

Limited Warranty for H02 Battery and DM-INV Inverter

HENGDIAN GROUP DMEGC MAGNETICS CO., LTD. (“DMEGC”) hereby grants the following warranty (the “Warranty”) to the original purchaser and its permitted successors and assigns and the end-user firstly installing for its own use (the “Customer”) with respect to the products listed below and sold by DMEGC under sale agreements signed on or after 21st Aug, 2025 (the “DMEGC Residential Product Series”):

DMEGC Residential Product Series (includes H02 series battery and DM-INV inverter):

Battery Model	Matching Inverter	Rated Power	AC Connection	Brand Name
H02 series (H02-10, H02-15, H02-20, H02-25, H02-30, H02-35, H02-40, H02-45, H02-50, H02-60)	DM-INV-SPH3.6K	3.6kW	Single phase	DMEGC
	DM-INV-SPH5K	5.0kW	Single phase	DMEGC
	DM-INV-SPB5K	5.0kW	Single phase	DMEGC
	DM-INV-TPH4K	4.0kW	Three phase	DMEGC
	DM-INV-TPH5K	5.0kW	Three phase	DMEGC
	DM-INV-TPH6K	6.0kW	Three phase	DMEGC
	DM-INV-TPH8K	8.0kW	Three phase	DMEGC
	DM-INV-TPH10K	10.0kW	Three phase	DMEGC

This Warranty applies only to the DMEGC Residential Product Series in Australia and New Zealand.

1. Warranty Start Date

The “Warranty Start Date” means the earlier of (1) the date of commercial invoice issued by DMEGC to the Customer, or (2) 6 months following the date of manufacture of the Battery by DMEGC.

2. Limited Warranty

2.1 Limited Product Warranty

Subject to the limitations and exclusions contained herein, DMEGC warrants that, for the following respective period, the DMEGC RESIDENTIAL PRODUCT SERIES is free from defects in materials and workmanship which have adverse effects on the DMEGC RESIDENTIAL PRODUCT SERIES functionality under normal application:

- (1) One hundred and twenty (120) months following Warranty Start Date if the system remains connected with internet through the monitoring system enabling monitoring of its operation and updating of firmware; and
- (2) Thirty-six (36) months following Warranty Start Date if it is not connected with internet through the monitoring system for more than 90 days.
- (3) Accessories other than the main battery and inverter units, including monitoring stick systems, electricity meters, CTs, wiring harnesses, connectors, etc., shall be warranted for a period of

twelve (12) months.

- (4) Notwithstanding anything to the contrary set out in this Warranty and subject to any applicable law, for the final sixty(60) months of the limited warranty period for the products specified in paragraph (1) above, DMEGC will only be liable for the cost of hardware materials required for repair, defined as core battery components excluding ancillary parts (e.g., connectors, casings). Replacement materials will comply with all applicable regulatory standards. And under no circumstances shall DMEGC be liable for: (i) inbound and outbound transportation costs; (ii) labor costs for replacement or on-site service; (iii) costs arising from improper installation, maintenance, or use that does not comply with product specifications; and (iv) consequential losses or project delays resulting from warranty repairs.

2.2 Limited Performance Warranty(for H02 battery)

Subject to the limitations and exclusions contained herein, DMEGC warrants that the actual usable energy of the H02 battery is no lower than 70% of its nominal usable energy for a period commencing on the Start Warranty Date and ending on the earlier of (i) 120 months following the Warranty Start Date or (ii) the date when total energy discharged from the Battery reaches the energy throughput levels shown in the table below; provided, however, that, the operation of the Battery during the said warranty period shall be under the following conditions: temperature at the range of $25 \pm 2 \text{ }^\circ\text{C}$, 5%~95% RH, 0.5C charge/0.5C discharge, 90% charge and discharge depth:

Product	Energy Throughput
H02 battery	3 MWh/kWh

- (1) The “nominal usable energy” means the nominal energy of the Battery as stated on the label of such H02 battery, as expressed in kWh.
- (2) The “actual usable energy” means the power output of the Battery, as expressed in kWh, measured under the following conditions: (i) ambient temperature: normal atmospheric temperature $25 \text{ }^\circ\text{C}$; (ii) BMS initial battery temperature: $25\text{-}30 \text{ }^\circ\text{C}$; (iii) Charging mode: 20A (CC / CV) single 3.65V, cut-off current 2A; and (iv) Discharging mode: 20A (CC / CV) single 2.5V, test with module. (NOT FOR CIRCLE LIFE)

3. Remedies

3.1 In the event that the DMEGC RESIDENTIAL PRODUCT SERIES fails to meet the warranties as described in Sections 2 above, at the sole discretion of DMEGC, a justified claim will be settled by either of the following warranty services:

- (1) Repair work; or
- (2) Replacement of the Battery or Inverter causing the breach of the Warranty or part thereof. The replacement Battery or Inverter shall have equivalent appearance, size, and functionality on a like-for-like basis. The Replacement Battery or Inverter may not be brand new but with quality and specification compliant with the product specifications. Reconditioned products used as warranty replacements will be of an equal or superior quality to the original product, taking into account factors such as the date of manufacture, state of health and prior energy throughput. If DMEGC no longer supplies Battery or Inverter meeting the foregoing criteria, then additional or replacement Battery or Inverter provided hereunder shall be those Batteries or Inverters then

supplied by DMEGC that most substantially meeting the foregoing criteria. However, the replacement Battery or Inverter may differ in size, shape, and/or capacity.

- 3.2 DMEGC shall, at its cost and expense, deliver the additional, repaired or replacement DMEGC RESIDENTIAL PRODUCT SERIES based on the same Incoterms and destination that the DMEGC RESIDENTIAL PRODUCT SERIES causing the breach of the Warranty were delivered under the sales agreement to which this Warranty applies. Any costs and expenses for the dismantling, removal, testing, packaging, installation or re-installation of the DMEGC RESIDENTIAL PRODUCT SERIES shall be assumed by the Customer.
- 3.3 In any case DMEGC shall not be responsible for the following costs:
- (1) any costs incurred by the end-user or the installer in normal or scheduled maintenance of the DMEGC RESIDENTIAL PRODUCT SERIES; or
 - (2) any other costs such as transportation, travelling and accommodation cost of personnel etc.;
 - (3) Subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty.
 - (4) Electricity costs or unrealized potential solar generation resulting from the Products being inoperable through the period of Product failure to the completion of the Product replacement or repair.
 - (5) Any costs in making the warranty claim, which is invalid under this Warranty.
- 3.4 Any replaced DMEGC RESIDENTIAL PRODUCT SERIES shall become the property of DMEGC. Unless instructed by DMEGC in writing otherwise, the Customer shall dispose of the DMEGC RESIDENTIAL PRODUCT SERIES in accordance with all local applicable regulations on electronic waste treatment and disposal at its own cost. The DMEGC RESIDENTIAL PRODUCT SERIES had been replaced shall not be sold, reworked or reused in any way, unless expressly authorized by DMEGC in writing.
- 3.5 The replacement DMEGC RESIDENTIAL PRODUCT SERIES or its accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system or inverter. The costs incurred as a consequence will not be covered by the Warranty.
- 3.6 If the Products are replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the replacement products. In any event, a replacement or repair shall not justify the renewal or new beginning of the warranty period.

4. Claim

- 4.1 DMEGC aims to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective DMEGC RESIDENTIAL PRODUCT SERIES have failed and by introducing immediate corrective action measures to prevent re-occurring of the warranty failures. It is therefore critical that all claims under this Warranty are promptly submitted to DMEGC as soon as the DMEGC RESIDENTIAL PRODUCT SERIES fails, and in any event, within fourteen (14) days of knowledge of the matter of event giving rise to the claim (the "Claim Deadline"). No consideration will be given to claims under this Warranty which are made beyond this Claim Deadline.
- 4.2 Customer shall bear the burden of establishing a breach of the Warranty hereunder. If Customer believes there has been a breach of the Warranty, claims must be submitted directly or, if purchased

from a distributor authorized in writing by DMEGC (a "Authorized Distributor"), through such Authorized Distributor, to DMEGC within the applicable warranty period, and promptly in any case no later than expiry of the Claim Deadline. Claim shall be filed in writing to Hengan Group DMEGC Magnetics Co., Ltd. With address Hengdian Industrial Zone, Dongyang, Zhejiang, China, 322118 (Email: service-ess@dmegc.com.cn). The claim shall set forth, at least, the following information: (a) party making claim; (b) detailed description of the claim; (c) evidences supporting the claim, including without limitation, the indicator status or testing report; (d) the evidence for purchase of the Battery or Inverter subject to the claim, which is able to demonstrate that the party making claim is the beneficiary of the Warranty; (e) the corresponding serial number of the Battery or Inverter subject to the claim, (f) Warranty Start Date, (g) Battery or Inverter type; (h) physical address of the Battery or Inverter. In addition, the Customer shall without any delay, provide DMEGC with any other information reasonably requested by DMEGC. DMEGC shall have the right to reject the claims without bearing any responsibilities for the rejection if the Customer fails to provide notice within the Claim Deadline or has not provided all information listed above.

- 4.3 Notwithstanding anything to the contrary herein, DMEGC shall be entitled, in its sole discretion upon written notice to Customer, to require that any breach of the Warranties alleged by Customer be reviewed by a neutral third-party testing laboratory selected by DMEGC and approved by Customer, such approval not to be unreasonably withheld or delayed ("Testing Lab"). The determination by a Testing Lab as to whether a breach has occurred shall be final and conclusive with respect to the matters covered by such determination. Customer shall promptly upon receipt of notice indemnify DMEGC for all the costs arising from such review by the Testing Lab in the event the Testing Lab is unable to confirm a breach of the Warranty or, if no Testing Lab was utilized, the Customer is otherwise unable to establish a breach of the Warranties.
- 4.4 If a Battery or Inverter fails within the warranty period, the Customer must stop using the Battery or the system in which the DMEGC RESIDENTIAL PRODUCT SERIES is installed as the case may be by isolating the DMEGC RESIDENTIAL PRODUCT SERIES from any energy source, make a claim as soon as possible and follow all instructions provided by DMEGC, or the representative or agents authorized by DMEGC. In order to qualify for further compensation and a replacement unit, the Authorized Distributor must first contact DMEGC and fulfill the Authorized Distributor's responsibilities with respect to the said instructions.
- 4.5 DMEGC monitors systems and inform end customers via internet in the event of defects in the material or workmanship of the DMEGC RESIDENTIAL PRODUCT SERIES within the warranty period. For systems with no internet connection, in any case the Customer should inform DMEGC ASAP if a DMEGC RESIDENTIAL PRODUCT SERIES is found to be defect in order to qualify for repair or replacement under the Warranty.
- 4.6 Each time a warranty claim is made against a system that has no internet connection, the installer or the end user is obliged to organize qualified personnel to conduct an on-site inspection and data collection under the instruction of DMEGC.
- 4.7 If the DMEGC RESIDENTIAL PRODUCT SERIES is purchased through an Authorized Distributor, it is the Authorized Distributor responsibility to work directly with DMEGC in order to limit the return of non-faulty equipment. DMEGC will work with the Authorized Distributor to rectify the fault or fault message through telephone support or with direct PC links.
- 4.8 Any Customer shall inform DMEGC immediately, without any unreasonable delay, about any real or potential DMEGC RESIDENTIAL PRODUCT SERIES safety concerns within and outside the warranty period. Customer shall inform aforesaid safety risks within three (3) calendar days when the

risk of causing any damage is immediate and high. The Customer shall be liable for all actual damages and compensations for its failure of to promptly and timely provide notification to DMEGC.

5. Exclusions of Warranty

5.1 To the extent permitted by law, this Warranty does not cover claims related to DMEGC RESIDENTIAL PRODUCT SERIES defects caused by the following factors:

- (1) External power grid or PV system faults failure, or the external power grid or PV system fails to comply with safety regulations such as VDE, IEC, etc.
- (2) Installation of the Battery with inverters that have not been approved by DMEGC.
- (3) Improper, negligent, or inappropriate handling of the DMEGC RESIDENTIAL PRODUCT SERIES, including usage outside the recommended ambient temperature conditions specified in DMEGC's product instructions (or user manual).
- (4) Damages during transportation, including but not limited to dropping, trampling, deforming, impacting, or piercing with sharp objects.
- (5) Storage, installation, commissioning, modification, or repair of the DMEGC RESIDENTIAL PRODUCT SERIES performed by individuals or entities other than DMEGC or a DMEGC-certified installer.
- (6) Product damage caused by external forces, force majeure (unforeseeable, unavoidable, and insurmountable events beyond the control of DMEGC, including war, civil war, strikes, government intervention, terrorism, riots, unavailability of labor or materials, etc.), or actions by third parties.
- (7) Changes in the condition or operational performance of the Product due to climate or other environmental influences, contamination by foreign materials (such as dirt, smoke, saltwater, chemicals, conductive dust, direct sunlight, corrosive gases, and impurities), water ingress, exposure to excessive heat or solvents, inadequate ventilation (especially regarding maximum temperature limits specified in the operating manual), exposure to strong vibrations, strong magnetic fields, aggressive atmospheres, or other adverse environmental conditions.
- (8) Any attempt to extend or reduce the lifespan of the DMEGC RESIDENTIAL PRODUCT SERIES without written consent from DMEGC, whether through physical means, programming, or other methods.
- (9) Removal and reinstallation of the Battery at a location other than the original installation site without written consent from DMEGC.
- (10) Use of spare parts not manufactured, sold, or approved by DMEGC during the repair or replacement of the DMEGC RESIDENTIAL PRODUCT SERIES, or as a result of connecting the DMEGC RESIDENTIAL PRODUCT SERIES with products from another manufacturer (or different types of battery modules). Also, damages caused by any other defective or malfunctioning parts in the system where the DMEGC RESIDENTIAL PRODUCT SERIES is installed.
- (11) Improper installation of the Product(s).

- (12) Failure to install, operate, or maintain the DMEGC RESIDENTIAL PRODUCT SERIES in accordance with DMEGC's product instructions.
 - (13) Damages resulting from normal wear and tear, superficial defects, dents, marks, or when the replacement or repair of parts is considered part of normal maintenance or service. This includes damages limited to the surface coating, varnish, or enamel.
 - (14) Continued use of the DMEGC RESIDENTIAL PRODUCT SERIES after it is known or would have been known, through regular servicing, that it is defective.
 - (15) Use of the DMEGC RESIDENTIAL PRODUCT SERIES in any of the following cases: a. Medical devices crucial to human life; b. Control equipment, such as trains and elevators, which may cause personal injury; c. Computer systems of social and public importance; d. Locations near medical devices; e. Installation of the DMEGC RESIDENTIAL PRODUCT SERIES on a moving object, such as a ship, train, or car.
 - (16) Theft or vandalism of the DMEGC RESIDENTIAL PRODUCT SERIES or any of its components.
 - (17) The damages occurring after expiry of the warranty period specified hereunder.
 - (18) Damage to the DMEGC RESIDENTIAL PRODUCT SERIES resulting from the renewal of national or regional laws or regulations.
 - (19) Exceeding one cycle per consecutive 24-hour period.
 - (20) Failure to upgrade the software to the latest version.
 - (21) Installation of the DMEGC RESIDENTIAL PRODUCT SERIES at an altitude higher than 2000m.
 - (22) Not used for residential photovoltaic (PV) energy storage.
 - (23) Placing the DMEGC RESIDENTIAL PRODUCT SERIES in a storage condition for more than three (3) months without maintenance;
 - (24) The Battery having not been charged for more than 15 days after installation.
 - (25) Faults or damage caused by other factors not related to the DMEGC RESIDENTIAL PRODUCT SERIES quality issues.
 - (26) Outdoor installation or outdoor usage without proper shelter.
- 5.2 The Warranty shall also not apply to the DMEGC RESIDENTIAL PRODUCT SERIES (1) of which nameplate or serial number is modified, altered, or not readable; (2) for which DMEGC has not received fully payment; (3) which is purchased neither from DMEGC nor an Authorized Distributor; or (4) which is subject to any subsequent sale from a country where DMEGC was first marketed to another country without the prior written consent of DMEGC.
- 5.3 The Warranty does not include any accessories and tool kit items provided along with the DMEGC RESIDENTIAL PRODUCT SERIES.
- 5.4 . All external and ancillary parts and units (e.g., Monitoring/Comm devices, batteries, etc.) installed with inverters by third-parties are excluded from the Warranty.

5.5 Wrong deliveries, incorrect or damaged packing and transit damage claims are not covered by the Warranty. The DMEGC RESIDENTIAL PRODUCT SERIES should be transported with the original packaging materials of DMEGC. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 4 layers.

6. Fees For an Invalid Warranty Claim

For any warranty claim beyond this Warranty, DMEGC will charge Customer reasonable fees including but not limited to service fees, transportation fees, costs related to independent testing by a Testing Lab and costs of supplying spare parts.

7. Limit of Liability

- 7.1 Notwithstanding anything to the contrary in the warranty and except as expressly stipulated herein, this warranty is expressly in lieu of and exclude all other express or implied warranties, including but not limited to warranties of merchantability and of fitness for particular purpose, use, or application.
- 7.2 The remedies for breach of this warranty are customer's sole and exclusive remedies arising from or relating to any breach of the warranties. In no event shall DMEGC be responsible pursuant to this warranty for any special, indirect, incidental, punitive, exemplary or consequential damages of any nature whatsoever, including without limitation losses or damages caused by reason of loss of use, loss of profits or revenue, interest charges (except as expressly provided herein), loss of bonding capacity, cost of capital or claims of customer damages, whether liability arises as a result of breach of contract, tort liability (including negligence), strict liability, by operation of law or in any other manner. Except as set out in this warranty and to be permitted by applicable law, DMEGC shall have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to this warranty.
- 7.3 To the extent permitted by the applicable law, DMEGC's liability to customer or any other party for loss, damage, or injury of any kind or nature arising out of or in connection with this warranty shall not exceed the purchase price received by DMEGC of the DMEGC RESIDENTIAL PRODUCT SERIES causing the breach of the warranty.
- 7.4 The customer acknowledges that the foregoing limitations on liability are an essential element of the relevant sales agreement between DMEGC and the customer and that in the absence of such limitations the purchase price of the batteries would be substantially higher.
- 7.5 The customer may have specific legal rights outside this warranty, and the customer may also have other rights that vary from state to state or country to country. These warranties do not affect any additional rights the customer has under mandatory laws in the customer's jurisdiction governing the sale of consumer goods.

8. Merger Clause

This Warranty sets forth the entire agreement and understanding of DMEGC and the Customer relating to the subject matter herein and supersedes all prior or contemporaneous discussions, understandings and agreements, whether oral or written, between them relating to the subject matter hereof.

9. Severability

If one or more provisions of this Warranty are held to be unenforceable under applicable law, DMEGC and the Customer agree to renegotiate such provision in good faith. In the event that the both Parties cannot reach a mutually agreeable and enforceable replacement for such provision, then (a) such provision shall be excluded from this Warranty, (b) the balance of this Warranty shall be interpreted as if such provision were so excluded and (c) the balance of this Warranty shall be enforceable in accordance with its terms.

10. APPLICABLE LAW AND DISPUTE RESOLUTION

Any and all disputes arising out of or in connection with the Warranty shall referred to and finally resolved pursuant to the governing law clauses and dispute resolution procedures under the modules supply contract between the original Customer and DMEGC.

11. MISCELLANEOUS

The terms of this Warranty are conditioned upon their incorporation in a contractual agreement between DMEGC and Customer, and when incorporated to such contractual agreement, this Warranty shall be subject to the terms thereof and subject to modification when incorporated therein. DMEGC reserves the right to modify or update this Warranty at any time, with or without notice.

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.

Manufacturer Contact Information:

Hengdian Group DMEGC Magnetics Co., Ltd.
Address: Hengdian Industrial Zone, Dongyang, Zhejiang, China.
Tel: +86-579-86310161
<https://www.dmegc-ess.com/>

Chinese Office Contact Information:

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Tel: +86-579-86310161
<https://www.dmegc-ess.com/>

Australian Importer Office Contact Information:

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Please note DMEGC reserve the ultimate explanation right on this battery warranty terms & conditions.