

## Vesol Product Warranty and Service Manual

### I. Core Contents of Warranty

#### 1.1 Scope of Warranty Products

Energy storage battery system, Combiner box system, EMS system, Cables and related accessories etc.

#### 1.2 Warranty Period

Warranty Period for the Complete Unit: The warranty period shall be the earlier of the following two conditions:

- a) 60 months (5 years) from the warranty start date; or
- b) The product's cumulative throughput energy reaches the minimum throughput energy value specified in the "Product Technical Specification."

Performance Guarantee: During the warranty period for the complete unit, the product's usable charge and discharge energy under standard test conditions shall not be less than 70% of its rated initial usable capacity.

Warranty for Spare Parts: Spareparts (list provided in Appendix A) are warranted for 12 months from the warranty start date.

#### 1.3 Warranty Start Date

The earlier of the product installation and commissioning completion date or the 6th month after the production date shall prevail.

### II. After-sales service system

#### 2.1 Service Overview

Service Types	Service Methods	Description
Remote technical support	via phone/video/online tools	Includes installation and debugging guidance, technical consultation, and remote training.
On-site technical support	Technicians on site	As stipulated in the contract or with the client's assessment and approval, and may incur costs.
Lifetime free consultation	non-face-to-face	All products offer lifetime free remote technical consultation.

#### 2.2 Service Response Commitment

- ◆ Response time: Initial response within 24 hours
- ◆ Service hours: As per the client's normal work schedule
- ◆ Service scope: Fault diagnosis and repair, excluding on-site operations such as disassembly, installation, and transportation.

### III. After-sales application and processing procedures

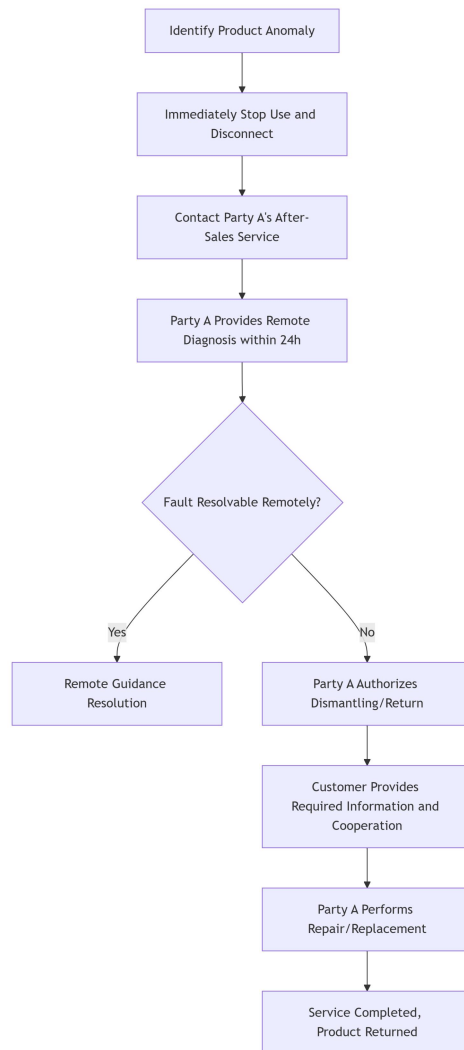
#### 3.1 Application Procedures

After-sales service email: [info@vesoleenergy.com](mailto:info@vesoleenergy.com)

#### 3.2 Required Information

- ◆ Product Model and Serial Number
- ◆ Proof of purchase (invoice/contract)
- ◆ Description of the fault (photos/videos are recommended)
- ◆ On-site information (indicator light status, error codes, etc.)

#### 3.3 Troubleshooting Procedure



### IV. Repair and Replacement Policy

#### 4.1 Processing Method

Fault	Handling Method
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Repairable faults	Free repair of faulty components (repair preferred)
Replacement Required	Replacement of faulty components or complete unit (determined by Party A)
Discontinued Components	Replacement with functionally equivalent or compatible components
Non-repairable/Non-replaceable	Refund calculated according to specified formulas (see "Compensation Calculation" section)

#### 4.2 Important Notes

The warranty period will not be extended after repair/replacement; the remaining warranty period of the original product will continue.

Damage to consumable parts caused by external factors is not covered by the free warranty.

Unauthorized disassembly or use of non-original parts will void the warranty.

#### V. Compensation Calculation Method

##### 5.1 Applicable Situations

If the product cannot be repaired or replaced, a refund will be calculated in one of the following ways.

##### 5.2 Calculation Formula

###### ◆ Option 1: Based on energy surplus

Refund amount = Maximum claim amount × (Guaranteed remaining available energy - Actual remaining energy) ÷ Guaranteed minimum available energy

###### ◆ Option 2: Based on charge/discharge capacity

Refund amount = Maximum claim amount × (Guaranteed minimum charge/discharge capacity - Actual used capacity) ÷ Guaranteed minimum charge/discharge capacity

###### ◆ Option 3: The product is completely unusable.

Refund amount = (Maximum claim amount ÷ Total warranty months) × Remaining warranty months

##### 5.3 Key Parameter Description

◆ Maximum claim amount: The market value of the product or the value of an equivalent product (to be determined by Party A).

◆ Guaranteed value: Refer to the value specified in the Product Technical Specifications.

Actual value: Subject to the test or approved data of Party A.

#### VI. Scope of Non-Warranty Scope (Summary)

##### 6.1 Human and operational factors

- ◆ Improper use, misoperation, or overload operation
- ◆ Failure to install, operate, or maintain in accordance with the User Manual
- ◆ Unauthorized disassembly, modification, and repair attempts
- ◆ Use non-original parts or third-party components

##### 6.2 Time and Procedure Factors

- ◆ The product was delivered but not installed for more than 3 months.
- ◆ No repair was reported within 48 hours of the malfunction occurring.

- ◆ Unable to provide product serial number or proof of purchase
- ◆ Refuse to provide runtime data or remote access.

#### 6.3 Environmental and External Factors

- ◆ Use beyond the product's specified environmental conditions
- ◆ Force majeure events such as fire, flood, and earthquake
- ◆ Third-party product compatibility issues
- ◆ Damage caused during transportation

#### 6.4 Other

- ◆ Normal wear and tear on the product's exterior
- ◆ Damage to consumable parts not due to quality issues
- ◆ Product malfunction outside the warranty period

### **VII. Transportation and Packaging Requirements**

#### 7.1 Receiving Inspection

- ◆ Inspect the integrity of the outer packaging on the spot.
- ◆ Take photos immediately if you find any damage and refuse to accept the package.
- ◆ If any problems are found after signing for the package, you need to negotiate with the carrier yourself.

#### 7.2 Reworked Packaging

- ◆ Original packaging or packaging approved by Party A must be used.
- ◆ The supplier shall be responsible for any damage caused by improper packaging.
- ◆ It is strongly recommended to purchase transportation insurance.

#### 7.3 Freight Costs

The return shipping cost for the repaired parts shall be borne by Party A (to the agreed location).

Other transportation costs shall be borne by the responsible party.

### **VIII. Important Notes**

#### 8.1 Customer Responsibility

- ◆ Ensure that the installers have the appropriate qualifications.
- ◆ Perform routine maintenance as required and keep records.
- ◆ Cooperate with the client's investigation and provide necessary data
- ◆ Assist end users in complying with the terms of the agreement

#### 8.2 Limitation of Liability

- ◆ The maximum compensation from Party A shall not exceed the purchase price of the faulty product.
- ◆ We are not liable for indirect losses (loss of profits, business interruption, etc.).
- ◆ Only one claim is allowed for the same fault.

#### 8.3 Dispute Resolution

Applicable Law: Laws of the People's Republic of China

Dispute Resolution: If no agreement can be reached through negotiation, the dispute shall be submitted to the Nanchang Arbitration Commission for arbitration.

Arbitration location: The location of Party A

### **IX. Contact Information and Service Network**

#### 9.1 After-sales Service Center

Email: [info@vesolenergy.com](mailto:info@vesolenergy.com)

#### 9.2 Service Hours

Monday to Friday: 8:30-17:30

Excluding national statutory holidays

24/7 emergency response

#### **X. Supplementary Provisions**

- ◆ This instruction manual is a summary version of the "Product Quality Assurance and After-Sales Service Agreement". The specific rights and obligations are subject to the formal agreement.
- ◆ Party A reserves the right to the final interpretation of the product and this agreement.
- ◆ If there are any updates to this statement, the latest version published by Party A shall prevail.
- ◆ Validity period: From the date of publication until the release of the new version.

Vesol energy



Yichun Vesol New Energy Technology Co., Ltd.

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