

**SHENZHEN RENEGY POWER TECHNOLOGY CO.,LTD**

Add:No. 1-12, Jinlong Avenue,Wandajie Industrial Park, Pingshan District, Shenzhen.Guangdong, China, 518118  
Tel : 0086-755-8992296                      Webiste : www.rpt-power.com   E-mail: info@rpt-power.com

**RPT POWER ENERGY STORAGE BATTERY  
LIMITED WARRANTY**

SHENZHEN RENEGY POWER TECHNOLOGY CO.,LTD (**RPT POWER** ) provides the warranties in this documents (Limited Warranty) to people who purchase the products for their use and puts the product into operation for the first time ( Original Buyer ).

The Limited Warranty applies to RPT POWER Energy Storage Battery Product (Model: RPES-51.2V) which are installed in Europe.

**1. LIMITED WARRANTY**

**1.1. Warranty Start Date**

Generally, Warranty Start Date is Production date of the product (except for the non-standard products ).

**1.2. Limited Product Warranty**

- a) RPT POWER warrants that the product has no defects in materials or craftsmanship within ten (10) years from the Warranty Start Date.
- b) After purchased, the installation needs to be completed within sixth (6) months. If the battery fails, it needs to be declared within two (2) weeks. The battery module damage caused by the fact that the battery has not been charged for a long time due to negligence is not within the warranty range.
- c) The battery is guaranteed for 10 years.
- d) The warranty period of BMS is 10 years.
- e) The warranty period of other accessories is 5 years.

**1.3. Limited Performance Warranty**

- a) RPT POWER warrants that the product will (i) maintain seventy percent (70%) of its Usable Energy within ten (10) years from the Warranty Start Date; On the condition that the product is operated in a normal manner and in accordance with the user guide provided by RPT Power.
- b) The Usable Energy for each product Model are set out in the table below.

Product Model	Usable Energy (kWh)	
PRES-51.2V100	5.12kWh	
RPES-51.2V200	10.24kWh	
RPES-51.2V280	14.34kWh	
RPES-51.2V300	15.36kWh	
RPES-51.2V314	16.08kWh	
RPES-51.2V400	20.48kWh	
RPES-51.2V560	28.67kWh	
RPES-51.2V628	32.15kWh	

For and on behalf of  
Shenzhen Renegy  
深圳市瑞

#### **1.4. Warranty Limitations**

The Limited Warranties in clauses 1.2 and 1.3 are subject to and must be read together with the exclusions and limitations set out below.

### **2. EXCLUSIONS AND LIMITATIONS**

#### **2.1. Disclaimer**

a) In the scope allowed by the law, the warranty in this Limited Warranty is the only clear warranty of the product. RPT POWER deny all legal and implied warranties, including but not limited to any suitable market, suitable for specific purposes or non- infringement warranties.

In the scope allowed by the law, as long as such warranty cannot be denied, RPT Power limits the period and remedial measures of such warranties within the period of this limited warranty, and RPT Power selects the maintenance or replacement service described below.

b) The seller of the product or anyone else has no right to represent RPT Power to make any guarantee other than the content contained in the document, and there is no right to extend the guarantee period to the time limit of the above regulations.

#### **2.2. Limitation of Liability**

In addition to the situation stipulated in this warranty, within the maximum range of law, any indirect, accidental, special, or specially caused by products or its installation, use, performance or non -performance, or any defects or violations of guarantees or punitive damage (including but not limited to profit loss, goodwill or commercial reputation damage, or delayed damage), whether or not based on the contract, guarantee, negligence, strict responsibility or any other theories, RPT POWER is not responsible. The overall responsibility (if there are any) of RPT POWER, whether it is damage or other aspects, shall not exceed the purchase price paid by the original buyer for the product.

#### **2.3.Warranty Limitations**

The Limited Warranty in clauses 1.2 and 1.3 does not apply to any defect or deterioration resulting from:

2.3.1. The product is not installed, maintained or operated in accordance with the operation manual.

2.3.2. After installation, the product is moved or shaken, or the charging temperature is higher than 50℃ or less than 0℃, or the discharge temperature is higher than 55℃ or lower than -20℃.

2.3.3. The original buyer did not notify the defect or degradation to RPT POWER or RPT POWER authorized service partners within 30 days after discovering defects or degradation.

2.3.4. The Product not being installed within six (6) months from the Warranty Start Date.

2.3.5. Operation of the Product with an inverter that is not a compatible one.

2.3.6. Without the approval of RPT POWER or RPT POWER partners, the product is modified or repaired.

2.3.7. A force majeure event (e.g., natural disasters, such as floods, fires, earthquakes,

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lightning, or other abnormal environmental conditions, war, etc.).

- 2.3.8. The obvious damage of the product during transportation.
- 2.3.9. State or regional laws, regulations or instructions have changed.
- 2.3.10. The product has not been used in 6 months or more.
- 2.3.11. No free warranty if you do not use the original frame from RPT POWER factories and the battery system will have structural danger situations during use
- 2.3.12. No free warranty if the battery is not charged within 48 hours after the battery is fully discharged.

**2.4. Warranty Exclusions**

The Limited Warranty in clauses 1.2 and 1.3 does not apply:

- 2.4.1 If the Product is not purchased from RPT POWER or RPT POWER partners .
- 2.4.1. The original buyer does not grant RPT POWER or RPT POWER partners the access to the performance data of the product through the Internet after reporting a warranty claim, or the access to manipulate these data.
- 2.4.2. Product appearance wear (including but not limited to any scratches, stains, mechanical wear, rust or mold) which does not affect its function.
- 2.4.3. Any property loss or personal damage caused by any defects. If the product is sold to the original buyer, the level of science and technical knowledge is not enough to discover the defects.
- 2.4.4. If the invoice of the product and the information listed in clause 4 below are not provided with the warranty claim.
- 2.4.5. If the serial number on the product can no longer be recognized or has been modified.

**3. RRMEDIAL MEASURES FOR BREACH OF WARRANTY**

- 3.1. On the premise of complying with the above mentioned exemption clauses and restrictions, if the product does not meet the limited warranty in clauses 1.2 or 1.3, RPT POWER will repair or replace the non-conforming product or parts thereof within the warranty term at no charge (or provide a partial refund), on the following conditions.
- 3.2. Whether to repair or replace the Product will be determined by RPT POWER in its sole discretion.
- 3.3. The Product or any of its parts to be replaced will have the same performance and reliability as the original product. If related types of products or any of its components have been discontinued, withdrawn from the market, or are otherwise unavailable, RPT POWER may replace them with similar products or components (which may include previously used components).
- 3.4. If RPT POWER does not repair or replace the defective Product or parts, RPT POWER will return the remaining amount to original buyer, which calculated as follows:
  - a) If the Product fails to comply with the Limited Performance Warranty in clause 1.3, RPT POWER may calculate the refund using one of the following two refund formulas:
    - i) Refund = maximum claim amount\* x (warranted Minimum Throughput Energy - output energy of the Product recorded in the control module of the Product) / warranted Minimum Throughput Energy;
    - ii) Refund = maximum claim amount\* x (warranted remaining Useable Energy -remaining Useable Energy) / warranted Usable Energy;

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b) If the Product cannot be operated, RPT POWER will calculate the refund as follows:  
Refund = (maximum claim amount\*/120)x (120- number of months since Warranty Start Date).  
\* If the product is newly purchased and has no defects, the maximum claim amount is the market value of products (or an equivalent product) determined by RPT POWER.

3.5. The above remedial measures are the only and exclusive obligations of RPT POWER to the original buyer under the limited warranty. If the product does not comply with limited warranty, RPT POWER does not bear other responsibilities to the original buyer.

**4. FULFILMENT**

4.1. If the Original Buyer wishes to make a warranty claim under this Limited Warranty, the warranty claim must be reported in writing to RPT POWER Partner (or, if the Original Buyer is unable to contact them, please report it to SHENZHEN RPT POWER Service Department), with the information specified in the table below, using the contact information specified below:

1	Installation Date*	
2	Invoice Number*	
3	Battery-Box Configuration*	
4	Serial Number of Product *	
5	Serial Number of Module	
6	Serial Number of BCU	
7	Firmware Version of BMS /BMU	
8	Inverter*	
9	Inverter Configuration	
10	Serial Number of Inverter	
11	Firmware Version of Inverter	
12	Working Mode	e.g., On-Grid +Backup
13	Place	e.g.,Indoor
14	Comments	
15	Error Information	
16	Country	
17	Street and house number	
18	Postcode and City	

4.2. RPT POWER or RPT POWER partners are authorized to issue invoices for inspection costs if:

- i. RPT POWER or RPT POWER partner's inspection of the product shows that no matter what the reason, the Limited Warranty is not applicable; or
- ii. No defects were found in the process of checking the product, and it works without errors.

4.3. Unless it's agreed by RPT POWER or RPT POWER partners, any replaced products or

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component should be made available for pick up by RPT POWER or RPT POWER partners within four (4) weeks; otherwise RPT POWER has the right to issue invoices on the replaceable parts at a full market price.

4.4. The replaced products or parts are RPT POWER's property

4.5. The original warranty period of the product should still be applied to any maintenance or replacement product, which means that the warranty period of maintenance or replacement components will be the remaining warranty period of the original purchase of the product.

4.6. For non-resistant incidents such as natural disasters, war, riots, strikes, unable to obtain suitable or sufficient labor, materials or capacity, or any unpredictable incidents that exceed their control scope which leads to the situation that RPT POWER is not able to fulfill or delay performing obligations of this Limited Warranty, RPT POWER or RPT POWER partners shall not be responsible or liable for the original buyer in any way.

**5. OUT OF WARRANTY**

In the event of the product is out of warranty, RPT POWER can (deciding on its own) provide certain after-sales service to the original buyer, but all costs and expenses, such as components, labor costs, and travel expenses, shall be borne by the original buyer. In order to request such after-sales service, the original buyer must provide sufficient information about any defects so that RPT POWER partners can determine whether these defects can be repaired.

**6. MISCELLANEOUS**

6.1. This Limited Warranty is only under the jurisdiction of the local legal, and the choice of its legal terms is not considered.

6.2. The local courts shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Limited Warranty.In case of a judicial assertion, RPT POWER, but not RPT POWER Partners, is responsible for sending or receiving lawsuit documents.

6.3. The original buyer can enjoy legal rights on the sales of goods in accordance with national laws. This Limited Warranty does not limit their possible legal rights or the rights generated by the purchase contract.

6.4. If any terms or some terms of this Limited Warranty are considered or found invalid, no effect or other unruly (whether it is for one party or generally), it will be regarded as the scope of its invalidity or it is separated in the scope of its failure or enforcement, but the rest of the clause will maintain in full force and effect.

6.5. As a condition to propose a warranty claim, the Original Buyer agreed that any technical factual controversy related to the claims proposed under this Limited Warranty may be referred by RPT POWER to expert determination by the then-current Resolution Institute Expert Determination Rules, except that:

6.5.1. Experts must be of a reputable test organization, such as TÜV Rheinland, TÜV SUD, Intertek, UL, CQC or CGC or any other parties accepting neutral third-party test organization (Experts).

