



YUEQING CITY OUWEI ELECTRIC CO., LTD.

Lithium-Ion Battery Limited Warranty

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Battery:UB2400/ UB5000/ UB3400/ UB5800/ UB7500/ UB10000/ UB2600HV

This limited warranty (hereinafter Warranty) This warranty specified below applies to Lithium-ion batteries and the Accessory Components (hereinafter Products) supplied by OUCO brand battery to consumer through authorized reseller.

1.Purpose

The purpose of this warranty is to define the matters related to warranty policy of products.

2. Warranty Condition

2.1 Warranty Period

The Warranty as the accessory of OUCO battery is valid for 10 years (5years for free + 5years appropriate transport costs) from:

The first installation date (the “Period of Performance Guarantee”);
Six months after the Product was manufactured.

2.2 Limitation of Warranty scope

Under this Warranty, OUCO is responded to battery replacement, repair, refund and compensation. Repaired product is warranted for the remainder of the original Period of Performance Guarantee. In any event, the replaced battery shall not justify the renewal of the Period of Performance Guarantee.

2.3 Exclusion of Warranty

This warranty includes all defects of design, components and manufacturing. Excluded from warranty are damages due to:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)



3.Performance Warranty (Standard)

OUCO guarantees that OUCO battery output energy as bellow:

2.95MWh per kWh usable capacity dispatched within 10years since first installation date and follow the specification and the user manual provided by OUCO

Capacity measurement condition (referenced IEC: 62619)

Ambient temperature: $25 \pm 2^{\circ}\text{C}$

Total energy/Usable energy measured under specific conditions from OUCO 0.2CC-CV at DC side.

But, if you suspect OUCO's verification, the Product must be tested by an EU certified origination or a certified 3rd party testing company. Meanwhile, the cost of any 3rd party evaluation service charge should beard by yourself, unless your claim is proven to be valid, and OUCO will respond for the testing costs.

4.Warranty Policy

If product damaged and not caused by distributor, seller and consumer,OUCO would provide charged service and all the expense for free.

5.About Service Products/Parts

Service product or accessory could be used as new or refurbished condition and OUCO guaranteed which performance is equal to or higher than replaced device.

If the product is no longer sold in the market, OUCO would replace it with different kind of product with equal or higher functions and performances, or the residual annual depreciation value of the buyer paid price within the time limit for performance guarantee.

6.Claim Policy

Claims under this warranty must be made from authorized distributor whom the product was purchased. Meanwhile, you must notify your distributor or OUCO of a claim by:

- Give a call or E-mail to your distributor;
 - Contract with OUCO hotline or Email us directly.
- within 48 hours of a faulty discovered.

Besides, those following items must be included:

- The original purchase receipt or equal valid document;
- Description of the alleged defect(s) to your distributor or OUCO after service hot line or send email to OUCO;
- The product's serial number and the initial installation date.

But, if you suspect the battery faulty, the unit should be returned and pay for the logistics cost firstly. Once our authorized electrical to check if it's faulty, we will dispatch a REPLACEMENT or Fixed unit if we find it is faulty and would credit the cost of returning the unit to us for testing.