

PowerMagic 2.0&PowerMagic Cube
Product Warranty Service Terms

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1 Overview

This product warranty service terms apply to PowerMagic 2.0&PowerMagic Cube product with SOFAR brand (the “**Product**”) produced by SHENZHEN SOFARSOLAR CO., LTD or/and its affiliate(s) (the “**SOFAR**”) , for the End Users, including the buyer who directly purchases the Product from SOFAR(the “**Buyer**”) and any eligible new product owner as specified in Clause 3 below.

PowerMagic 2.0 is usually composed of:

Energy Storage Cabinet ESS-261KLC-SA1.

PowerMagic Cube modes are usually composed of:

Energy Storage Container ESS-1M04LC-SA1-2H;

Energy Storage Container ESS-1M04LC-SA1-4H;

Energy Storage Container ESS-1M04LC-SA1-6H;

Energy Storage Container ESS-1M04LC-SA1-8H.

2 Warranty scope

2.1 Performance warranty

Model	Number of packs	Max charge and discharge ratio	Number of warranty cycles	Typical cycle frequency	Remark
ESS-261KLC-SA1	5	0.5P	8000 or SOH70%	One charging and discharging per day	For other working conditions, see related documents of performance commitment baseline.
ESS-1M04LC-SA1-2H; ESS-1M04LC-SA1-4H; ESS-1M04LC-SA1-6H; ESS-1M04LC-SA1-8H	20	0.5P	8000 or SOH70%	One charging and discharging per day	For other working conditions, see related documents of performance commitment baseline.

2.2 Product Warranty

The product warranty is divided into standard warranty and extended warranty. The standard warranty comes with the legally-binding order between SOFAR and the Buyer. The extended warranty needs to be purchased separately by the Buyer or any End User.

2.2.1 Standard warranty

NO.	Product	Product Parts	Standard warranty period
1	Energy storage cabinet	Pack	5 years
		PCS module	5 years
		Distribution module (CSU&SD)	5 year
		Fire fighting system (Temperature/smoke/ combined detectors)	5 years
		Liquid cooling machine	5 years

2.2.2 The extended warranty

NO.	Product	Product Parts	Extended warranty period
1	Energy storage cabinet	Pack	Up to 10 years
		PCS	Up to 10 years
		Distribution module (CSU&SD)	Up to 10 years
		Fire fighting system (Temperature/smoke/ combined detectors)	Up to 10 years
		Liquid cooling machine	Up to 10 years

The standard warranty period for the Product is 5 years. The Buyer or End User can buy the extended warranty from the standard 5-year warranty up to 10 years, depending on Buyer's specific needs.

2.2.3 Not covered by the warranty

Subject to its nature, certain items, as listed below, are not covered by the standard warranty, nor the extended warranty:

No.	Category	Description
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1	Consumables	Including fuses, door locks and lamps, etc.
2	Cables	Power cables or communication cables in cabinet or container
3	Mechanical parts	Including battery installation racks, installed baffles, steel base, and other mechanical parts
4	Accessories	Including documents, product accessories, installation accessories, etc.
5	Maintenance consumables	Coolant, Liquid cooling pipe clamp, commissioning and maintenance tools and others

2.3 The commencement of Product Warranty

The Warranty Period shall commence from the earlier of the following:

- (1) Six months after the date of manufacture of the Product (as specified in the Product's serial number).
- (2) The date of completion of the initial commissioning of the Product, if this occurs within six months from the date of manufacture.

2.4 The method of purchasing extended warranty service

- (1) The Buyer can purchase the extended warranty with covering a period of 8 or 10 years at one time when placing the order of the Product.
- (2) Or if the remaining standard warranty period exceeds six months, the Buyer or End User can purchase an extended warranty service.

Otherwise, the Buyer or End User could not buy the extended warranty from SOFAR..

3 Warranty Transfer

3.1 The warranty is transferable while the Product is still in its initial installation position. When the ownership of a Product changes, the new Product owner will continue to enjoy the existing warranty and have the right(if any) under the warranty to initiate the warranty process under the Warranty Service Terms. The new product owner aforementioned and any other Buyer(s) who still own and possess the Product(s) are collectively referred to as "End User(s)".

3.2 The warranty is non-transferable when the product is reinstalled by the Buyer or third party(if any) to a non-initial installation location. Although the ownership of the product changes, the new product owner will not be able to continue to enjoy the rights under the warranty. The new product owner's rights under the warranty will only be granted if the Buyer has obtained the Seller's written consent to change the initial installation. For the avoidance of doubt, the Seller does not bear any costs associated with the reinstallation of the Products.

4 Warranty Conditions

4.1 In the case of a faulty Product during the agreed SOFAR warranty period, End User needs to report the faulty Product with a brief fault or alarm description to SOFAR service hotline for registering and send the warranty card to SOFAR's service department by fax/email to process the warranty claim.

4.2 If the Product has a fault and alarm while it is under warranty period,

4.2.1 SOFAR will provide spare parts replacement service for buyers or end-user when normal functions of Product cannot be used due to defects in materials, manufacturing or workmanship. For the Buyer who are distributor customers, SOFAR will provide remote technical support service to guide them in replacing spare parts.



4.2.2 SOFAR spare parts (excluding batteries) shall be dispatched within 3-7 weekdays after the service request is confirmed. After receiving the new spare parts, the asset ownership of the faulty parts will be transferred to SOFAR. The Buyer or End User shall return the faulty parts to SOFAR within 15 working days. If the faulty parts cannot be returned, the Buyer or End User need to compensate SOFAR for the loss.

4.2.3 If SOFAR provides spare parts in the purchase order, the Buyer is not allowed to sell the spare parts to third parties or use them for other purposes.

4.2.4 On-site spare parts replacement is subject to SOFAR approval. The new spare parts have the same functions as the original ones.

4.2.5 After replacing the spare parts by SOFAR, the warranty period of the entire Product remains unchanged. The warranty period of the new spare parts is equivalent to that of the entire Product.

4.2.6 SOFAR will dispatch the after-sales personnel of SOFAR or a third party authorized by SOFAR to the site to conduct on-site problem inspections and carry out spare part replacements or complete machine replacements.

4.2.7 After the spare parts request is confirmed, SOFAR is responsible for the transportation of spare parts within the warranty period.

4.2.8 If product alarms or faults are found within the warranty scope, the Buyer or End User should contact SOFAR hotline or service website within the warranty period to report them and provide the following information :

- (1)Product model and Serial Number,
- (2)A copy of the valid purchasing invoice,
- (3)Faults or Alarms descriptions and error IDs (where applicable),
- (4)Claimant details,
- (5)Detailed information about the entire system (module, site system diagram, installation date, etc.),
- (6)Documentation of previous claims/exchanges (if applicable),

The above information is the condition for reporting faults or alarms.If the Buyer or End User does not provide sufficient information or the spare parts are replaced without SOFAR's confirmation, the Buyer or End User shall bear the corresponding responsibilities and consequences.

5 Warranty Exclusions

5.1 The preceding support services are only applicable to SOFAR-brand equipment. The hardware equipment beyond the scope is not covered by SOFAR's service scope.

5.2 In all cases, whether on the basis of contract, warranty, tort (including liability for fault and strict liability) or any other theory and legal claim, SOFAR does not assume any liability for any consequences arising from the installation, use, or poor performance of its products, any indirect loss, collateral damage, or punitive damages arising from any defect or breach of warranty, including, but not limited to, loss of profits, damage to goodwill or business reputation, or loss of delay. The total amount of SOFAR's responsibility for damages or otherwise shall not exceed the purchase price paid by the original Buyer for the Products.

5.3 Widely used vulnerable parts and consumables are not covered by SOFAR's service scope.

5.4 If SOFAR cannot fulfill the service commitment within the promised time due to non- SOFAR reasons, the Buyer and its direct or indirect customers shall exempt SOFAR from the SLA fulfillment responsibilities and relevant compensations. Buyer is obliged to prompt and ensure its direct or indirect customer(s) to exempt SOFAR from the aforementioned responsibilities and compensations. If on-site services are required, travel time shall be excluded from service response time.

5.5 Any alarms, faults, defects, risks,damages or loss caused by the following situations will not be covered by SOFAR warranty scope,

5.5.1 The Product suffered an accident(loss of spare parts or accessories) or damage(product appearance damage,etc.) during the transportation and installation process arranged by the Buyer or its direct or indirect customers.

5.5.2 The Buyer does not temporarily store the product in accordance with the user manual (storage environment requirements).

5.5.3 After the Buyer picks up the Product from the SOFAR factory or the overseas warehouse, if Buyers, fail to install or commissioning the products in time, or store them for more than 6 months, there is a risk that the battery pack capacity (SOH or SOC)will decrease or it will be over-discharged, resulting in the Product being unable to function properly.

5.5.4 During the process where the Buyer installs the Product by themselves or authorizes a third party to do the installation, there are potential risks arising from not following the installation manual or user manual for the product.

5.5.5 After the Buyer completes the installation on site, Buyer fails to power on the Product within 48 hours, resulting in condensation and moisture inside the Product.

5.5.6 The Buyer fails to properly complete the Product's commissioning process or fails to submit the Site Commissioning and Acceptance Test Report(Client Version) to SOFAR team after the commissioning is completed.

5.5.7 If the Buyer fails to connect Product to the grid within 6 months after delivery from SOFAR warehouse, or not operate for more than one month after the completion of commissioning, which is not due to any reasons related to SOFAR, causing serious cell capacity attenuation or cell excessive discharging..

5.5.8 During the use of the Product, any alarms,faults or damages occurred due to incorrect operations carried out by the Buyer in accordance with the product user manual.

5.5.9 During the Buyer's the commissioning and usage process, if any alarms, faults, damages or other issues occur with the Product due to unauthorized modification in its parameters or design without written authorization, email approval.

5.5.10 Caused by force majeure (such as natural disaster, strike, flood, fire, earthquake, typhoon, terrorist act and so on)

5.5.11 The Product has exceeded the warranty period (unless Buyer or End User have purchased the extended warranty)

5.5.12 As the service life of the Product increases, problems or damages occur due to the natural aging or wear and tear of the Product or its components. natural aging and wear.

5.5.13 Due to the design flaws of the on-site power station, there are alarms, faults, damages(such as Over-range lightning strikes,etc.) or other abnormalities in the Product.

5.5.14 Product is damaged due to Buyer's negligence, irrelevant operation, or intentional damage.

5.5.15 The Product unqualified items due to local laws and regulations update.

5.5.16 Defects that are not currently recognized by technology at the time after the Product is sold.

5.5.17 SOFAR could not have authorization from Buyer to get the product operation data via network access and to update the product system software due to the buyer's reasons.

5.5.18 System damages or other loss caused by improper operations of a third party, Buyer or End User, including those in transportation, installation, and improper adjustment, alteration, and removal of identification marks.

5.5.19 Due to the unstable foundation of the on-site product installation, resulting in damage or loss.

5.5.20 The Product must be connected to SOFAR (Energy) Cloud to ensure that it receives timely software upgrade services, as well as remote alarms and troubleshooting for any faults. Due to the absence of product connection with SOFAR Cloud, there are issues such as continuous alarms and continuous failures, or risks ,damages or loss involved.

5.5.21 If the product is not maintained (refer to the maintenance manual or user manual) by Buyer or SOFAR does not receive the maintenance report from Buyer as a confirmation ,which causes alarms ,faults,damages,and risks of the Product.

5.5.22 Faults,damages or loss caused by using non-SOFAR original accessories or spare parts, or caused by incompatibility of third-party software and hardware, etc.

5.6 Product “Warranty Card” not being sent back to SOFAR when buyer makes a claim.

5.7 During the installation, commissioning, operation and maintenance processes, SOFAR shall not be held responsible for any injuries or losses to the personnel of the Buyer and its third parties that occur due to the absence of personal protective equipment.

5.8The Product has been modified, its design has been changed or parts have been replaced by others not approved by SOFAR.

5.9 Any Changes have been made, or repairs by technician, without authorization from SOFAR, or serial number or seals have been removed.

5.10 Buyer has failed to comply with the safety regulations (IEC, VDE standards or equivalent).

5.11 The Product nameplate, serial number barcode, and safety warning label have all fallen off or been damaged, and have become blurred and illegible, making them difficult to identify.

5.12 The design changes or rectifications of the product are not due to any quality issues with the SOFAR product itself, but are caused by the unilateral requirements of the buyer or end users.

6 Warranty Service

6.1 Service response

Service level	Service Item	Service Content	Service Response Time
	Remote Technical Support Service	Hotline	8x5: weekdays, 9:00 - 17:00, excluding legal holidays.
		Website access support service	8x5: weekdays, 9:00 - 17:00, excluding legal holidays.
		Online Technical Support	8x5: weekdays, 9:00 - 17:00, excluding legal holidays.
	Hardware Support Services	Spare Parts Replacement	Based on remote or on-site technical analysis, if it is confirmed that spare parts need to be replaced at the site during the warranty, SOFAR will transport the spare parts to the site within 3 to 7 working days.

	On site Technical Support	Onsite troubleshooting	During the warranty period, SOFAR will arrive at the site within 2 to 5 working days after conducting remote analysis and confirmation with the Buyer to complete the replacement of spare parts or solve the site issue.
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6.2 Technical support

Including technical consultation and problem handling. Technical consultation refers to the technical guidance for non-actual problems. Problem handling refers to the solution to product- related problems.

6.2.1 Remote Technical Support

6.2.1.1 Hotline

Receive and track service requests based on the service interface platform. For details about the hotline number, see the official SOFAR website(<https://sofarsolar.eu/technical-support/>). If there is no hotline in a country, please contact the hotline of a neighboring country.

6.2.1.2 Website Access Support Service

Buyer can also log in to(<https://www.sofarsolar.com/service.html>) to get the after-sale service.

6.2.1.3 Online Technical Support

Buyer can obtain the online technical support of SOFAR via website <https://sofarsolar.eu/technical-support> or email(Email: service@sofarsolar.com).

6.2.1.4 SOFAR Energy Cloud service

All Buyers or End Users who connect their Products to the SOFAR (Energy)Cloud will be able to access remote technical services from the cloud.

6.2.2 On-site technical Support service

Based on the product on-site issue reports provided by the Buyer or End User and the conclusions reached through remote technical support, if it is determined that spare parts need to be replaced at the site, SOFAR will arrange for its after-sales service personnel or authorized third-party service partners to complete the replacement of the spare parts at the site during the product warranty period.

6.3 Paid warranty service

6.3.1 SOFAR can provide warranty service(site technical support service or spare parts service) when the product is out of warranty period or beyond the warranty scope, and will charge relevant fees (including spare parts material cost, logistics fees, labor cost, accommodation cost, travel expense and so on) from the Buyer or End User.

6.3.2 If the Buyer or End User requires SOFAR to provide maintenance services for the products, then the Buyer or End User needs to provide SOFAR with the service fees for the maintenance.

6.3.3 The specific fees(warranty service or maintenance service) will be charged based on the actual situation. The payment for the service should be paid within Fourteen (14)days after the issuance date of SOFAR's service invoice.

6.4 Spare Parts service

6.4.1 During the warranty period, SOFAR will provide the Buyer or End-user with free spare parts services for the SOFAR brand Products.

6.4.2 For non-SOFAR-brand Products, Sofar offers paid spare parts service to the Buyer.

6.4.3 The price of the spare parts will be adjusted dynamically according to the market conditions.

7 Others

7.1 The warranty terms may undergo version updates. SOFAR is subject to the latest version of the warranty terms.

7.2 The warranty terms is applicable only to the seller or end-user who purchases products of the SOFAR brand.