

ENERGY STORAGE BATTERY PRODUCT WARRANTY TERMS AND CONDITIONS

This policy applies to the exchange program for energy storage battery products covered by DAH Solar limited warranty . Parties wishing to participate in the exchange program must comply with the procedures and requirements set forth in this policy. DAH Solar may, at its sole discretion, refuse to exchange any product that is not returned in accordance with the requirements of this policy.

Warranty Claims

1.1 Standard Product Warranty

This warranty covers the capacity equivalent to one full charge and discharge cycle per day. Full charge and discharge cycle: Discharge the nominal capacity of a fully charged battery and then fully charge it again. Micro-charge and discharge cycles are accumulated as full charge and discharge cycles based on the total amount of energy charged and discharged.

1.2 Standard Performance Warranty

DAH Solar warrants that the battery system will maintain seventy percent (70%) of its design energy for a period of 5/10 years, or the minimum total output energy calculated from the warranty effective date (whichever occurs first).

The following table lists the available energy and minimum pass output energy of the products:

Model No.	Warranty Period(years)*	Designed Energy (kWh)	Usable Energy (kWh)	Minimum Through Output Energy (MWh)*
DHN-LVWES2.5-G1	5	2.56	2.21	4.03
DHN-LVWES05-G1	5	5.12	4.42	8.07
DHN-LVWES10-G1	5	10.34	8.93	16.30
DHN-LVWES15-G1	10	14.34	12.38	45.19
DHN-LVWES15-G2	10	14.34	12.38	45.19
DHN-LVWES16-G1	10	16.08	13.88	50.66
DHN-LVWES16-G2	10	16.08	13.88	50.66
DHN-LVRES05-G1	5	5.12	4.42	8.07
DHN-LVRES15-G1	5	14.34	12.38	22.59
DHN-LVRES16-G1	5	16.08	13.88	25.33
DHN-HVRES05-G1	5	5.12	4.42	8.07
DHN-HVRES15-G1	5	14.34	12.38	22.59
DHN-HVRES16-G1	5	16.08	13.88	25.33

[Note *]The final warranty period shall be subject to the provisions stipulated in the contract for details. The same applies to the displayed minimum throughput energy.

1. 90% Depth of Discharge (DoD) and 97% round trip efficiency. Available Energy (kWh) is measured using the test conditions and methods in Appendix A.

2. The minimum total energy output calculated from the available energy over a period of 5/10 years. This figure is based on a temperature of 25 degrees Celsius, 0.5C charging and 0.5C discharging at approximately 1 cycle per day.

Please note: This warranty policy is applicable solely to the energy storage battery products manufactured by DAH Solar. Regarding the auxiliary components and additional devices shipped with or provided along with DAH Solar's energy storage battery products, please refer to the warranty terms provided by the relevant manufacturers.

1.3 Valid warranty period

From the earlier of: (1)6 months after the product produced. (2) The date the product was installed .

The warranty applies to DAH's energy storage battery products and is transferable only if the product is still installed in the original location. If the product is sold second-hand through an unauthorized sales channel, the warranty policy will be void. To transfer warranty ownership, please send an authorized email to DAH Solar " service@dahsolar.com " .

Please note: If you are an end user, please contact your dealer or installer first in case of any warranty issues. If it meets the terms of the "replacement plan", DAH Solar will directly cooperate with the installation personnel to replace the faulty product. The warranty policy outlined in this document is product replacement warranty, which does not include installation and commissioning costs. If the original installation company has ceased operations, please contact a qualified installation company to arrange an on-site inspection.

Warranty conditions

The above warranty terms are subject to the following conditions

- ◆ The product defect occurs within the warranty period determined above.
- ◆ The product must be installed within 6 months from the invoice date in accordance with DAH Solar's official installation manual and local regulations.
- ◆ The purchaser must operate and use the product correctly in accordance with the official user manual.
- ◆ The purchaser must provide proof of original purchase of the product.
- ◆ This warranty covers a capacity equivalent to one complete cycle per day and the product is not intended for use in supplying life-sustaining medical equipment or automotive applications.
- ◆ If the product or its parts are replaced or repaired during this warranty period, the remainder of the original warranty period will apply and no new warranty will be provided.

Limitation of Warranty Applicability

Claims related to defects caused by the following factors are not covered by DAH Solar warranty obligations:

- a. Force majeure (including but not limited to storm damage, lightning strike, overvoltage, fire, thunderstorm, flood; social reasons such as war, unrest, government intervention, strike, embargo, market conditions, etc.)
- b. Improper or non-compliant use
- c. Improper installation, commissioning, startup or operation (contrary to the instructions detailed in the user manual provided with the product)
- d. Inadequate ventilation and circulation resulting in reduced cooling and natural air flow
- e. Installation in corrosive environment
- f. Damage during transportation
- g. Unauthorized alteration of original identification marks or quick installation guide
- h. Unauthorized repairs
- i. Unauthorized removal and reinstallation
- j. normal cosmetic wear and tear, surface or finish defects, dents, marks or scratches that do not affect the normal function of the product
- Defects that have no effect on charging and discharging after two years from the effective warranty period
- l. Damage caused by defects in other components of the system
- m. Failure to comply with safety regulations (VDE, IEC, etc.)

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 - n. Products purchased from unauthorized dealers, distributors or retailers
 - o. Theft of the product or any of its components
 - p. Any defects occurring when the battery system warranty period has expired (excluding additional agreements extending the warranty period)
- DAH Solar within one month after the failure occurs
- r. The original identifying marks of the product (including trademarks and serial numbers) have been altered or removed
 - s. Use of incompatible inverter, rectifier or personal computer

The Limited Warranty does not include costs associated with removal of the failed product and installation of a replacement product or troubleshooting of the customer's electrical system, and the Limited Warranty does not exceed the original cost of the DAH Solar product.

This warranty does not apply to parts, materials or equipment not manufactured by DAH Solar, even if the customer is entitled to a manufacturer's warranty or quality assurance service granted to DAH Solar.

Claims by the purchaser that exceed the warranty terms listed here are not covered by the warranty as long as DAH Solar is not subject to statutory liability. In such cases, please contact the company that sold the product. Final claims under the relevant product liability laws remain unaffected.

DAH Solar has no liability under this warranty (or any other warranty condition or guarantee) if the total price of the Goods is not paid by the due date for payment.

Any defects that occur after the warranty period or that occur during the warranty period but are classified as warranty exceptions are considered by DAH Solar to be out of warranty. For all situations not covered by the warranty, DAH Solar may charge the customer for on-site service fees, parts fees, labor fees and logistics fees, including any/all of the following fees:

- a. Field Service Fees: travel expenses and time of technicians to provide on-site services, labor costs for repair technicians, maintenance, installation of hardware or software, and debugging of faulty battery systems.
- b. Parts/Material Cost: The cost of replacement parts/materials (including any shipping/administrative charges that may apply).
- c. any other costs incurred by the user in sending a defective product to DAH Solar or by sending a repaired product from DAH Solar to the user.

On-site Product Repair

If DAH Solar decides to repair the defective equipment on-site (completed by DAH Solar or a technical engineer authorized by DAH Solar), DAH Solar will bear the material and labor costs incurred during the repair process, as well as the costs of removing and replacing parts or replacing equipment. Expenses that DAH Solar does not bear include, but are not limited to, transportation, inspection, customs duties, costs of safe access to equipment installed on sloping roofs or elevator equipment, travel or accommodation expenses, the customer's own staff expenses, and the costs of any third party not authorized by DAH Solar.

Replacement Service

Any product eligible for replacement under warranty will be replaced with a new or refurbished product, subject to the terms and conditions detailed in this document.

The data that must be provided for a failed battery include:

- a. Product model b. Product serial number c. Fault description

The documents required for replacement include:

- e. Copy of original purchase invoice f. Detailed information about the entire system (such as system schematics)
- g. Previous claims/exchange documents (if applicable)
- h. RMA (Template provided by DAH Solar Technology Service Center)

DAH Solar reserves the right to refuse exchange requests when sufficient information is not provided.

If you need to replace the energy storage battery product, you must contact DAH Solar Technical Support in advance by service@dahsolar.com

DAH Solar Responsibility

After receiving the required information listed in Section 5 and attempting to correct the problem with the assistance of the customer, DAH Solar will assign a unique RMA case number to the customer. This number will serve as a key reference in the communication and information exchange between the two parties regarding the replacement. If DAH Solar requires, the customer must return the allegedly faulty battery using the same packaging material as the replaced product. The replacement and re-commissioning of the energy storage battery must be carried out in the presence of a qualified installer.

Installer Responsibilities

In the event of a device failure, it is the installer's responsibility to work directly with the DAH Solar Technical Service Center to avoid non-faulty equipment being returned. The DAH Solar Technical Service Center will work with the installer to resolve the fault or fault prompt information through telephone support or computer remotely.

Please note: To qualify for further equipment replacement, installation personnel must first contact DAH Solar Technology Service Center and fulfill the installation personnel responsibilities specified in this document.

During the inspection by the DAH Solar technician, if it is found that the allegedly faulty product is not eligible for replacement under this policy, the installer must provide valid warranty proof for the product, a properly issued receipt, and a valid RMA number (provided by the DAH Solar Technical Service Center).

Inspection Fee for Products with No Defects

If an allegedly defective product is returned to DAH Solar in accordance with this Policy and DAH Solar finds that the product does not have a defect that would warrant replacement under this Policy, or if the limitations of liability set forth in Section 3 apply, then DAH Solar will be not responsible for shipping and packaging costs.

Product Replacement Procedure

The relevant documents shown in Section 5 must be provided to DAH Solar. Only by following this procedure can the warranty claim be applicable under this exchange plan.

- a. The installer must contact the DAH Solar Technical Service Center and submit the required information listed in Section 5. As described in Section 7, the installer will contact the DAH Solar Technical Service Center to see if there is a solution other than replacement.
- b. If the product is deemed faulty and eligible for the replacement program, DAH Solar will assign an RMA case number to the product and notify the installer.
- c. DAH Solar will send a replacement energy storage battery after creating an RMA number, and the product will be shipped to the designated customer or installer's location at the expense of DAH Solar.
- d. The installer will install the replacement energy storage battery product and repackage the faulty product using the packaging.
- e. For defective products that DAH Solar requires to be returned, DAH Solar will bear the shipping costs detailed in Section 6 and the buyer shall be responsible for any applicable VAT. The customer or installer must assist with the shipping process. If the required defective product is not returned within 10 working days of receiving the replacement product, DAH Solar reserves the right to charge the relevant installer/dealer for the product.
- f. For products that DAH Solar requires to be returned but are missing or defective, DAH Solar reserves the right to issue an invoice to the relevant installer/distributor for an amount equivalent to 80% of the FOB price of the energy storage battery.

Consumer Law

If the buyer acquired the product from an authorized dealer, local consumer law will apply. The product comes with guarantees which cannot be excluded under consumer law. The buyer is entitled to a replacement in the event of a major failure and compensation for any other reasonably foreseeable loss or damage. The buyer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality but the failure is not major. The consumer benefits provided by this guarantee are in addition to any other rights and remedies a consumer may have under law in relation to the goods or services covered by this guarantee.

Appendix A

Available energy measurement conditions: Ambient temperature: 25°C ~ 28°C

Charging and discharging method:

1. The battery is discharged at a constant current until the discharge voltage is terminated or the battery automatically protects itself.
2. Let the battery sit for 10 minutes.
3. at a constant current and constant charging voltage until the battery automatically protects itself.
4. Let the battery sit for 10 minutes.
5. Discharge the battery at a constant current until the discharge voltage is terminated or the battery automatically protects itself. Calculate the discharge capacity. Monitor the current in time (if it is a constant current).
6. Calculation formula: current capacity = discharge time × constant current value.
7. Charge the battery with a constant current and a constant charging voltage until the battery automatically protects itself.

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