

# Hansol Technics Warranty Policy

(Product Name: Scalable All-in-One)

## I. Product Warranty

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1. Hansol Technics and Hansol Technics Europe GmbH (in the following referred to as “Hansol Technics”) warrant that the Product<sup>1</sup> will (i) be free from defects in material and workmanship under normal use and (ii) conform to the applicable Technical Specifications for the Product.
2. The warranty period of the Product (“Product Warranty Period”) is specified as follows  
: The warranty period shall be five (5) years from the Date of Installation<sup>2</sup>
3. In the event that the Product fail to conform to the above warranty during the Product Warranty Period, Hansol Technics shall, at Hansol Technics’s option: (i) repair the non-conforming or defective Product; or (ii) provide End-User with a replacement for the Product without undue delay, within 7 working days in Germany, for the other countries within 7 working days plus delivery dates.. Hansol Technics shall be responsible for all reasonable costs of repair or replacement in connection with such non-conforming or defective Product;

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<sup>1</sup> “Product” means the battery pack of Hansol Technics that consists of Battery, Inverter, and the Enclosure.

<sup>2</sup> “Date of Installation” To claim any warranty hereunder, End-User must provide the date of installation. If End-User is unable to submit any proof of the Date of Installation, Hansol Technics will calculate the Product Warranty Period from the manufacturing date which is written on the Product’s label.

whereas the End-User shall bear the costs of removing the non-conforming or defective Product(s) and (re)installation of the repaired or the Product is attributable only to the End-User.

Any defects in products arising from End-User's misuse, natural disaster, unauthorized change or repair, or abnormal installation environment shall be repaired or replaced at End- User's cost (Refer Article 4).

## II. Performance Guarantee

1. In addition to the Product Warranty, Hansol Technics guarantees performance of the Product to be maintained at least sixty five percent (65%) of initial battery's capacity for a period of ten (10) years after the Installation Date or until the end of 6,000 cycles of the Products, whichever occurs earlier "(Performance Guarantee Period)", provided that the usage of the Product shall have complied with the Operating Conditions under specification.
2. About Self Discharging Degradation, Hansol Technics guarantees 180days after ex-work for the Performance Guarantee Period.

## III. Limitation of Warranty

1. The warranties set forth hereunder shall not apply to Products which, in Hansol Technics's absolute judgment have been subjected to: misuse, abuse, neglect or accident; alteration, improper installation, application or removal (including but not limited to any installation, application, repair, service or removal by any party not authorized in writing or text form by Hansol Technics) ; non-observance of Hansol Technics's installation, users and/or

maintenance instructions; repair or modifications by someone other than a service technician approved by Hansol Technics ; power failure surges, lightning, flood, fire, accidental breakage or other events outside Hansol Technics's control. Further, no warranty shall apply to any damage caused by unauthorized goods to which Hansol Technics's Products are incorporated or installed into, or used together with, including any parts thereof. Customers of Hansol Technics's Products shall be fully aware that the Products are intended for individual operation. Connecting other product or products in parallel with Hansol Technics's Products may result in abnormal operation. For the avoidance of doubt, it shall be clarified that this shall not restrict the End-User from incorporating or installing the Products in combination with products or in systems offered by The End-User.

2. End-User shall promptly (but in any event within fifteen (15) days after obtaining notice or knowledge there of) notify Hansol Technics of any defect or other nonconformity with any of the Product Warranty identified by End-User by delivering written notice (whereas telefax or email shall be sufficient) to Hansol Technics of a warranty claim. Hansol Technics shall promptly notify End-User of any defect or other nonconformity with any of the Product Warranties identified by Hansol Technics. Any installation defects, however, shall be identified by the Installers who installed the Products in the first place. Hansol Technics can send its engineers to the installation site upon request, however, to identify the purported defect upon request, provided that any cost incurred is to be paid by Installers.
3. 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 Hansol Technics;
- 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).

4. EXCEPT AS SPECIFIED ABOVE, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY HANSOL TECHNICS. TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE.

5. IN NO EVENT WILL HANSOL TECHNICS BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, OR PUNITIVE DAMAGES, INCLUDING WITHOUT



LIMITATION LOST PROFITS, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT, STRICT LIABILITY, OR ANY OTHER THEORY OF LAW OR EQUITY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. HANSOL TECHNICS'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY END-USER TO HANSOL TECHNICS FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

6. Since Hansol Technics's Products are intended to be operated with Internet connection, web registration of the Products is required. (Ask to Installer) Remote control of the Products is achieved only when the Products are connected to the Internet, including but not limited to, monitoring of the Product operation and updating of firmware. The Products are able to be operated without Internet connection (i.e. Stand-Alone mode), however, Warranty herein may not fully cover the Products that are not registered on the web and operated without Internet connection.

#### IV. Obtaining of Warranty Service

1. The warranty provided hereunder is only applicable to the End-User who has purchased Products. The End-User shall not assign the warranty without prior written consent by Hansol Technics. Notwithstanding the foregoing, the warranty provided hereunder is transferable to a subsequent owner of the Products, provided that Hansol Technics is informed in writing within a reasonable time

of the sale of the subsequent owner's name and contact details. The notice should identify the name of the previous owner of the Products, place and date of the purchase, model, make and serial number of the Products. The effective transfer of the warranty does not otherwise alter the terms of the warranty provided hereunder.

2. The return of any Products will not be accepted unless prior written authorization (whereas telefax or email shall be sufficient) has been given by Hansol Technics. The written authorization should contain the Product's model name, a description of the defect and/or failure, and the serial number located on the Products label attached to the backside of the Products, and the Date of Installation.
  
3. In the event Hansol Technics has discontinued the manufacture of the Product in issue at the time the related warranty claim is accepted by Hansol Technics. Hansol Technics may, at its sole option, replace it with a different type of Product (of mutually agreed size, color, shape power, performance or other technical specification) or refund the purchase price prorated by the days of the relevant Warranty Period remaining.

## **VI. SDI Service Center Information**

1<sup>st</sup> Contact Point : AWP GROUP (Call Center/On-Site Service)

- 1) Company Name : AWR GROUP
- 2) Address : Unit 2/8 Moorlands Road, INGLEBURN, NSW 2565  
AUSTRALIA
- 3) Tel : 1300-377726 (1300-ESS Hansol)
- 4) E-mail : [ess.service@hansol.com](mailto:ess.service@hansol.com)

[www.hansoltechnics.com](http://www.hansoltechnics.com)

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