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## Quality Assurance and Warranty terms

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**ABC Solar Pty Ltd.** (hereinafter referred to as ABC) provides customers with battery products which meet the user requirements. To achieve this goal, ABC provides a variety of warranty terms, which can enable customers to fully understand quality assurance and use ABC products in terms of quality conditions to achieve the expected life cycles. The following is a series of articles on the company's standard warranty.

- **Quality Guarantee Information**

1. ABC shall guarantee not to use defective materials, technology, and ensure ABC battery products can satisfy (1) 10 years or (2) 6000cycles, total amount of discharged electricity reached as the amount in term a of documentation. The warranty period is calculated from the date ABC delivers the product to the customer; the quality assurance is non-transferable.
  - a. Energy Release Warranty:
    - i. EPN51100:4.9 kWh
  - b. Warranty Requirements:
    - i. Battery charging and discharging limits 43.2V~57.6V。
    - ii. The average discharge current should be less than 0.5C in the whole service life of the battery, peak current please refer to the current limit in the specification.
    - iii. ABC battery products should be operated at 10 - 40 °C environments in most cases, and be used under high temperature occasionally. If the battery products are operated in the high temperature environment for a long time, such as 45 °C or above, which will cause life decay, this condition is not in the scope of warranty. The warranty terms covers the following temperature conditions:
      - a) Battery usage time (normal operation + storage) between 45~50 ° C: <5% total battery usage time.
      - b) Battery usage time (normal operation + storage) above 50 °C: <1% total battery usage time。
      - c) Battery can be operated at low temperature (<15 °C), but it must comply with the requirements of the product specification.
- The characteristics of ABC battery product are clearly described in the product specifications; please follow the customer notices of the user manual and specification when using the battery. The battery control unit must ensure that the battery is used under the operating conditions specified in the specification.

- **Warranty Terms**

1. **Warranty Period:** The warranty period of the battery products supplied by ABC starts from the shipment date, Quality guarantee period is 120 months (starting with the date of shipment, or the completion of 6000 cycles(6000 charge-discharge cycles as counted by the BMS), whichever occurs earlier.)
2. **Warranty Conditions:** warranty scope includes defects or quality problems of the product caused by material and manufacturing. For warranty products, customers will return the products to ABC ; ABC will replace or repair them freely. If customers need to use the batteries beyond the defined scope of product specification, written consent must get from ABC first, otherwise warranty conditions are invalid. The following terms are not within the scope of warranty:
  - a. damages of batteries are caused in the condition that customers use the batteries in the event of exceeding the specified warranty requirements or in the event of exceeding the limits of the specification;
  - b. The damage of batteries are caused in the condition that customers use the batteries without agreed purpose or in the customer's own use specification;
  - c. Faults caused by incorrect use;
  - d. Accidental damage of the product.
3. **Warranty Process:**
  - a) When technical failure of product happens, firstly contact with the local dealer or ABC , professional technical support engineer will provide remote assistance for troubleshooting. Before you contact technical support engineer, if conditions permit, please confirm that you have turned on the product and placed it in front of you; at the same time, please provide the product type, serial number, date of purchase, using environment, other system with collocation, detailed failure phenomena and so on, these information is helpful for ABC technical engineer to judge the causes of failure more accurately and quickly.
  - b) After the remote assistance of professional technical personnel, if it is still unable to remove the faults, customers need to return it to the place of purchase for repair or replacement, or mail it back to ABC with complete filled in warranty card.
  - c) ABC will check the returned products, and replace/ repair them freely after confirm the defects or quality problems are within the scope of the warranty.
  - d) Parameters not claimed here shall be set in accordance with requirements of User Manual and Product specification of ABC battery.
  - e) The battery is intended to be used indoors only. Outdoor use will render warranty void.
  - f) The warranty does not cover surges or spikes from the inverter or charging device that could damage the battery.
  - g) If the battery is interconnected of mixed with other non-ABC batteries, the warranty is void.

- **Legal statement**

No distributor, agent or employee of ABC is authorized to make any modifications, extensions, or additions to this warranty. If any provision is found to be illegal or non-enforceable, the legality and enforceability of the remaining provisions shall not be affected or damaged. This warranty is subject to the laws and regulations of the country / region where the ABC battery products are purchased and interpreted accordingly. In accordance with the provisions of this warranty, the ABC or its right successor is the warranty of this warranty.

- **Contact Us**

**ABC Solar Pty Ltd.**

Address: Infinity Business Park, 4 Pieter Wenning Road, Witkoppen, Sandton, 2068

Web: [www.abcsolar.co.za](http://www.abcsolar.co.za)

Email: [info@abcsolar.co.za](mailto:info@abcsolar.co.za)

Phone: +27 61 607 9999

## Warranty Card

Customer Information		Battery Information	
Name:		Model Number	
Tel:		Machine Code	
Add:			
Zip Code:		Fax:	
Email:			
<b>Problems record</b>			
LED Light status		Battery Voltage	
Battery Capacity		Failure Time	
Problems descriptions:			
<b>Repair Recode</b>			
Reason analysis:			
Maintenance:			

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Engineer:

Date:

