remote technical support service to guide them in replacing spare parts.

4.3.2 SOFAR spare parts (excluding batteries) shall be dispatched within 3-7 weekdays after the service request is confirmed. After receiving the spare parts, the asset ownership of the faulty parts will be transferred to SOFAR. The Buyer shall return the faulty parts to SOFAR within 15 working days. If the faulty parts cannot be returned, the Buyer need to compensate SOFAR for the loss.

4.3.3 If SOFAR provides spare parts in the order, the Buyer is not allowed to sell the spare parts to third parties or use them for other purposes.

4.3.4 Spare parts provided by SOFAR are equivalent to those used by Buyer on site.

4.3.5 After replacing the spare parts by SOFAR, the warranty period of the entire product remains unchanged. The warranty period of the new spare parts is equivalent to that of the entire product.

4.3.6 SOFAR will dispatch the after-sales personnel of SOFAR or a third party authorized by SOFAR to the site to conduct on-site problem inspections and carry out spare part replacements or complete machine replacements.

4.3.7 After the spare parts request is confirmed, SOFAR is responsible for the transportation of spare parts within the warranty period.

4.3.8 If product alarms or faults are found within the warranty scope, the Buyer should contact SOFAR hotline to report them and provide the following information:

- (1) Product model and Serial Number,
- (2) A copy of the valid purchasing invoice,
- (3) Faults or Alarms descriptions and error IDs (where applicable),
- (4) Claimant details,
- (5) Detailed information about the entire system (module, site system diagram, installation date, etc.),
- (6) Documentation of previous claims/exchanges (if applicable),

The above information is the condition for reporting faults or alarms. If the Buyer does not provide sufficient information or the spare parts are replaced without SOFAR's confirmation, the Buyer shall bear the corresponding responsibilities and consequences.

## 5 Warranty Exclusions

5.1 The preceding support services are only applicable to SOFAR-produced equipment. The hardware equipment beyond the scope is not covered by SOFAR's service scope.

5.2 In all cases, whether on the basis of contract, warranty, tort (including liability for fault and strict liability) or any other theory and legal claim, SOFAR does not assume any liability for any consequences arising from the installation, use, or poor performance of its products, any indirect loss, collateral damage, or punitive damages arising from any defect or breach of warranty. including, but not limited to, loss of profits, damage to goodwill or business reputation, or loss of delay. The total amount of SOFAR's responsibility for damages or otherwise shall not exceed the purchase price paid by the original Buyer for the Products.

5.3 Widely used vulnerable parts and consumables are not covered by SOFAR's service scope.

5.4 If SOFAR cannot fulfill the service commitment within the promised time due to non- SOFAR reasons, the Buyer and its direct or indirect customers shall exempt SOFAR from the SLA fulfillment responsibilities and relevant compensations. Buyer is obliged to prompt and ensure it direct or indirect customer(s) to exempt SOFAR from the aforementioned responsibilities and compensations. If on-site services are required, travel time shall be excluded from SLA time.

5.5 Any alarms, faults, defects, changes or damages caused by the following situations will not be covered by SOFAR warranty scope,

5.5.1 Battery packs are damp or wet due to outdoor storage.

5.5.2 Product Storage, installation, charging, operation, and control of the energy storage system not in accordance with the user manual, including placing the equipment in an environment below -30 degrees or above 55 degrees. Failures caused by failure to comply with the operating environment or external power parameters required by the written system specifications.

5.5.3 Caused by force majeure (such as natural disaster, strike, flood, fire, earthquake, typhoon, terrorist act and so on)

5.5.4 Faults due to natural aging and wear.

5.5.5 Faults caused by engineering quality of joints.

5.5.6 After the system is installed or shut down during operation, no auxiliary power is supplied for more than 24 hours, causing condensation and moisture inside the cabinet.

5.5.7 If the product fails to be connected to the grid within 6 months after delivery from SOFAR warehouse, or does not operate for more than one month after the completion of commissioning, which is not due to any reasons related to SOFAR, causing serious cell capacity attenuation or cell excessive discharging..

5.5.8 Over-range lightning strikes caused by system design problems.

5.5.9 The products are modified without SOFAR's written approval.

5.5.10 Failure to feed back product problems within the warranty period.

5.5.11 SOFAR hardware or data is damaged due to negligence, irrelevant operations, or intentional damage.

5.5.12 Performance unqualified/unqualified items due to laws and regulations update.

5.5.13 Defects that are not currently recognized by technology at the time the product is sold.

5.5.14 Do not provide authorization to operate data via network access and refuse to install firmware updates.

5.5.15 If the system fails to be upgraded due to the customer's reasons, SOFAR will not bear the warranty, and the customer will bear all the consequences.

5.5.16 Physical access to the system is not granted on site.

5.5.17 System damages caused by improper operations of a third party or customer, including those in transportation, installation, and improper adjustment, alteration, and removal of identification marks. If the ESS is used as a backup power device for medical treatment, it may cause personal injury, loss of life, or catastrophic property loss. SOFAR shall not be liable for any loss.

5.5.18 This is directly caused by customer infrastructure problems.

5.5.19 To remotely upgrade the firmware to ensure the service life of battery cells, Product must be connected to SOFAR Energy Cloud. If not connected, the warranty does not cover the cell damages caused by failure to upgrade the products in time.

5.5.20 If the product is not maintained (refer to the maintenance manual or the maintenance checklist) by Buyer and SOFAR does not receive the maintenance report from buyer as a confirmation , as a result, the product generates alarms and faults.

5.5.21 “Warranty Card” not being sent back to SOFAR.

5.5.22 The Product has been modified, its design has been changed or parts have been replaced by parts not approved by SOFAR.

5.5.23 Any Changes have been made, or repairs by technician, without authorization from SOFAR, or serial number or seals have been removed.

5.5.24 The product has been installed or commissioned incorrectly,

5.5.25 Buyer has failed to comply with the safety regulations (IEC, VDE standards or equivalent).

## 6 Warranty Service

### 6.1 Service response

	Service Item	Service Content	Service response time
Service level	Remote Technical Support Service	Hotline	8x5: weekdays, 9:00 - 17:00, excluding legal holidays.
		Website access support service	8x5: weekdays, 9:00 - 17:00, excluding legal holidays.
		Online Technical Support	8x5: weekdays, 9:00 - 17:00, excluding legal holidays.
	Hardware Support Services	Spare Parts Replacement	When SOFAR determines that replacing spare parts or the entire machine is necessary to solve the issues on site, it usually dispatches the spare parts to the customer's site within 3-7 weekdays. The exact time depends on the installation location of the product.
		Spare parts recovery	The time is subject to the confirmation with the end user. The time is no later than 15 working days after the spare parts are shipped.

### 6.2 Technical support

Including technical consultation and problem handling. Technical consultation refers to the technical guidance for non-actual problems. Problem handling refers to the solution to product-related problems.

#### 6.2.1 Remote Technical Support



#### 6.2.1.1 Website access support service.

Buyer can log in to(<https://www.sofarsolar.com/service.html>) to get the after-sale service. Or, Buyer can obtain the technical support of SOFAR via email(Email: [service@sofarsolar.com](mailto:service@sofarsolar.com)).

#### 6.2.1.2 Hotline

Receive and track service requests based on the service interface platform. For details about the hotline number, see the official SOFAR website(<https://sofarsolar.eu/technical-support/>). If there is no hotline in a country, please contact the hotline of a neighboring country.

#### 6.2.1.3 SOFAR Energy Cloud service

All Buyers who connect their products to the SOFAR Energy Cloud will be able to access remote technical services from the cloud.

#### 6.2.2 On-site technical Support service

Based on the product on-site issue reports provided by the Buyer and the conclusions reached through remote technical support, if it is determined that spare parts need to be replaced at the site, SOFAR will arrange for its after-sales service personnel or authorized third-party service partners to complete the replacement of the spare parts at the site.

#### 6.3 Paid warranty service

6.3.1 SOFAR can provide warranty service when the product is out of warranty period or beyond the warranty scope, and will charge relevant fees (including spare parts or inverter cost, logistics fees, labor cost, accommodation cost, travel expense and so on) from the Buyer or end user.

6.3.2 If the Buyer or end user requires SOFAR to provide maintenance services for the products, then the Buyer or end user needs to provide SOFAR with the service fees for the maintenance.

6.3.3 The specific fees(warranty service or maintenance service) will be charged based on the actual situation. The payment for the service should be paid once within Fourteen (14)days after the date SOFAR's service invoice issued.