

WARRANTY CONDITIONS

For the Bytewatt Residential Product Series

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1. SCOPE OF WARRANTY

Bytewatt provides the following limited and extended warranty for inverters and Li-ion battery unit including BMS (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Bytewatt. Bytewatt under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy are breached. This Bytewatt Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Bytewatt partners. The products covered by this clause are listed in the appendix.

2. CONTRACTING PARTIES

This Policy is only provided to the original purchaser of the product from Bytewatt (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other-party (End-User) where the product is installed.

3. WARRANTY PERIOD

3.1 Product Warranty

Bytewatt provides 60 months warranty for the Products. The Warranty starting from the earlier one of following two dates:

- 1.The date on which the product was first installed.
- 2.3 months after the date of production.

3.2 Performance Warranty

Bytewatt warrants that the Product retains at least eighty percent (80%) of its Usable Capacity for 120 months from the earlier of (i) the date the Product is installed at the Product Owner's property or (ii) the 90th day after the date the Product was manufactured, whichever is earlier. The warranty only applies if the Product is operated under normal use followed by the specification and the manual provided by Bytewatt.

The precondition of the valid Performance Warranty shall be that:

- The ambient temperature during the operation of the Products shall not fall below -10 °C or exceed 50 °C.
- The Through Output Energy per kWh Usable Capacity is less than 3MWh, which

is calculated from the earlier of (i) the date the battery storage system is installed at the Product Owner's property or (ii) the 90th day after the date of shipment from the manufacturer in China.

4. SERVICE REBATE

The Installer may be eligible for a service rebate for the service and replacement of the Product, which has been returned to Bytewatt and deemed defective in workmanship or materials upon testing and inspection by Bytewatt.

If multiple on-site visits are required, the Installer must contact Bytewatt prior to the site visit. The service rebate should be claimed within three months from the date of when the warranty claim is approved. Any claims made on account of the following reasons will not be eligible for the service rebate:

Where the replacement Product(s) offers improved features/functionality not compatible with the remaining components of the PV system;

Compensation for power that was not fed into the grid or consumed;

Delay in receiving the product due to transportation costs or costs incurred due to issues beyond the control of Bytewatt.

5. LIMITED LIABILITY

Claims that relate to defects that are caused by the following factors are not covered by Bytewatt's warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural airflow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start up or operation;
- Improper wiring of the Product causing arcing or damage of the Product or its parts;

- Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Where the Installer has not followed the warranty claim process and detailed in section 7, and/or proper evidence of the fault and/or test carried out on site has not been provided to Bytewatt;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual;
- Where authorized Bytewatt personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, Bytewatt under its discretion will;
- Repair of the product on site or service centre;
- Provide the closest Product within its current range of products for the replacement of the faulty or damaged Product;
- The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by Bytewatt. Bytewatt may replace parts with refurbished parts.

6. EXCLUSIONS

This Policy does not cover the components that were not initially sold by Bytewatt as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by Bytewatt.

7. WARRANTY CLAIM PROCESS

It is the duty of the Installer to contact Bytewatt in the event of a fault with the following information.

Name of the Installer:

Product Model No:

Fault Code:

Fault Details:

Contact Details:

Bytewatt may ask for additional details depending on the fault conditions. Bytewatt will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Bytewatt. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Bytewatt is obliged to approve and dispatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Bytewatt within a maximum of thirty days of the replacement being received. Failure to do so will forfeit eligibility for the service rebate outlined in section 2.

If an allegedly faulty Product is returned to Bytewatt pursuant to this Policy, and is found by Bytewatt to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Bytewatt will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by Bytewatt in all cases. Any replacement of the Product issued without the consent of Bytewatt will invalidate an associated claim.

8. FURTHER RIGHTS AT LAW

In addition to the warranty provided by Bytewatt, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Bytewatt comes with guarantees that cannot be excluded under consumer law.

9. OUT OF WARRANTY

As for the service for the Products out of Warranty, Bytewatt agrees to provide certain after-sales services to the Product Owner upon the written request addressed to Bytewatt Authorized Service Partner, and all the costs and expenses which include but are not limited to the materials, parts or labour costs, shall be borne by Product Owner. In this case, the Product Owner shall provide a detailed description of defects so that Bytewatt or Bytewatt Authorized Service Partner can detect whether such defect can be cured or not. For the avoidance of doubt, in no event will Bytewatt be liable for the service out of warranty, and this Section 7 will not constitute the promise of Bytewatt to provide such service out of warranty.

10. DISPUTE RESOLUTION

In case of any dispute in terms of warranty claims, a first-class international testing institute shall be entrusted by Bytewatt and the Product Owner upon mutual consent to provide third-party verification and comments. All fees and expenses shall be borne by the party that demanded such verification procedure unless otherwise agreed. The local courts of China shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Warranty.

In case of a judicial assertion, the Bytewatt Authorized Service Partner is not authorized to send or receive lawsuit documents.

This Warranty shall be governed and construed by the laws of the Commonwealth of China, excluding the Convention on Contracts for the International Sale of Goods.

11. CONTACT US

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Address: No.137 West Shihu Road, Wuzhong District, Suzhou City, Province Jiangsu, China

Postcode: 215100

12. Appendix

No.	Product Type	Product Name	Warranty Period
1	Single-phase Battery Inverter	BW-INV-SPB5K	5 years
2	Single-phase Hybrid Inverter	BW-INV-SPH3.6K	
3		BW-INV-SPH5K	
4		BW-INV-SPH6K	
5		BW-INV-SPH8K	
6		Three-phase Hybrid Inverter	
7	BW-INV-TPH5K		
8	BW-INV-TPH6K		
9	BW-INV-TPH8K		
10	BW-INV-TPH10K		
11	BW-INV-TPH12K		
12	BW-INV-TPH15K		
13	Battery	BW-BAT-4.8S	
14		BW-BAT-9.6P	
15		BW-BAT-10.1P	
16	Accessory	Dual power switch Box	
17		Parallel Kit	