SOFARSOLAR Battery System Products Limited Warranty

Applicable territory: **Australia**

Battery System Products: GTX 2500 / GTX 5000 / GTX 5000-PRO / BT5000A / BTS 5K / GTX 3000-H4-H10 / GTX5000S / SF-5KWH-L1 / SF-16KWH-L1 / CBS5000-H4-H12 / CBS8000-H4-H12 / CBS8000-64KWH-96KWH

Version: 1.2, Updated 15.12.2025

This limited warranty (hereinafter referred to as "Warranty") applies to GTX/BTS/CBS Lithium-Iron batteries (hereinafter referred to as "Products") supplied by Shenzhen SofarSolar Co. Ltd. through an authorized reseller.

1. Purpose

The main purpose of this guarantee is to clearly define the issues regarding the warranty policy of the products.

2. Statutory Rights Under Australian Consumer Law

Our products 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 products repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Warranty is provided in addition to the statutory rights you have under the Australian Consumer Law and does not limit or exclude those rights in any way.

3. Limited Warranty

a. Limited Product Warranty:

SofarSolar warrants that the Product (including BDU,BCU, Power Module) will be free from defects caused by improper workmanship or defective materials for ten (10) years from Warranty Start Date.

b. Limited Performance Warranty:

SofarSolar warrants that the battery product will maintain either seventy percent (70%) of the Usable Energy for ten (10) years or a Minimum Through Output Energy calculated from the start date of the warranty, whichever occurs first.

The Usable Energy and Minimum Through Output Energy for each Product Model are set out in the table below:

Product Model	***Usable Energy (kWh)**	***Minimum Through Output Energy (MWh)**
GTX 2500	2.25	6.7
GTX 5000	4.50	13.5
GTX 5000–PRO	4.60	13.1
GTX 3000-H4	9.00	28.3
GTX 3000-H5	11.25	35.5
GTX 3000-H6	13.50	42.6
GTX 3000-H7	15.75	49.6

GTX 3000-H8	18.00	55.5
GTX 3000-H9	20.25	62.5
GTX 3000-H10	22.50	69.5
BTS 5K	4.992	18.25
GTX5000S	4.60	13.1
BT5000A	4.60	13.1
SF-5KWH-L1	4.60	10
SF-16KWH-L1	14.4	68
CBS5000-H4	19.968	73
CBS5000-H5	24.96	91.2
CBS5000-H6	29.952	109.5
CBS5000-H7	34.944	127.7
CBS5000-H8	39.936	146
CBS5000-H9	44.928	164.2
CBS5000-H10	49.92	182.5
CBS5000-H11	54.912	200.7
CBS5000-H12	59.904	218.9
CBS8000-H4	57.6	246.5
CBS8000-H5	72.0	308.1
CBS8000-H6	86.4	369.8
CBS8000-H7	100.8	431.4
CBS8000-H8	115.2	493
CBS8000-H9	129.6	554.6
CBS8000-H10	144	616.3
CBS8000-H11	158.4	677.9
CBS8000-H12	172.8	739.5
CBS8000-64KWH	57.6	246.5
CBS8000-80KWH	72.0	308.1
CBS8000-96KWH	86.4	369.8

***The conditions for capacity measurement are defined in Appendix 1、Appendix 2.**

***Minimum Through Output Energy values may vary with geographic ambient temperature. The operation and service life of battery are related to the working temperature.The recommended working temperature for battery is15~30℃.**

The above defined guarantee condition also applies to battery modules which are bought at a later time.

c. Warranty Start Date:

a) the date of purchase, end user needs to provide a valid purchasing invoice to verify the date of purchase.

b) 3 months after the date of production (defined in the Serial number of the product) for circumstances where end user fails to provide a valid purchasing invoice.

4. Scope of Warranty

If the product cannot meet the defined Warranty criteria during the warranty period and is claimed, Shenzhen SofarSolar Co. Ltd will be free to repair or replace the affected battery

module with a refurbished or new product.
In the event a claim is received within the warranty period and a fault with the battery system is discovered under the warranty, SofarSolar may, at its sole discretion, either
1. fix the issue by changing configurations or updating software; or
2. repair the product by replacing with spare parts; or
3, replace the product with an alternative product that is new or refurbished but at least functionally equivalent to the original system, or an upgraded model which is either functionally equivalent or functionally superior to the original battery system.

5. Warranty Conditions

The warranty relating to the product only apply if the product:

a. purchased from SofarSolar or an authorized reseller in the territory;
b. has an official SofarSolar serial number;
c. is installed in applicable ventilated territory, and shall not be exposed in an installed area to direct sunlight or external heat sources, the ambient temperature shall not fall below -10℃ or exceed 50℃.
d. is installed, operated and maintained in accordance with the product instructions;
e. is used on a daily cycle basis and used only for energy storage system.
f. The battery system shall be installed with SOFARSOLAR brand inverter. If using an inverter of another brand, the end user must first submit the inverter model and parameters to SofarSolar or an authorised reseller for compatibility verification. Installation is only permitted after receiving written confirmation of compatibility; otherwise, this Warranty shall not be effective.

The warranty is not applicable if the defect or failure of performance of the product is due to misuse, abuse, accident or lack of maintenance of the product.
This warranty does not apply to accessories and tool kits supplied with the products.

6. Exclusion of warranty

To the extent permitted by law, SofarSolar excludes all liability for the product to the extent that any damage or defect is caused or contributed to by the following:

a. The warranty period stated above has already expired.
b. If there is an inverter or charger failure (SofarSolar energy storage inverters excluded).
c. If the product is installed with inverters or chargers that are not certified by SofarSolar.
d. If the product is used improperly, negligently or in any other inappropriate manner, including use of the product outside the recommended ambient temperature as specified in the product instructions.
e. If there is transportation damage, including but not limited to dropping, deformation, impact or damage with a sharp object.
f. In case of storage, installation, commissioning, modification or repair of the product carried out by a person other than SofarSolar or an installer certified by SofarSolar.
g. Misuse, abuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold or other events beyond SofarSolar's reasonable control.
h. Any attempt to extend or shorten the life of the product without written confirmation from SofarSolar, whether by physical means, programming or otherwise.

i. Removal and reinstallation in a different location than the original installation without the written confirmation of SofarSolar.
j. The product comes into contact with water, conductive dust or corrosive gas due to damaged seals or improper storage/use environment.
k. If different types of batteries have been connected together.
l. If product damage and defects resulting from improper use, misuse or abuse not in accordance with those in the user manual.
m. In the event of normal wear and tear or deterioration in performance, or due to superficial defects, dents or stains that won't affect the performance of the product.
n. Theft or vandalism of the product or any of its components.
o. If the end user does not provide the correct product serial number or the product serial number is indecipherable, or it has been changed without SofarSolar's permission.
p. The Product is not suitable for supplying life-sustaining medical devices and automotive application.
q. Product damage caused by force majeure, acts of God (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riots or other activities intervened by the government, terrorism, unavailability of suitable and sufficient labour or materials and other events beyond the control of SofarSolar) or other third parties.
r. The Products not being operated for any period of 6 months or more.

7. Warranty Claim Process

Claims can be made by end user the authorized reseller from whom the product was purchased. To process warranty claims, the following points must be observed:

a. Invoice for the procurement of the product
b. Serial number of the product and date of first installation
c. Specify the log data recorded by the products to indicate whether the Minimum Through Output Energy was reached
d. d.Other relevant information or documentation requested by SofarSolar

Shenzhen SofarSolar Co. Ltd. may contact the buyer for further information regarding the defect.

Shenzhen SofarSolar Co. Ltd. may require the purchaser to conduct a failure analysis of the product to provide evidence for the claim. The final verification of the claim will be done by Shenzhen SofarSolar Co. Ltd.

Shenzhen SofarSolar Co. Ltd. reserves the right to reject exchange requests if sufficient information is not provided.

To request the replacement of an energy storage unit, you must contact Shenzhen SofarSolar Co. Ltd. service center (E-mail:service@sofarsolar.com.au) or one of its subsidiary companies (see contact info at the end of the document)

If you dispute SofarSolar's verification of the claim, the product must be evaluated by a Australia government certified testing laboratory or a certified third party testing company. You will bear the cost of the third party assessment unless your claim proves to be valid, in which case SofarSolar will bear the cost of the assessment.

8. General Provisions

This warranty is without prejudice to your rights under the statutory law, including but not limited to warranty rights in relation to the seller, i.e. if applicable rectification, reduction of the price, rescission of the sale and damages.

All demands from or in connection with this warranty are subject to Chinese law, Shenzhen is the exclusive place of jurisdiction and all disputes arising from or in connection with this warranty should be submitted for arbitration to the Shenzhen court of international arbitration.

This warranty is provided in addition to other rights and remedies held by a consumer at law.

If any provision in this document is unenforceable, illegal or void, or renders this document or any part of it unenforceable, illegal or void, then that provision shall be deleted and the remainder of this document shall continue in force.

9. Definitions

authorized Reseller means an approved SofarSolar retailer or distributor in the Territory.

Rated Energy means the initial rated capacity of the product as printed on the product label.

Usable Energy means the energy that can be output continuously and is related to the rated energy and depth of discharge.

Minimum Through Output Energy means the total output energy of the Product recorded in the control module of the Product.

Products means the batteries manufactured by SofarSolar.

Product Instructions means the instructions and manuals issued by SofarSolar with the Product describing how to install and operate the Product.

SofarSolar means Shenzhen SofarSolar Co. Ltd.

10. Contact

Global
Shenzhen SOFARSOLAR Co.Ltd.
Addr: 11th Floor, Gaoxin Technology Building, District 67, Xingdong Community, Xin'an Street, Bao'an, District, Shenzhen, China

TEL: +86-755-26526757
Email: info@sofarsolar.com
Web: www.sofarsolar.com

Importer
Sofarsolar Ausco Pty Ltd.
Addr: Suite 1903, 109 Pitt Street, SYDNEY NSW 2000

TEL: +61 1300 176 327
Email: service@sofarsolar.com.au
Web: au.sofarsolar.com.au

Battery Certificate Holder
Guangdong Sofar Smart Solar Technology Co. Ltd
Addr: No.1, Dongsheng North Road, cheniiang Street, Zhongkai High-tech Zone, Huizhou City

TEL: +86-755-3166990
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Web: www.sofarsolar.com

Appendix 1: Conditions for Capacity measurement of GTX 2500 / GTX 5000 /GTX 5000-PRO

/ BTS 5K

The test is based on single GTX/BTS series battery module.

The ambient temperature of the Product must be 25°C±2°C

The initial temperature of the battery pods must be 25°C±1°C

GTX 2500

a. Constant current (10A) discharge, until battery to low voltage protection (45.6V) or until the cell voltage less than 2.85V.
b. Lay aside the battery for 30mins.
c. Constant voltage (56.16V) constant current (10A) charge, until all cell voltages are above 3.50Vdc or until the charge current less than 1A.
d. Lay aside the battery for 30mins.
e. Constant current (10A) discharge, until battery to low voltage protection (45.6V) or until the cell voltage less than 2.85V.
f. Calculate the discharged capacity. Monitor the current promptly. (If it is constant current). The calculation formula is: Current capacity = discharge time × constant current value.
g. Charge the battery with constant current and constant charging voltage until the battery automatically protects itself.

GTX 5000 / GTX 5000-PRO / BTS 5K

a. Constant current (20A) discharge, until battery to low voltage protection (45.6V) or until the cell voltage less than 2.85V.
b. Lay aside the battery for 30mins.
c. Constant voltage (56.16V) constant current (20A) charge, until all cell voltages are above 3.50Vdc or until the charge current less than 1A.
d. Lay aside the battery for 30mins.
e. Constant current (20A) discharge, until battery to low voltage protection (45.6V) or until the cell voltage less than 2.85V.
f. Calculate the discharged capacity. Monitor the current promptly. (If it is constant current). The calculation formula is: Current capacity = discharge time × constant current value.
g. Charge the battery with constant current and constant charging voltage until the battery automatically protects itself.

Appendix 2: Condition for capacity measurement of GTX 3000-H/CBS 5000-H/CBS 8000-H

Ambient temperature: 25 ~ 28°C

Charge / discharge method

a. Discharge the battery with constant current until the end-of-discharge voltage is reached or the battery self-protects automatically.
b. Lay aside the battery for 30 minutes.
c. Charge the battery with constant current and constant charging voltage according to below table until the battery automatically protects itself.
d. Lay aside the battery for 30 minutes.
e. Discharge the battery with constant current until the end-of-discharge voltage is reached or the battery self-protects automatically.
f. Calculate the discharged capacity. Monitor the current promptly. (If it is constant current). The calculation formula is: Current capacity = discharge time × constant current value.
g. Charge the battery with constant current and constant charging voltage until the battery automatically protects itself.

Test parameters

Product type	End-of-Discharge voltage (V)	Constant charging voltage (V)	Constant current (A)
GTX 3000-H4	182	225	10
GTX 3000-H5	228	281	10
GTX 3000-H6	274	337	10
GTX 3000-H7	319	393	10
GTX 3000-H8	365	449	10
GTX 3000-H9	410	505	10
GTX 3000-H10	456	562	10
CBS5000-H4	182	225	10
CBS5000-H5	228	281	10
CBS5000-H6	274	337	10
CBS5000-H7	319	393	10
CBS5000-H8	365	449	10
CBS5000-H9	410	505	10
CBS5000-H10	456	562	10
CBS5000-H11	502	618	10
CBS5000-H12	547	674	10
CBS8000-H4	182	225	10

CBS8000-H5	228	281	10
CBS8000-H6	274	337	10
CBS8000-H7	319	393	10
CBS8000-H8	365	449	10
CBS8000-H9	410	505	10
CBS8000-H10	456	562	10
CBS8000-H11	502	618	10
CBS8000-H12	547	674	10
CBS8000-64KWH	182	225	10
CBS8000-80KWH	228	281	10
CBS8000-96KWH	274	337	10