

AMASS HV-Battery System Limited Product Warranty

Applicable Area: Australia

Applicable to sales from: 2st, Feb., 2021

Product types: GTX 3000 -H4/ GTX 3000-H5/GTX 3000 -H6/ GTX 3000-H7/

GTX 3000 -H8/ GTX 3000-H9/GTX 3000 -H10

Lithium-Ion Storage Battery This limited warranty (hereinafter “Warranty”) specified below applies to Shenzhen SOFARSOLAR Co.,Ltd lithium- ion battery and the Accessory Components (hereinafter “Products”) supplied by Shenzhen SOFARSOLAR Co.,Ltd. through Authorized Reseller.

1. Purpose

The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

2. Warranty Period

SOFARSOLAR warrants that the Product will be free of defects caused by improper workmanship or defective materials, and the Product retains either sixty percent (60%) of Nominal Energy for ten (10) years, or for a Minimum Through Output Energy which is calculated from the Warranty commences, whichever comes first.

Remark: Capacity measurement condition is defined in Appendix 1.

Product Type	Nominal Energy (kWh)	Minimum Through Output Energy (MWh)
GTX3000-H4	10	28.3
GTX3000-H5	12.5	35.5
GTX3000-H6	15	42.6
GTX3000-H7	17.5	49.6
GTX3000-H8	20	55.5
GTX3000-H9	22.5	62.5
GTX3000-H10	22.5	62.5

Capacity performance warranty for subsequent increase in battery module



www.sofarsolar.com.au

The subsequent increase battery module is purchased after finishing the initial installation (“Subsequent Product”).

SOFARSOLAR warrants that the Subsequent Product retains sixty percent (60%) of Nominal Energy for ten (10) years .

This warranty commences the period of Ten(10) years from the earlier of:

A、 Invoice provided by customer: standard warranty of 120 months (10 years) from invoice date.

B、 Customer fails to provide invoice: three (3) months after the date the Product was manufactured.

3. Limitation of Warranty Scope

In case the product quality has any problems, Shenzhen SOFARSOLAR Co.,Ltd will repair or replace the Product if the Product is defective and returned during the Warranty Period. This Warranty does not include any accessories and tool kits provided with the Products.

4. Warranty Conditions

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

- a.is purchased from SOFARSOLAR or an Authorized Reseller in the Territory;
- b.has the official SOFARSOLAR serial number;
- c.is installed in a battery module in the Territory;
- d.is installed, operated and maintained in accordance with the Product Instructions;
- e.be used on a daily cycle basis and only for energy storage system, (Cycle life per year : Must be below 700 times)

The warranty would be inapplicable if the defect in or failure of the Product’s performance is attributable to your misuse, abuse, accident or non-observance of the Product.

5. Exclusion of Warranty

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

- 1.Warranty period specified above has already expired.
- 2.Inverter or charger failure (SOFARSOLA energy storage inverter products are excluded) ;
- 3.The Product being installed with inverters or charger which have not been certified by SOFARSOLAR;
- 4.You treat the Product improperly, negligently or in any other inappropriate way, including



www.sofarsolar.com.au

using the Product outside the recommended ambient temperature condition in accordance with the Product Instructions;

5. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;

6. Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than SOFARSOLAR or a SOFARSOLAR's certified installer;

7. 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 SOFARSOLAR;

8. Any attempt to extend or reduce the life of the product without written confirmation from SOFARSOLAR, whether by physical means, programming or others;

9. Removal and reinstallation at another place from the original installation without the written confirmation from SOFARSOLAR;

10. Water, conductive dust or corrosive gas;

11. The Product has been connected with different type battery modules;

12. Battery have been connected with battery not from SOFARSOLAR;

13. Product damage and defect caused by End User's improper use, misuse, abuse, which non-conforming with User Manual;

14. Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product;

15. Theft or vandalism of the Product or any of its components.

16. End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by SOFARSOLAR.

17. The Product is not suitable for supplying life-sustaining medical devices and automotive application.

18. Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labour or materials and other events which are out of control of SOFARSOLAR) or other third party.

6.Claim Payment

Claims can be made by Authorized Reseller from whom the Product was purchased. To process the Warranty Claims must follow as below items

(i) Invoice for the procurement of the Product

(ii) Product serial number and initial installation date

(iii) Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity (but this would not be determinative).

Shenzhen SOFARSOLAR Co.,Ltd. may contact buyer for further information regarding the defect.

Shenzhen SOFARSOLAR Co.,Ltd, may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Shenzhen SOFARSOLAR Co.,Ltd.

Shenzhen SOFARSOLAR Co.,Ltd reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of a battery, you must contact the Shenzhen SOFARSOLAR Co.,Ltd. service center.

Email: Service@solarsolar.com

If You dispute SOFARSOLAR's verification of the claim, the Product must be evaluated by an AU 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



www.sofarsolar.com.au

valid, in which case SOFARSOLAR will be responsible for the testing costs),
If the Product is no longer available, SOFARSOLAR 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. Replacement of battery, components or Products may not be brand new but with quality and specification compliant with the Product specifications.

7. Definitions of nouns

In this document:

1. **Authorized Reseller** means an approved SOFARSOLAR retailer or distributor in the Territory.
2. **Minimum Capacity** means at least 60% of the Nominal Energy during the Warranty Period.
3. **Nominal Energy** means the initially rated capacity of the Product as printed on the label of the Product.
4. **Product** means GTX 3000 series ESS battery system manufactured by SOFARSOLAR;
5. **Product Instructions** means the instructions and manuals issued by SOFARSOLAR with the Product that set out how the Product should be installed and operated.
6. **SOFARSOLAR** means Shenzhen SOFARSOLAR Co.,Ltd.
7. **Territory** means Australia, depending on where the Product was purchased.
8. **You** means the natural person that acquired the Product.

8. Applicable Law

If you acquire the Product from an Authorized Reseller in Australia – Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure

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.

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.



www.sofarsolar.com.au

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.

Terms and conditions Limited to Shenzhen SOFARSOLAR Co.,Ltd.

Appendix 1

Capacity measurement condition:

Ambient temperature: 25~28°C

Charge / Discharge method:

- i. Discharge the battery with Constant current until the battery reach End of discharge voltage or battery self-protection automatically.
- ii. Lay aside the battery for 10mins.
- iii. Charge the battery with Constant current and Constant charge voltage until battery self-protection automatically.
- iv. Lay aside the battery for 10mins.
- v. Discharge the battery with Constant current until reach End of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- vi. Calculate formula is: Current Capacity = Discharge time × Constant current value.
- vii. Charge the battery with Constant current and Constant charge voltage until battery self-protection automatically.

Test value list:

Product Type	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)
GTX3000-H4	182.4	224.64	10
GTX3000-H5	228	280.8	10
GTX3000-H6	273.6	336.96	10
GTX3000-H7	319.2	393.12	10
GTX3000-H8	364.8	449.28	10
GTX3000-H9	410.4	505.44	10
GTX3000-H10	456	561.6	10



www.sofarsolar.com.au

Contact us

SOFARSOLAR AUSCO Pty Ltd

Address: C/- JTCA Se 11, 1153 Burke Rd Kew, VIC, 3101

ABN:88633149621

Tel: +61-290520821/+61 408 500 386

Web: www.sofarsolar.com.au/ www.sofarsolar.com

Email: service@sofarsolar.com

Manufacturer: Shenzhen SOFARSOLAR . Co .,Ltd

Address:401, Building 4, AnTongDa Industrial Park, District 68, XingDong Community,

XinAn Street, BaoAn District, Shenzhen City, Guangdong Province, P.R. China

TEL:+86-0510 6690 2300