



Warranty

For the product: **US Series**

1. Terms of Warranty

Pylontech ensures end customer the Product and Performance be free from defects in material and workmanship for a period of 5 years from the date of installation (Product Warranty) and up to 15 years expected life time (Performance Warranty); regarding self-discharging degradation, 180 days after ex-work is ensured. Warranty shall be in accordance with the following provisions and preconditions:

- The ambient temperature shall be in range of 0°C to +50°C
- The product shall be installed or maintained in accordance with Pylontech technical specification and manual instruction.

Accumulated discharge energy should not over 350 cycle of nominal energy in one year; the following table is used as adjusted value for warranty, if % of $(\text{actual cycle} - 350) / 350$ is:

- < 10%, reduced rate 4%
- < 20%, reduced rate 16%
- < 30%, reduced rate 45%
- 30% +, reduced rate 60% +

In the event that the Product fails to conform to the above warranty during the Warranty Period, Pylontech's liability under this warranty shall be limited to the repair or replacement with new or refurbished product at Pylontech's option.

There should be root analysis of defect with support from all relevant parties. The final defect verification shall be determined by discretion of Pylontech. For a warranty claim, following documents are required:

- 1) This warranty declaration is present in its original form.
- 2) The invoice for the procurement indicating the date of delivery is submitted.
- 3) The signed commissioning report or protocol is submitted.
- 4) The battery inverter shall be consistently appropriately used warranty period.
- 5) The customer shall cooperate in determining whether or not the minimum capacity has been achieved by providing Pylontech with the recorded battery data.
- 6) Most detailed information of the function error is provided.

Replacement and repaired Product of the warranty shall be warranted for the remainder of the original warranty period. In any event, the replacement or repair shall not justify the renewal or new beginning of the warranty period. In the event, the Product of the warranty is not available in the market anymore, Pylontech, at its option, may replace it with different kind of parts or components that have been repaired and updated to the latest technical standards.



Compensation scheme based on original purchase price follows as:

- < 24 months, 100% of the purchase price
- < 36 months, 75% of the purchase price
- < 48 months, 60% of the purchase price
- < 60 months, 45% of the purchase price
- < 72 months, 30% of the purchase price
- < 84 months, 15% of the purchase price
- < 96 months, 5% of the purchase price
- < 108 months, 3% of the purchase price
- < 120 months, 1.5% of the purchase price
- 120 months +, goes beyond warranty scope.

2. Exclusion of Warranty

This warranty does not apply to batteries that are:

- not operated in accordance with the operating manuals for their intended purpose;
- have been incorrectly installed or commissioned;
- have been modified, altered or operated with other components not approved by Pylontech;
- have been physically damaged (e.g. damage from falls, from Transportation)
- have been damaged by force majeure (e.g. flash of lightning, overvoltage, storm, fire);
- have been treated improperly, negligently in any other inappropriate way. (Including use outside of the recommended ambient conditions).

EXCEPT AS HEREIN EXPRESSLY STATED, THERE ARE NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, FOR ANY SUBJECT OF THE WARRANTY THEREOF FURNISHED HEREUNDER. THE PARTIES AGREE THAT THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES AND/OR GUARANTEES, EXPRESS OR IMPLIED, ARE EXCLUDED FROM THIS TRANSACTION AND SHALL NOT APPLY FOR THE SUBJECT OF THE WARRANTY.

IN NO EVENT SHALL LGC BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER FOR ANY REASON (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSS OF USE, LOSS OF EQUIPMENT OR LOSS OF REVENUES) REGARDLESS OF THE LEGAL THEORY ON WHICH ANY SUCH CLAIM MAY BE MADE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

3. Obtaining Warranty Service

To make a warranty claim, end customer shall promptly (within fifteen (15) days after obtaining notice or knowledge thereof) notify Pylontech by delivering written notice (whereas telefax or email shall be sufficient). Upon receiving notice, Pylontech shall contact retailer/installer and send substitute battery to retailer in 5 working days. Within another 5 working days, battery shall reach end customers.



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Pylontech reserves the right to refuse Product warranty claim for lacking of proper documentation and information.

To request warranty claim of battery, pls. contact the Pylontech Service Center.

E-mail: service@pylontech.com.cn

Fax: +86 21 5131 7698

NOTE:

In the course of inspection by Pylontech, if the allegedly faulty Battery is found by Pylontech to be ineligible for exchange under this Policy, the compensation payment will not be made.

The inspection of the remaining capacity indicates that the guaranteed capacity was not fallen short of, the costs and expenses associated with such inspection shall be reimbursed by end customer.

4. Applicable Law

This warranty is subject to the law of **United Kingdom**.

The certificate which is executed in the English language shall prevail in the event of conflict between the English version and the translated Chinese version.

GM, International Business Division