

# BSLBATT PCS (Power Converter system) Limited

## Warranty Letter

Version No: V1.1

Huizhou BSL NEW ENERGY Technology Co., Ltd. ("BSLBATT") is a China company that supplies and distributes PCS (Power Converter system) systems that are warranted by BSLBATT ("Limited Warranty") to be free from manufacturing defects in material and workmanship. BSLBATT provides the warranty in this document ("Limited Warranty") to the person who purchases this product and uses it for the first time ("Original Purchaser"). To qualify for the Warranty, all BSLBATT products must be installed by a professional using the BSLBATT Installation Manual and the BSLBATT Integration Guide.

## 1 – LIMITED WARRANTY COVERAGE

Subject to the exclusions and limitations set out below, the BSLBATT PCS (Power Converter system) come with a Manufacturer's warranty which includes:

### 1.1. Warranty Start Date

Generally, the Warranty Start Date is the first day after 60 days from the leaving the factory Date of the Product (Refer to the Appendix of this Limited Warranty to find out the Production Date). But if the Original Buyer can provide the written documents (such as receiving note) to prove the time when the Product is delivered to the installation site where the Product is installed and operated for the first time ("Delivery Date"), the Original Buyer can choose the first day after thirty (30) days from the above Delivery Date as Warranty Start Date.

### 1.2. 5 Years Limited Product and Performance Warranty

BSLBATT offers a 5-year product and performance warranty on its own PCS products *(a 2-year warranty will be provided for accessories such as relays, AC contactors, lightning protectors, tributary fuses, resistors.)* - BSLBATT warrants to its customers that BSLBATT's PCS will be free from material defects for a period of five (5) years from the first day after 60

days from the date of shipment from the factory (or 30 days from the date of completion of delivery and installation). During the warranty period, if, due to Seller's negligence, Seller determines that the Product does not conform to the specifications in any material respect, all necessary rework, replacement, and the cost of any re-testing shall be borne by Seller.

***If you would like an additional extended warranty, please contact the official BSLBATT team to request pricing and an extended warranty.***

### **1.3. Warranty Coverage**

a) This Limited Warranty applies only to the original end-user purchaser of the BSLBATT Product and is transferable only if the BSLBATT Product remains installed in the Original Use Location.

b) BSLBATT does not warrant, or guarantee workmanship performed by any person or firm installing the BSLBATT Product.

c) This Limited Warranty does not cover the cost of installation, removal, shipping, or re-installation.

d) This Limited Warranty does not cover faults in design or installer error such as but is not limited to, reverse polarity or misuse of system-wide equipment, or inaccurate programming of all ancillary equipment in your system.

e) This Limited Warranty applies only to a BSLBATT Product purchased from BSLBATT or an authorized BSLBATT distributor, dealer, or reseller, and properly installed by a licensed professional.

f) The liability of BSLBATT under this Limited Warranty shall be limited to the repair or replacement of the BSLBATT Product, at BSLBATT's sole discretion. BSLBATT will not be responsible for any other types of losses or costs of any type pertaining to the use of its products. If the BSLBATT Product is found to be defective as a result of any manufacturing defect in materials and workmanship during the Limited Warranty Period, BSLBATT will, at its sole discretion either

(i) fix the issue by changing configurations or updating software, or.

- (ii) repair the PCS by replacing with spare parts; or.
- (iii) replace the PCS with a PCS that is brand new or refurbished but at least functionally equivalent to the original PCS, or an upgraded model which is either functionally equivalent or functionally superior to the original battery system. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than half a year after the replacement, it will be extended to a 6 months warranty.

If a BSLBATT Product is replaced, the defective BSLBATT Product will become the property of BSLBATT and must be returned to BSLBATT free of any third-party ownership claims. The Warranty period of any repaired BSLBATT Product or its replacement is twelve (12) months from the date of shipment from BSLBATT, or the remaining term of the Limited Warranty Period, whichever is greater.

## **2 – EXCLUSIONS AND LIMITATIONS**

**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., natural catastrophes, such as flooding, fires, earthquakes, lightning or other abnormal environmental conditions, war, etc.)
- The Product not being operated for any period of 6 months or more.
- Modification or repair of the Product without the approval of BSLBATT or BSLBATT Partner;
- Original Buyer failing to notify BSLBATT or a BSLBATT Authorized Service Partner (“BSLBATT Partner”) of the defect or deterioration within 30 days of the Original Buyer becoming aware of the defect or deterioration;
- Operation in a Non-Intended Use or a Use Which Exceeds the Recommended or Permitted Limits or Loads of the BSLBATT Product.

### **3 – OUT OF WARRANTY**

In the event that the Products are out of warranty, BSLBATT may (at its sole discretion) provide certain after-sales services to the original Buyer, but all costs and expenses (such as parts, labor costs and travel expenses) shall be borne by the original Buyer at a price mutually agreed upon in writing between the Buyer and the Seller. To request such after-sales service, the original purchaser must provide sufficient information about any defects to allow BSLBATT partners to determine whether or not these defects can be repaired.

### **4 – REGISTRATION FOR LIMITED WARRANTY**

To activate this Limited Warranty, the Limited Warranty Registration Form Appendix must be completed and forwarded to BSLBATT pursuant to the instructions set forth in the Limited Warranty Registration Form. The Limited Warranty registration form must be authorized and affirmed by BSLBATT to be effective. BSLBATT will send confirmation of affirmation within 5 days of receipt of the Limited Warranty Registration form. This Limited Warranty applies only to the BSLBATT Product that is:

- (i) registered on the Limited Warranty Registration Form attached to this Limited Warranty and
- (ii) installed in the Original Use location which shall be described by inserting the address of the Original Use Location in the space “Address of Installation” provided in the Limited Warranty Registration Form and name of installer/ distributor or supplier.

Limited Warranty Registration Form: <https://www.bsl-battery.com/support.html>