# Factory Limited Warranty for SigenStor

# (For Australia and New Zealand)

## Limited Product Warranty

Sigenergy Technology Co., Ltd. and its affiliates ("SIGENERGY") warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

| Covered Product* | Covered Part | Warranty Period |
|---|---|---|
| SigenStor** | Sigen Battery | 10 years |
| | Sigen Energy Controller | 10 years |
| | Sigen EV DC Charging Module | 3 years |

*Installed on or after November 1st, 2023

SigenSor Energy Storage System Model List

| Model No.* | Energy Controller Model | EV DC Charging Module | No. Of SigenStor BAT 5.0/6.0/8.0/10.0 |
|---|---|---|---|
| SigenStor-3S(-EV12/25)-(5-54.24) | SigenStor EC 3.0 SP | NA: no SigenStor EV DC charging module get instal led;<br><br>EV12: SigenStor EV DC 12 7.5S2;<br><br>EV25: SigenStor E VDC 25 7.5S2 | 1~6 |
| SigenStor-5S(-EV12/25)-(5-54.24) | SigenStor EC 5.0 SP | | |
| SigenStor-6S(-EV12/25)-(5-54.24) | SigenStor EC 6.0 SP | | |
| SigenStor-8S(-EV12/25)-(5-54.24) | SigenStor EC 8.0 TP AU | | |
| SigenStor-10S(-EV12/25)-(5-54.24) | SigenStor EC 10.0 SP AU | | |
| SigenStor-12S(-EV12/25)-(5-54.24) | SigenStor EC 12.0 SP AU | | |
| SigenStor-5T(-EV12/25)-(5-54.24) | SigenStor EC 5.0 TP AU | | |
| SigenStor-10T(-EV12/25)-(5-54.24) | SigenStor EC 10.0 TP AU | | |
| SigenStor-15T(-EV12/25)-(5-54.24) | SigenStor EC 15.0 TP AU | | |
| SigenStor-20T(-EV12/25)-(5-54.24) | SigenStor EC 20.0 TP AU | | |
| SigenStor-25T(-EV12/25)-(5-54.24) | SigenStor EC 25.0 TP AU | | |
| SigenStor-30T(-EV12/25)-(5-54.24) | SigenStor EC 30.0 TP AU | | |
| *For specific model number, please refer to the Sigen Energy Storage product datasheet. | | | |

Besides the above product, for consumable parts such as strips light in decorative cover, the warranty period provided by SIGENERGY is 2 years.

The warranty period shall commence on the earlier of the following dates (the "**Start Date**"):

(i) The date when the product is installed, activated, and registered on site.

(ii) If the product has not been installed, activated, and registered on site within 180 calendar days after the date of shipment from Sigenergy's designated factory (as evidenced by the Bill of Lading or factory dispatch records), then the Start Date shall be the 180th calendar day after the date of shipment.


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## Limited Performance Warranty

SIGENERGY warrants that the battery system retains either minimum seventy percent (70%) of Usable Energy for ten(10) years, or a Minimum Throughput Energy which is calculated from the start date. Whichever comes first:

| Covered Product | Usable Energy (kWh) | Minimum Throughput Energy***(MWh) |
|---|---|---|
| SigenStor BAT 5.0 | 5.2 | 19.76 |
| SigenStor BAT 6.0 | 6.0 | 22.19 |
| SigenStor BAT 8.0 | 7.8 | 29.64 |
| SigenStor BAT 10.0 | 9.0 | 33.29 |

***The Minimum Throughput Energy means the overall warranted throughput energy started from the Warranty Start Date and recorded in the control module of the Product.

The Battery usage should comply with the operating conditions under the specification and the installation manual supplied by SIGENERGY. For this Limited Warranty, Usable Energy is as measured and calculated using the following testing method and values:

Ambient temperature is between 25℃~ 28℃:

(i) Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage.

(ii) Wait for 10 minutes.

(iii) Charge the battery with constant current until the battery reaches End of Charge Voltage or 100% SOC.

(iv) Wait for 10 minutes.

(v) Discharge the battery with constant current until it reaches End of Discharge voltage or its self-protective voltage. Record the amount of electricity released in the process as the Remaining Usable Energy of battery.

Test value list:

| Product | End of Discharge Voltage (V) | End of Charge Voltage (V) | Constant current (A) |
|---|---|---|---|
| SigenStor BAT 5.0 | 15 | 21.9 | 56 |
| SigenStor BAT 6.0 | 15 | 21.9 | 62.8 |
| SigenStor BAT 8.0 | 22.5 | 32.85 | 56 |
| SigenStor BAT 10.0 | 22.5 | 32.85 | 62.8 |

## Precondition For Warranty

This Warranty is subject to the following conditions:


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(i) If the equipment is not to be installed or used immediately, the storage environment needs to meet the following conditions

a. Storage SOC: 20%-50%SOC. Charge and discharge the battery every 15 months.
b. Storage temperature: -25℃~35℃
c. Storage humidity: 5%RH~95%RH(no condensation). Do not install the battery if any moist or condensation is found.
d. Place the equipment in a cool place where away from direct sunlight and rain
e. Keep the equipment away from flammable, explosive, and corrosive matters

(ii) The ambient temperature during the operation of the products shall not fall below -20℃ or exceed 55℃. The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is 10~30℃.

(iii) The battery system shall be installed by a skilled and trained installer.

(iv) The Battery system installation location should be ventilated in accordance with the requirements of User Manual and Installation Guide.

(v) To activate and maintain this 10-year limited warranty, your device must remain connected to the Internet for essential firmware updates. The device is equipped with a safeguard mechanism that will automatically enter Safe Operation Mode when disconnected for more than 90 days. Disabling this function may result in potential safety risks. If disconnected for over one year, the warranty coverage will adjust to 5 years from the original activation date. SIGENERGY reserves the right to modify technical specifications and operating parameters in Safe Operation Mode without prior notice.

## Claim Process

The claimant can make service request by creating and submitting service ticket to SIGENERGY via APP. Please follow the instructions and steps in “support” menu of mySigen APP. Generally, the mySigen APP will automatically collect the following information before claimant submit service ticket:

(i) Contact information of claimant, including name of the person, phone number, email and address.

(ii) Information regarding all defective system, including model No., serial number, installation date and failure date.

(iii) Error message on APP screen and additional information regarding the fault/error.

(iv) Description of trouble shooting actions before the failure and detailed information of previous problems.

Please make the claim within 30 days from the failure date, otherwise SIGENERGY will treat it as you have abandoned the right to make a warranty claim.

If this way is not available, please have above information to hand as it may be required when contacting the local installer or SIGENERGY’s national office.

In order to deliver a friendly and timely service, SIGENERGY is cooperating with many of distributors, installers and third-party service company all over the world. As such, please


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treat them as the default service channel of SIGENERGY; SIGENERGY will support and audit them to ensure they deliver a good service to customers.

SIGENERGY shall at its own discretion, remote diagnosis, modify and update software by Internet. Each time a warranty claim is made against the Products that have no internet connection, claimant is obliged to conduct an on-site inspection and data collection under the instruction of SIGENERGY. When there is hardware need to repair, SIGENERGY shall arrange an on-site replacement / exchange of hardware. The claimant is responsible for granting access, making time, and ensuring the safety of technician from SIGENERGY's service partner.

## Warranty Obligations

Upon validation of a covered defect during the warranty period, SIGENERGY shall determine and implement one of the following remedies at its sole discretion:

(i) Fix the issue through configuration changes, software updates, and part replacements when required.

(ii) The inverter system shall be replaced with a new unit. Alternatively, a factory-refurbished unit matching the original functional specifications may be supplied. Where applicable, an upgraded model demonstrating equivalent performance is also permissible.

If SIGENERGY repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 6 Months from the date of the repair or replacement, whichever is greater. In case of replacement, the product removed shall become the property of SIGENERGY. If the system is found not to be covered by this Limited Warranty, SIGENERGY reserves the right to charge a handling fee. The warranty can only be transferred from the original owner to next owner in case the equipment is still installed in the initial location.

## Warranty Cover Range

Unless a special/unique agreement exists between SIGENERGY and customer, the limited warranty covers:

(i) Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.

(ii) Labor cost relating to repairs, uninstalling and reinstalling of spare parts /products on-site, and basic travel cost.

(iii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

## General Exclusions

This Limited Warranty does not apply to circumstances from the following,


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(i) Damage caused by improper installment by the installer not following the installation instructions.
(ii) Damage caused by improper use by the end user not following the user manual.
(iii) Damage caused by willful conduct of users, authorized installers and certified third parties.
(iv) Disassembly, repairs and replacement of parts by third -party/personnel not authorized by SIGENERGY.
(v) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)
(vi) Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the product.
(vii) Damaged by software, interfacing, parts, supplies or other products not supplied by SIGENERGY.
(viii) Damage caused during transport, exceeding of temperature and humidity range during use,improper environment such as load bearing, heat dissipation, and air tightness.
(ix) Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.
(x) Vandalism, engraving, labels, irreversible marking or contamination or theft.

## Limitation of Liability

It is the end user's sole and exclusive remedy against SIGENERGY and SIGENERGY's sole and exclusive liability in respect of defects in product. This limited warranty**** replaces all other SIGENERGY warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), SIGENERGY does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, SIGENERGY's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of SIGENERGY or in case of death or personal injury resulting from SIGENERGY's proven negligence.

**** In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by SIGENERGY's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this SIGENERGY limited warranty statement may NOT be the latest version, please refer to the latest version of the SIGENERGY limited warranty by visiting global website.

**Important Note: Australian Consumer Law**


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If you have purchased your product in Australia, you should be aware that:
This warranty is provided in addition to other rights and remedies held by a consumer at law. 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.

China Contact Information
Company: Shanghai SIGEN New Energy Technology Co.,Ltd.
Address: No.175 Weizhan Road,Lingang New Area,China(Shanghai)Pilot Free Trade Zone Shanghai P.R.China.
Email: service@sigenergy.com
www.sigenergy.com
Tel: +86 (021) 61000956

Australia Importer information
Company: Sigenergy Australia Pty Ltd.
Address: Suite 02, Level 37, 88 Walker Street, North Sydney, NSW 2060, Australia
Email: service.au@sigenergy.com
www.sigenergy.com/au
Tel: +61 489 080 832


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