



Koyoe Energy Global Warranty Terms of Service

Chapter 1: Scope of Warranty Service

Jiangsu Koyoe Energy Technology Co., Ltd. (hereinafter as Koyoe Energy) provides the following warranty services for the inverters and battery energy storage products produced by the Company. In the case of run out of these terms of warranty, Koyoe Energy reserves the right to refuse to provide warranty service. The Koyoe Energy Warranty Terms of Service apply to all countries and regions where Koyoe Energy sale scope.

Please note: This warranty is not a guarantee of the product durability and does not represent any product capability.

Chapter 2: Warranty service period and extended warranty

1. Photovoltaic on-grid inverters and energy storage inverters by Koyoe produced provide 60 months (5 years) warranty service from the date of shipment.
2. Other photovoltaic on-grid series and energy storage series of inverter accessories, including but not limited to KY5000 series meters, KY302/303 series meters, and corresponding photovoltaic accessories, etc., provide 12 months (1 year) warranty service from the date of shipment.
3. The products (machines) of battery storage systems in the PACK series come with a warranty of 60 months (5 years) from the date of manufacture, and the 10-year battery operation performance guarantee, but it fails to meet the following two conditions under standard test conditions (whichever occurs earlier):
 - 3.1 The usable power of the battery is not less than 70% of the initial capacity among 10 years;
 - 3.2 The minimum throughput calculated from the installation date is lower than the following table parameters;

Model Number	Available Capacity(kWh)	Minimum Throughput (MWh)
KY-51V105AH-S	5.376	16.128

Please note:

- Available electricity test conditions: 90% discharge depth, $25 \pm 3^{\circ}$ C temperature range, 0.5C charge and discharge. The amount of electricity available in the battery system may vary

depending on the inverter.

- Any battery system default, malfunction, or warning which trigger to shutdown or work abnormally must be report in two weeks through your purchase channel or KOYOE Energy's customer service department in accordance with the terms stated in the "Warranty Service Policy". The battery system should be installed within a maximum of 6 months from the date of manufacture. If the device is not immediately installed and used, confirm that the storage environment meets the storage requirements of the user manual.

4. Accessories such as cables, bases and other accessories of other PACK and other series of storage products provide 12 months (1 year) warranty service from the date of shipment.
5. For PV on-grid series and energy storage series of inverters, extended warranty can be purchased within 2 years from the date of product sale.

Chapter 3: Warranty Service Policy

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

Under normal operation modern (please refer to the product manual) and during the warranty service period, the product occur default or halt caused by products' own quality problems please contact the customer service hotline of Koyoe Energy (you can obtain it through the office website, warranty card, etc.). The customer service team of Koyoe Energy (or its authorized third-party service providers/distributors) will provide corresponding solutions based on the product information and fault signal provided by you. For end-users, please contact your installer or authorized distributor of Koyoe Energy as a priority to report and deal with the fault problem you have purchased.

Once the product fault occurred , please provide the following information or documentation (this information will assist the customer service team in handling the machine issue) :

1. Product model and serial number (SN) ;
2. Fault code and fault information on the display screen (if any, please provide pictures or

videos) and other descriptive fault information;

3. Detailed information of work system (including software and hardware information, such as components, circuit connections, installers, running programs, etc., if any, please provide pictures or videos);
4. List of past fault information (if any, please provide pictures or videos);
5. Please refer to the "Repair Situation Receipt Table", the detail please refer to the tables; According to the fault problem, Koyoe Energy may need more details, including the evidence of the fault and other requirements information.

If occur quality problem during the warranty service period, Koyoe Energy will choose the following methods to solve the problem according to the specific situation:

1. Remote online answering and guidance or software upgrade;
2. On-site inspection or maintenance;
3. The machine return back to the factory for identification or maintenance;
4. If the above three items cannot be solved, Koyoe Energy will provide alternative parts or products for on-site replacement (for discontinued products, Koyoe Energy will provide a replacement product for the model)。

Please note:

- After back to the factory to identification, if the final confirmed problem is not the non-product quality problems, Koyoe Energy reserves the right to charge service fee, and the charging standard refer to the quotation.
- During the warranty service period, the replaced product will automatically extend the remaining warranty service time of the faulty machine.
- Please keep the purchase invoice appropriately for subsequent use. If the product or its parts need to be shipped back, please be confirmed to pack it in the original method or in the same way. If the loss or damage is caused by the repairer, the repairer shall be responsible for it.
- Depending on the country and region where the customer is located, Koyoe Energy has the right to arrange a third-party service provider to provide customer service during the warranty period.

- During the standard warranty service period, Koyoe Energy responds the maintenance costs, material costs and round-trip logistics costs (including the delivery cost of replacement machines/parts and the recycle of faulty machines/parts) due to product quality problems, excluding other direct or indirect losses. In any case, the actual amount of compensation to the customer's losses by its liability caused shall not be higher than the purchase amount of customer(including as a clear agreement in a contract, etc.,).

Chapter 4: Warranty Service Disclaimer

The following situations will not suitable to this warranty service, Koyoe Energy will not perform its warranty service obligations if the product is damaged or the product cannot be used normally:

1. The product has exceeded the warranty service period (unless the two parties have signed an extended warranty service otherwise);
2. Failure to operate, and the user isn't in accordance with the safety regulations and operating instructions written on the user manual or other relevant installation and maintenance requirements;
3. Improper product installation or installation by an non-certified installer;
4. Failure or damage caused by the working environment, storage or use not specified by the product. Such as installation distance, temperature, humidity and other requirements;
5. Improper or illegal use, installation, commissioning, start-up or operation;
6. Dismantling, repairing, reinstalling or modifying the machine without the authorization of Koyoe Energy;
7. After the product is accepted, the problems that do not affect the normal operation of the product during use, such as appearance problems, rust and corrosion on the machine shell due to the harsh environment, normal wear and tear, etc.;
8. Failure and damage caused by unforeseen or force manure and other reasons, including but not limited to earthquakes, tsunamis, stormy weather, floods, lightning, lightning strikes, over-voltage, under-voltage, over-current, overpower, insect infestation, fire, theft, and inability to monitor due to no signal or weak signal caused by communication operators;
9. Damageable Wearing and consumable parts (including cables, screws, connectors, fuses,

etc.);

10. Some Failures that caused by modifying products, changing designs or replacing parts , and incompatible access to third-party software without the authorization of Koyoe Energy;
11. Deliberately destroying or defiling or making indelible marks (such as paint), etc.;
12. For the client side, the failure caused by the customer's among their self transportation process (including scratches and deformation of the chassis caused by the movement of the packaged product during transportation);;
13. Products that are only used for testing, testing, training or display as agreed in the contract;;
14. Regions or countries that do not fall within the scope of sales of Koyoe Energy are not entitled to the terms of this warranty.
15. Testing machine (including but not limited to products used for testing, demonstration, research and development, or laboratory sample verification in experimental environments). No warranty terms under this contract shall apply whether or not it is within the warranty period. The seller shall not be liable for any repair, replacement, or compensation for quality issues of the testing machine (including but not limited to performance failures, component damage, etc.), and the buyer shall not claim termination of the contract or demand the seller to assume breach of contract liability on this basis;
16. The buyer shall immediately connect all purchased equipment to the Jiangsu Koyoe New Energy Dispatch Monitoring and Management System after the installation and commissioning of the equipment is completed

The platform (referred to as the "monitoring platform") ensures real-time and complete uploading of equipment operation data to the monitoring platform. If the buyer fails to access the monitoring platform as agreed, data upload is delayed, or data is missing, resulting in the seller being unable to obtain the operating status of the equipment, evaluate the cause of the failure, or cause equipment damage, shutdown, and other situations through the monitoring platform, regardless of whether the equipment is within the warranty period, the relevant issues are not covered by the warranty, and the seller shall not be liable for free repair, replacement, or compensation. The buyer shall bear the equipment maintenance costs and other losses on their own, and the seller has the right to refuse to accept the buyer's warranty claims based on the above situation.

Chapter 5: Out services of warranty service range



For products that are not covered by the standard warranty service, if customers require repair services or other related solutions from Koyoe Energy, Koyoe Energy will charge relevant fees depending on the situation, and the specific quotation shall prevail.

Please note:

- In accordance with national laws and relevant policies, Koyoe Energy will unscheduled update the above product warranty terms and policies . If you need to get the latest version, please contact the Koyoe Energy customer service team.

- In the event of any conflict between this Agreement and the sales contract, the provisions of the sales contract shall have prior right. The right of final interpretation of this Agreement It is owned by Jiangsu Koyoe Energy Technology Co., Ltd.

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