

## Annex 1 PowerRack 0.5C Series Warranty Terms and Conditions

### 1. Overview

These Warranty conditions and terms are applicable in all the EEA Countries and the UK.

This Limited Product Warranty covers the “Covered Products” defined in the table below, is valid only for the duration of the applicable “Warranty Period” defined in the table below and are subject to the following terms and conditions:

NO.	Covered Product	Warranty Period
1	PowerRack 0.5C Series	One hundred twenty (120) months starting ninety (90) days after shipment or commissioning date, whichever is earlier.
2	BDU-200	One hundred twenty (120) months starting ninety (90) days after shipment or commissioning date, whichever is earlier.

#### 10 Years of Performance Warranty:

Dunext warrants that PowerRack products retains either seventy percent (70%) of Usable Energy for ten (10) years, or for a Minimum Through Output Energy which is calculated from the earlier one of installation date or 3 months after battery system production date, whichever comes first.

This Warranty covers a capacity equivalent to 1 full cycle per day. Full cycle: Discharge the nominal capacity of a fully charged battery and fully charge it afterwards. Micro cycles sum up to full cycles according to amount of energy charged and discharged.

Note. Products are unavailable to protect itself from the deep discharge/charging in condition of without communication connection. This battery must be used with the inverter and BDU, otherwise it is not included in the warranty terms.

Number	Model	Nominal Energy(kWh)	Minimum Through Output Energy (MWh)
1	PowerPack-5.12HV	5.12	15.09
2	PowerRack-35.8kWh	35.8	105.63
3	PowerRack-51.2kWh	51.2	150.9
4	PowerRack-56.32kWh	56.32	165.99

### Notice:

### Capacity measurement condition

Ambient temperature: 25~30°C

Initial battery temperature from BMS:25~30°C

### Charging/Discharging method

Model	Charge	Discharge	Current at
PowerRack-35.8kWh	(0.2)CC/CV(Constant voltage: (403.2)V/Cut-offcurrent (0.05)C)	(0.2)CC(Cut-offvoltage : (313.6)V)	0.2C
PowerRack-51.2kWh	(0.2)CC/CV(Constant voltage: (576)V/Cut-offcurrent (0.05)C)	(0.2)CC(Cut-offvoltage : (448)V)	0.2C
PowerRack-56.32kWh	(0.2)CC/CV(Constant voltage: (633.6)V/Cut-offcurrent (0.05)C)	(0.2)CC(Cut-offvoltage : (492.8)V)	0.2C

During the Warranty Period, in the event that a Covered Product is found to have a non-conformity or defect in the workmanship or materials occurring during normal use of the Covered Product, Dunext will, subject to the terms set out below, replace the Covered Product with a product that is functionally equivalent (in relation to feature, function, default software version) to, or better than, the defective Covered Product

detailed in the warranty claim (“Replacement Product”) and the terms of this Limited Product Warranty shall apply to any Replacement Products supplied by Dunext under this Limited Product Warranty.

A Replacement Product shall be the Customer’s sole and entire remedy in respect of any non-conformity of or defects in the Covered Products. Where the Replacement Product is a PowerRack battery, it shall be covered by this Limited Product Warranty for the remaining Warranty Period. Where the Replacement Product is a CT or Smart Meter, or combiner box, or EPS box, it shall be covered by this Limited Product Warranty for the remaining Warranty Period. Following a replacement, the Replacement Product will become the property of the Customer and the defective Covered Product shall become the property of Dunext.

## 2. Warranty Claim Process

To make a Warranty claim under the warranty, the customer can reach Dunext via the email:

NO.	Service Email Address	Region/Country
1	service@dunext.com	EU
2	service.poland@dunext.com	Poland
3	service.uk@dunext.com	UK

1. Name, address, postcode and a telephone number and valid email address where customer can be reached;
2. Product serial number (It is affixed to the side of the product);
3. Proof of purchase receipt;
4. Short description of the non-conformity or defect; including but not limited to input & output parameters, alarm information and data exported from the product.
5. A commissioning report or any document that could help clarify the issue;

If the product is confirmed faulty by Dunext service team and the product is under warranty period, Dunext service team will deliver a brand-new free of charge battery pack or BMC box to customers. Dunext will be responsible for the delivery of the new product and picking up the faulty product cost.

Customers have the responsibility to pack the faulty products (original or equivalent

packaging) and Dunext will arrange the collection in two weeks(14 days).

Dunext reserves the right to decline the replacement of the product if it cannot meet the terms and conditions. Also, Dunext reserves the right to the customer, labor, transportation, accommodation charges for its service team, if they require(s) or necessary to be on site.

### **Payment of the Installer Call-out Fee**

Following the replacement process and receipt by Dunext of a defective only apply to PowerRack series product, Dunext will pay the installer a fee of €100 (including VAT) per Covered Product within the Warranty Period (“Installer Call-out Fee”), The payment of the Installer Call-out Fee will be processed by Dunext, or by a service company on behalf of Dunext, within sixty (60) days after receipt by Dunext of the invoice and defective Covered Product.

### **3. Extension of Warranty Period**

The PowerRack series products are not applicable to extend the warranty period.

## **4. Exclusion**

This Limited Product Warranty does not cover defects or damage resulting from:

1. The warranty does not cover damages incurred as a result of the incorrect installation or usage of the equipment in accordance with the user manual;
2. Failure by the Customer to install and operate the Product in accordance with the Dunext product specifications;
3. The Covered Product being used other than its normal and customary manner;
4. Unauthorized disassembly, repair, alteration or modifications misuse, abuse, intentional damage, negligence or accidental damage;
5. Improper testing, operation, maintenance, or installation including without limitation:
  - a. Failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters;

- b. Failure to operate the Covered Products in compliance with the operation manual and/or user guides of the Covered Products.
  - c. Relocation and installation of the system other than in compliance with Dunext's requirements;
- 6. Damage due to use of incorrect voltage
  - 7. Damage directly caused by problem in the system infrastructure.
  - 8. Improper storage, shipping, handling or usage of the Covered Products;
  - 9. Force majeure events (including but not limited to act of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, labour unrest, or labour shortages, accident, freight embargoes, or any other event beyond the control of Dunext) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.

### 3. Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, unless otherwise agreed on a given contract signed between Dunext and the Customer, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Dunext shall not be under any liability whether in contract, tort or otherwise in respect of any non-conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or any additional operating expense or indirect, consequential or economic damages or losses whatsoever, howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit

Dunext's liability for:

- (i) death or personal injury;
- (ii) fraud or fraudulent misrepresentation; or
- (iii) any other liability that cannot be limited or excluded as a matter of law.

**Notes:**

1. No one other than an authorized representative of Dunext may make any modification, extension, or addition to this Limited Product Warranty.
2. If any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.
3. This warranty is governed by and construed under the local laws.