

HGNESS Limited Warranty for HG-C&I-HV Series Battery System

Overview

Suzhou Hengge New Energy Technology Co., Ltd. (hereinafter “HGNESS”) sells products to customers directly or through authorised distributors. HGNESS warrants that its products are free from defects in materials and workmanship and provides a warranty for the battery system, subject to the exclusions and limitations set out below:

- 1) Product Warranty – 5 Years: HGNESS warrants that the electronic hardware and enclosure—including the battery top cover, miniature circuit breaker (MCB), battery management system (BMS), and printed circuit board assembly (PCBA)—are free from defects in materials and workmanship for a period of 5 years.
- 2) Performance Warranty – 10 Years: For a period of ten (10) years from the Warranty Start Date, the battery system is warranted to satisfy either of the following conditions (whichever occurs first):

- (i) Usable energy retention is $\geq 70\%$; or
- (ii) The cumulative discharged energy reaches at least the minimum value specified in the table below.

| Model No. | *Usable Energy (kWh) | Minimum Throughput Energy (MWh) |
|----------------|----------------------|---------------------------------|
| HG-C&I-HV3-15 | 15.36 | 56.832 |
| HG-C&I-HV4-20 | 20.48 | 75.776 |
| HG-C&I-HV5-25 | 25.6 | 94.72 |
| HG-C&I-HV6-30 | 30.72 | 113.664 |
| HG-C&I-HV7-35 | 35.84 | 132.608 |
| HG-C&I-HV8-40 | 40.96 | 151.552 |
| HG-C&I-HV9-45 | 46.08 | 170.496 |
| HG-C&I-HV10-50 | 51.2 | 189.44 |
| HG-C&I-HV11-55 | 56.32 | 208.384 |
| HG-C&I-HV12-60 | 61.44 | 227.328 |

- (iii) The ambient temperature during the operation of the Products shall not fall below -10°C (14°F) or exceed 50°C (122°F).

Warranty Start Date: The date of first installation by the Original Purchaser. If adequate proof of first installation is not provided, the Warranty Start Date defaults to the HGNESS product shipment date.

Statements required by Australian Consumer 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.

Manufacturer contact details:

| | |
|-----------------|--|
| Name | Suzhou Hengge Energy Technology Co., Ltd. |
| Address | No. 111 Caizi Road, Wujiang District, Suzhou, Jiangsu, P. R. China |
| Email address | service@hgness.cn |
| Phone number | +86-512-82872280 |
| Website address | https://www.hgness.cc |

Australia importer contact details:

| | |
|-----------------|---|
| Name | Solar System Pty Ltd |
| Address | Unit 4, 142 Jame Ruse Drive Parramatta NSW 2150 |
| Email address | sunny@solarsystemaus.com.au |
| Phone number | 1800975270 |
| Website address | https://www.solarsystemaustralia.com.au |

Conditions for Warranty Coverage

- 1) The defect must occur within the applicable warranty period described above.
- 2) Any fault or alarm causing system shutdown or abnormal operation must be reported within 2 weeks of occurrence via the Warranty Claim procedure.
- 3) The product must be installed exclusively by qualified personnel in compliance with all applicable local laws and regulations.
- 4) The end user must operate and maintain the product strictly in accordance with the User Manual / Installation Guide.
- 5) The original proof of purchase must be provided.
- 6) Installation must be completed within 1 month of purchase. If installation/use is deferred, the product must be stored as follows:
 - a) Keep the unit in its original outer carton, sealed with desiccant.
 - b) If the carton has been opened and the unit is not installed within 3 days, return it to the carton.
 - c) Storage state of charge (SOC): 25%–50%; perform one full charge–discharge cycle every 6 months.
 - d) Recommended storage temperature: $0-35^{\circ}\text{C}$ for storage < 1 year; $-20-0^{\circ}\text{C}$ or $35-45^{\circ}\text{C}$ for storage < 1 month.
 - e) Recommended relative humidity: 0%–95% RH, non-condensing. Do not install the product if moisture or condensation is present.
 - f) Store in a cool, shaded place, away from direct light.
 - g) Keep away from flammable, explosive, or corrosive substances.
 - h) Protect from rain and water exposure.
- 7) The battery system must be installed only with HGNESS-listed compatible inverters, in accordance with the HGNESS Compatibility List.
- 8) After installation, the system must not remain out of operation continuously for more than 3 months.

How to Make a Warranty Claim

We recommend that you first contact the dealer, installer or retailer from whom you purchased the product to obtain warranty service efficiently.

When contacting your local distributor, please have the following information ready (you may be asked to provide it):

- 1) Claimant details (name/company/phone/email/delivery address).
 - 2) Faulty equipment details (model, serial number, installation date, fault date; please submit the claim within 2 weeks after the fault, failing which the claim may be deemed waived).
 - 3) Installation information (PV module brand, model and quantity).
 - 4) App screenshots of error messages (if applicable) and any additional notes.
 - 5) Description of operations immediately prior to the fault and any history of previous service requests (if any).
- Authorised third parties may arrange an on-site inspection; if the site is assessed as unsafe, the engineer is entitled to refuse entry.

Scope of Coverage and Excluded Costs

Unless otherwise agreed in writing, this Limited Warranty covers only the cost of hardware parts necessary to restore the product to normal functionality. All other costs are excluded, including without limitation labour, travel and accommodation, site access, removal/re-installation, diagnostics, packaging, freight, insurance, customs duties and taxes, and any incidental or consequential loss, except where required by law. If a functional failure occurs within the warranty period, the customer must not disassemble, repair or modify the product. Any damage, performance anomalies, safety incidents or loss arising from unauthorised disassembly, repair or modification are not covered, and the related warranty rights will be void, to the maximum extent permitted by law. Servicing must be performed by HGNESS or an authorised service provider; HGNESS shall not be liable for any resulting personal injury, property damage or economic loss, to the extent permitted by law.

Warranty Exclusions

The following defects or damage are not covered under the HGNESS Limited Warranty (to the maximum extent permitted by law) :

- 1) Normal wear and tear.
- 2) Defects occurring outside the applicable warranty period.
- 3) Faults or damage caused by installation by unqualified personnel or by improper installation.
- 4) Failure to follow the User Manual / Installation & Maintenance requirements.
- 5) Installation, operation or maintenance contrary to HGNESS instructions, or servicing by unauthorised personnel.
- 6) Damage resulting from intentional or malicious acts by the end user.
- 7) Unauthorised disassembly, repair or modification, or unapproved design changes/part substitutions.
- 8) Unforeseeable events, human factors or force majeure, including but not limited to storms, floods, over- voltage, pest/vermin infestation, improper handling, misuse, negligence, fire, water ingress or lightning.
- 9) Vandalism, engraving/etching, labelling, irreversible markings, contamination or theft.
- 10) Faults or damage not attributable to the quality of the battery system itself.
- 11) Enclosure corrosion due to harsh environments, accidents or external impacts; installation in coastal/salt-mist or other corrosive environments without HGNESS prior written confirmation.
- 12) Transport damage, incorrect installation/removal, operation beyond temperature limits or improper use.
- 13) Failure to provide a valid serial number, or a serial number that is unidentifiable, altered or removed without permission.
- 14) Defects arising solely from changes to national or regional laws or regulations.
- 15) Failure to report the fault to HGNESS within 2 weeks of occurrence.

Out-of-Warranty Cases

If the warranty period has expired, or if a claim falls under the Warranty Exclusions even within the warranty period, HGNESS may charge the customer the following:

- 1) On-site service fees (travel and labour time; on-site inspection/maintenance; installation and commissioning of hardware/software).
- 2) Spare parts/material charges (including any applicable shipping and handling).
- 3) Logistics costs (all charges for the customer's return of defective items to HGNESS and HGNESS's return shipment of repaired items).

Territorial Applicability

This Limited Warranty applies only to equipment purchased through HGNESS authorised channels and installed in international markets excluding Mainland China, Hong Kong, Macao and Taiwan. If the country/region of sale differs from the country/region of installation, the customer must obtain prior written confirmation from HGNESS before installation; otherwise, the warranty is void.

Limitation of Liability

For warranty service on the battery system, the customer may submit a request to an HGNESS dealer, subject solely to the terms of this Limited Warranty; where mandatory provisions of local law apply, such provisions shall prevail.

To the maximum extent permitted by applicable law, HGNESS shall not be liable for loss or corruption of data; loss of profits, business, contracts, revenue, or anticipated savings; loss of use or loss of functionality; or any indirect, consequential, special, or punitive damages; and HGNESS's total liability shall in all cases be limited to the purchase price of the battery system.

The foregoing exclusions and limitations do not apply to liability arising from HGNESS's gross negligence or willful misconduct, or for death or personal injury caused by proven negligence.

Final Provisions

As a condition precedent to making a warranty claim, the Original Purchaser agrees that any dispute regarding technical facts arising from a claim under this Limited Warranty may, at HGNESS's discretion, be submitted to expert determination under the Expert Determination Rules then in effect, subject to the following special terms:

- 1) The Expert must be a reputable testing organisation, such as TÜV Rheinland, TÜV SÜD, Intertek, SGS, DEKRA or any mutually agreed neutral third-party testing organisation (the " Expert ").
- 2) The Expert's fees (including any shipping costs incurred to send any product to the Expert for testing) shall be borne by the Original Purchaser if both of the following conditions are met:
 - a) Within 14 days of HGNESS's notice of its intention to refer the dispute to expert determination, the Original Purchaser does not withdraw its claim; and
 - b) The Expert issues a determination in favour of HGNESS on that dispute.

Appendix A: Capacity Test Conditions and Method

Capacity measurement conditions: Ambient temperature: 25–28 °C Charging/Discharging procedure:

- 1) Discharge the battery at constant current (CC) until the end-of-discharge voltage is reached or the battery protection trips automatically.
- 2) Let the battery rest for 30 minutes.
- 3) Charge the battery using constant current/constant voltage (CC/CV) until the battery protection trips automatically.
- 4) Let the battery rest for 30 minutes.
- 5) Discharge again at constant current (CC) until the end-of-discharge voltage is reached or the battery protection trips automatically; calculate the capacity released in this step. If using constant-current discharge, the discharge current must be monitored in real time.
- 6) Calculation: Capacity = Discharge time × Constant current (e.g., Ah = h × A).
- 7) Recharge the battery using the CC/CV method until the battery protection trips automatically.