

Sunsynk Ltd. Energy Storage Battery Limited Warranty



The Limited Warranty applies to Sunsynk LTD. Energy Storage Battery Product (Model: SUNSYNK-GM5.1).

Sunsynk provides the warranties in this document (Limited Warranty) to the person/entity who purchases the product for their own use and places the product into operation for the first time (Original Buyer).

1. 1. LIMITED WARRANTY

1.1. Warranty Start Date

Generally, the Warranty Period is six (6) months after the start date of installation or production date. Whichever occurs earlier.

1.2. Limited Product Warranty

- SUNSYNK LTD. declares the product does not have any defects in materials or craftsmanship within ten (10) years from the Warranty Start Date.
- Installation needs to be completed within one (1) month of purchase. If the battery fails, it must be declared within two (2) weeks of installation. Any damage to the battery module caused by the battery not being charged for a long time, due to negligence, is not covered within the warranty period.

1.3. Limited Performance Warranty

- SUNSYNK LTD. declares the product (Model: SUNSYNK-GM5.1) will
 - maintain seventy percent (70%) of its Usable Energy within ten (10) years from the Warranty Start Date; or
 - reach the Minimum Throughput Energy, whichever occurs first, only on the condition that the product is operated in a normal manner and in compliance with the user guide provided by SUNSYNK Ltd.
- The Minimum Throughput Energy means the total output energy of the product recorded in the control module of the Product.
- The Usable Energy and Minimum Throughput Energy for each product Model are set out in the table below.

Product Model	Usable Energy (kWh)	Minimum Throughput Energy (MWh)
BOS-G	15.36	49.05
	20.48	65.40
	25.60	81.70
	30.72	98.10
	35.84	114.40
	40.96	130.70
	46.08	147.10
	51.20	163.40
	56.32	179.80

- For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values, while the ambient temperature is between 25±3°C:
 - Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV").
 - Wait for 30 minutes.
 - Charge the battery with constant current and constant charge voltage to its full capacity.
 - Wait for 30 minutes.
 - Discharge the battery with constant current until it reaches EODV or its self-protective voltage. Record the current, voltage and time.
 - The remaining Usable Energy is the integral of discharge time and current multiplied by voltage.

Test Value List:

Product Model	System Usable Energy	End of Discharge Voltage (V)	Constant Voltage (V)	Constant Current (A)
BOS-G	15.36	124.8	175.2	20
	20.48	166.4	233.6	20
	25.60	208	292	20
	30.72	249.6	351	20
	35.84	291.6	409	20
	40.96	332.8	468	20
	46.08	374.4	526	20
	51.20	416	584	20
	56.32	457.6	643	20

- SUNSYNK LTD. guarantees a five (5) year warranty for products (models: SUNSYNK-GMRACK and SUNSYNK-BMS-EU) or other accessories.

1.4. Warranty Limitations

The Limited Warranties in clauses 1.2 and 1.3 are subject to and must be read together with the limitations, exclusions, and limitations as set out below.

2. EXCLUSIONS AND LIMITATIONS

2.1. Disclaimer

- In the scope allowed by the law, the warranty in this Limited Warranty is the only clear warranty of the product. SUNSYNK LTD. deny all legal and hit warranties, including but not limited to any suitable market, suitable for specific purposes or non- infringement warranties. In the scope allowed by the law, as long as such warranty cannot be denied, SUNSYNK LTD. limits the period and remedial measures of such warranties within the period of this limited warranty, and SUNSYNK LTD. selects the maintenance or replacement service described below.
- The seller of the product or anyone else has no right to represent SUNSYNK LTD. to make any guarantee other than the one contained within this document, and there is no right to extend the guarantee period to the time limit of the above regulations.

2.2. Limitation of Liability

In addition to situations stipulated in this warranty, and within the maximum range of law, any indirect, accidental, special, or specially caused by products or its installation, use, performance or non-performance, or any defects or violations of guarantees or punitive damage (including but not limited to profit loss, goodwill or commercial reputation damage, or delayed damage), whether or not it's based on contract, guarantee, negligence, strict responsibility or any other theories, SUNSYNK LTD. is not responsible. The overall responsibility of SUNSYNK LTD. (if so), whether it is damage or other aspects, shall not exceed the purchase price paid by the original buyer for the product.

2.3. Warranty Limitations

The Limited Warranty in clauses 1.2 and 1.3 does not apply to any defect or deterioration resulting from:

- The product was/is not installed, maintained or operated in accordance with the operation manual.
- After installation, the product is moved or shaken, or the charging temperature is higher than 50°C or less than 0°C, or the discharge temperature is higher than 55°C or lower

than -20°C.

- 2.3.3. The original buyer did not notify the defect or degradation to SUNSYNK LTD. within 30 days after discovering defects or degradation.
- 2.3.4. The Product not being installed within one (1) month from the Warranty Start Date.
- 2.3.5. Operation of the Product with an inverter that is not a SUNSYNK LTD. certified.
- 2.3.6. Without the approval of SUNSYNK LTD., the product is modified or repaired.
- 2.3.7. A force majeure event (e.g., natural disasters, such as floods, fires, earthquakes, lightning, or other abnormal environmental conditions, war, etc.).
- 2.3.8. The obvious damage of the product during the transportation.
- 2.3.9. State or regional laws, regulations, or instruction changes.
- 2.3.10. The product has not been used in 6 months or more.

2.4. Warranty Exclusions

The Limited Warranty in clauses 1.2 and 1.3 does not apply:

- 2.4.1. If the Product was not purchased in Europe.
- 2.4.2. The original buyer does not grant SUNSYNK LTD. access to the performance data of the product through the Internet after reporting a warranty claim, and/or manipulates the data.
- 2.4.3. Product appearance wear (including but not limited to any scratches, stains, mechanical wear, rust or mold) which does not affect its function.
- 2.4.4. Any property loss or personal damage caused by any defects. To include if the product is sold to the original buyer, whose level of knowledge is not enough to recognise any defect in the product.
- 2.4.5. If the invoice of the product and the information listed in clause 4 below are not provided with the warranty claim; or
- 2.4.6. If the serial number on the product can no longer be recognized or has been modified.

3. REMEDIAL MEASURES FOR BREACH OF WARRANTY

- 3.1. On the premise of complying with the above-mentioned exemption clauses and restrictions, if the product does not meet limited warranty in clauses 1.2 or 1.3, SUNSYNK LTD. will repair or replace the non-conforming product or parts thereof within the warranty term at no charge (or provide a partial refund), on the following conditions.
- 3.2. Whether to repair or replace the Product will be determined by SUNSYNK LTD. in its sole discretion.
- 3.3. The Product or any of its parts to be replaced will have the same performance and reliability as the original product. If related types of products or any of its components have been discontinued, withdrawn from the market, or are otherwise unavailable, SUNSYNK LTD. may replace with the similar products or components (which may include previously used Components).
- 3.4. If SUNSYNK LTD. does not repair or replace the defective Product or parts, SUNSYNK LTD. will return the remaining amount to original buyer, which calculated as follows:
 - a) If the Product fails to comply with the Limited Performance Warranty in clause 1.3, SUNSYNK LTD. may calculate the refund using one of the following two refund formulas:
 - i) Refund = maximum claim amount* x (warranted Minimum Throughput Energy - output energy of the Product recorded in the control module of the Product) / warranted Minimum Throughput Energy;
 - ii) Refund = maximum claim amount* x (warranted remaining Useable Energy - remaining Useable Energy) / warranted Usable Energy; and
 - b) If the Product cannot be operated, SUNSYNK LTD. will calculate the refund as follows:
 Refund = (maximum claim amount*/120) x (120 - number of months since Warranty Start Date).

*If the product is newly purchased and has no defect, the maximum claim amount is the market value of products (or an equivalent product) determined by SUNSYNK LTD.

- 3.5. The above remedial measures are the only and exclusive obligations of SUNSYNK LTD. to the original buyer under the limited warranty. If the product does not comply with limited warranty, SUNSYNK LTD. does not bear any other responsibilities to the original buyer.

4. FULFILMENT

- 4.1. If Original Buyer wishes to make a warranty claim under this Limited Warranty, the warranty claim must be reported in writing to the installer (or, if Original Buyer is unable to contact them, please report to SUNSYNK Ltd), including the information specified in the table below, using the contact information specified below:

1	Installation Date*	
2	Invoice Number*	
3	Battery-Box Configuration*	
4	Serial Number of Product*	
5	Serial Number of Module	
6	Serial Number of BCU	
7	Firmware Version of BMS /BMU	
8	Inverter*	
9	Inverter Configuration	
10	Serial Number of Inverter	
11	Firmware Version of Inverter	
12	Working Mode	e.g., On-Grid + Backup
13	Place	e.g., Indoor
14	Comments	
15	Error Information	
16	Country	
17	Street and House Number	
18	Postcode and City	

* mandatory to provide

Or according to the format mentioned in SUNSYNK LTD. Authorised Service Partner's website, which is listed below.

CONTACT INFORMATION

SUNSYNK SA.

80 Highview Boulevard
Ferndale
2160
South Africa
www.sunsynk.org
support@sunsynk.com
Tel: +27 10 100 3589

- 4.2. SUNSYNK LTD. are authorized to issue invoices for inspection costs if:
 - i. SUNSYNK LTD. inspection of the product shows that no matter what the reason, Limited Warranty is not applicable; or
 - ii. No defects were found in the process of checking the product, and it works without error.
- 4.3. Unless otherwise agreed with SUNSYNK LTD., any replaced product or component should be made available for pick up by

