Pylon Technologies Co., Ltd.

No.300, Miaoqiao Road, Kangqiao Town, Pudong District, Shanghai 201315, China

Consumer Warranty – Reef Magic ESS Battery System

1. Consumer Laws

If you acquire the Product from an Authorised Reseller in European Union, Switzerland, Norway and United Kingdom, and the Consumer Law applies. The Product comes with guarantees that cannot be excluded under the Territory Consumer Law.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

2. Product Warranty

The Product is integrated with Battery Management System (BMS) and Battery Modules, which designed for only series connection according to the Product Manual.

Pylontech warrants that the Product will be free of defects caused by improper workmanship or defective materials, including BMS.

The standard warranty period for the Product is five (5) years from the date of commissioning.

If the product is connected to the designated cloud platform within one (1) month of commissioning, the warranty period will be automatically extended to ten (10) years. This warranty commences from the earlier of:

1. the date of installation of the Product; or
2. six (6) months after the date the Product was manufactured

This warranty does not include any accessories and tool kit items provided along with the Product.

This warranty only covers the repair or replace of a defective Product. Pylontech will repair or replace the Product if the Product is defective and returned during the Warranty Period. The repaired or replaced product will continue the original remaining warranty period. In either case it shall not justify as a renewal of the warranty period.

When a new module is added to the battery system, the original warranty period of the battery system remains unchanged, and the warranty period of the newly added module is calculated as the new product.

3. Warranty Conditions

The warranties in respect of the Product only apply if the Product:

1. is purchased from Pylontech or an Authorised Reseller in the Territory.
2. has the official Pylontech serial number;
3. is installed in the Territory;
4. is installed, operated and maintained in accordance with the Product Manual; and
5. only for energy storage system.

4. Claim

Claims should be made to the Authorised Reseller from whom the Product was purchased.

You must, within 48 hours of a defect being discovered, notify Pylontech of a claim by:

1. if You registered the Product, completing the claim form on the Pylontech website; or
2. if You did not register the Product, completing the warranty card provided with the Product at the time of purchase and either emailing a copy to Pylontech at the below email address, or delivery or emailing the warranty card to the Authorised Reseller from whom the Product was purchased.

In order to claim under this Warranty, You must:

1. present the certificate of warranty declaration in its original form;
2. submit the invoice for the procurement of the Product indicating the date of delivery; and
3. provide the Pylontech system log data recorded by the Product as an indication of whether or not the Minimum Capacity has been achieved (but this would not be determinative).

To make a claim to Pylontech directly, please contact:

Address: No.300, Miaoqiao Road, Kangqiao Town, Pudong District, Shanghai, China
Post Code: 201315
Telephone : +86 2151317693 / +86 2151317697
Fax: +86 21-51317698
Email: service@pylontech.com.cn

Pylontech may contact You for further information regarding a defect. Pylontech may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by Pylontech.

If You dispute Pylontech's verification of the claim, the Product must be evaluated by the government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Pylontech will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions

a) The test is based on single Battery Module.

b) The ambient temperature of the Battery Module must be 25℃±2℃

c) The initial temperature of the Battery Module pods must be 25℃±1℃

d) Constant voltage* constant current** charge till all the cell voltage above 3.50Vdc or till charge current less than 1Amps.

e) Constant voltage* constant current** discharge till battery low voltage protection cut-off.

*For Reef Magic system, the single module constant charge / discharge voltage is 82.8Vdc / 57.5Vdc;

** For Reef Magic system, the single module constant charge/discharge current is 20 Amps;

If the Product is no longer available, Pylontech may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.

The Battery Module has a time value replacement guarantee for a period of 10 years. In this case, if the Battery Module is defective, the time value of the batteries is replaced. The fair value is calculated on the basis of a linear depreciation over a period of 10 years. That means a minimum of 80% of the usable capacity over a period of 10 years.

5. Limits to Covers

This Limited Product Warranty only applies when the following conditions are met:

1. The Covered Products shall be the hardware and shall exclude any components, which are separate from the Covered Products such as ancillary equipment, consumable and mechanical parts for mounting, or protective coatings that are designed to diminish over time (except where the defect has occurred due to a defect in materials or workmanship).

2. This Limited Product Warranty only applies to Customers who have purchased the Covered Products directly from Pylontech, or from an authorized seller of Pylontech in Europe. Pylontech only process the transportation in Europe.

3. The installation and any removal and reinstallation has been carried out in accordance with the installation directions and user guidelines which are provided with the Covered Products.

6. Exclusions of Warranty

To the extent permitted by law, Pylontech excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. Inverter/PCS (power converting system)/EMS failure;
2. The Product being installed with inverters/PCS/EMS which have not been certified by Pylontech;
3. The Product being installed in an outdoor environment without avoid of direct sunlight and frost;
4. Battery has not been installed or operated properly according to the Product Manual;
5. You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended environment, temperature and humidity condition in accordance with the Product Manual;
6. transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
7. storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Pylontech or a Pylontech's certified installer;
8. abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Pylontech;

9. any attempt to extend or reduce the life of the product without written confirmation from Pylontech, whether by physical means, programming or others;
10. water, conductive dust or corrosive gas;
11. the Product has been connected with different type battery modules;
12. failure to install, operate or maintain the product in accordance with the Product Manual;
13. normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
14. theft or vandalism of the Product or any of its components.

7. Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Pylontech shall not be under any liability whether in contract, tort or otherwise in respect of any non-conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating expense or any indirect, consequential or economic damages or losses whatsoever and howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Pylontech's liability for:

i) death or personal injury.
ii) fraud or fraudulent misrepresentation.
iii) any other liability that cannot be limited or excluded as a matter of law.

8. General provisions

This warranty is subject to the law of the Territory.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

9. Definitions

In this document:

1. **Authorised Reseller** means an approved Pylontech retailer or distributor in the Territory.

2. **Consumer Law** means: Territory Consumer law;
3. **Minimum Capacity** means at least 70% of the Nominal Energy during the Warranty Period.
4. **Nominal Energy** means the initially rated capacity of the Product as printed on the label of the Product.
5. **Throughput** means the delivered energy per 1kWh of Nominal Energy at the end of warranty period, details see below table:

Battery series	C-rate	EOL Total Output Energy
RMB70100-EU/RMB70100-EU-Pro	≤0.5C	6.8MWh

*Failure to achieve the daily 1 cycle or equivalent capacity usage will cause the throughput failure to meet the above table mentioned MWh target, this is excluded from the performance warranty terms.

6. **Product** means Reef Magic ESS battery system manufactured by Pylontech, which includes below models: RM-15-EU/RM-22-EU/RM-30-EU/RM-37-EU/RM-45-EU/RM-52-EU/RM-60-EU/RM-67-EU/RM-75-EU
7. **Battery Module** means means RMB70100-EU battery module manufactured by Pylontech;
8. **Battery Management System** means the BMS manufactured by Pylontech, which include:
   - RMC1000/RMC1000-Pro (for serial connect 2 to 10 units of RMB70100-EU/ RMB70100-EU-Pro according to Product Manual)
9. **Product Manual** means the instructions and manuals issued by Pylontech with the Product that set out how the Product should be installed and operated.
10. **Pylontech** means Pylon Technologies Co., Ltd of No.300, Miaoqiao Road, Kangqiao Town, Pudong District, Shanghai, China.
11. **Territory** means European Union, Switzerland, Norway and United Kingdom.
12. **You** means the natural person that acquired the Product.

Geoffrey Song
Vice President

Pylon Technologies Co., Ltd.
No.300, Miaoqiao Road, Kangqiao Town, Pudong District, Shanghai, 201315, China
T +86-21-51317697 | **F** +86-21-51317698
E service@pylontech.com.cn
W www.pylontech.com.cn