



WARRANTY CONDITIONS

For the Alpha ESS Residential Product Series

Date: 1 July 2026

Version: 4.0



Important notice: Australian Consumer Law

This Warranty is a voluntary manufacturer warranty provided by Alpha ESS Australia Pty Ltd. It is provided in addition to, and does not exclude, restrict or modify, any rights or remedies that may be available under the Australian Consumer Law or any other law that cannot lawfully be excluded, restricted or modified.

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.

The remedies provided under this Warranty are in addition to any non-excludable statutory rights. If there is any inconsistency between this Warranty and any non-excludable statutory rights, the statutory right will prevail to the extent of the inconsistency.

1. Covered Products

- 1.1 Subject to the terms of this Warranty, AlphaESS provides coverage only for the AlphaESS residential products listed in Table 1.
- 1.2 The Warranty Period and warranty type for each Covered Product is shown in Table 1.

2. Scope and transferability

- 2.1 This Warranty applies only to Covered Products that are new, genuine AlphaESS products, purchased from AlphaESS or an AlphaESS authorised distributor, reseller, retailer or installer, and installed in Australia on or after 1 July 2026.
- 2.2 This Warranty applies only where the Covered Product has been installed, commissioned and operated in accordance with AlphaESS installation manuals, user manuals, technical documentation, applicable electrical safety requirements, applicable standards and all laws and regulations in the installation location.
- 2.3 This Warranty applies only where installation and commissioning have been performed by a suitably qualified and licensed battery installer who holds the required accreditation under applicable Australian requirements and, where required by AlphaESS, a valid AlphaESS installer identification.
- 2.4 This Warranty does not apply to used, second hand, refurbished, previously installed or relocated products unless AlphaESS has expressly agreed in writing.

Transferability

- 2.5 This Warranty may transfer to a subsequent owner of the building in which the Covered Product is originally installed, provided that the Covered Product remains installed at the Installation Location, has not been removed, relocated, modified or reinstalled without AlphaESS' prior written approval, the remaining Warranty Period has not expired and the subsequent owner can provide reasonable proof of ownership and installation details.

3. Warranty Period

3.1 Warranty commencement date

The Warranty Period starts on the earliest of the following dates: the installation date recorded in the AlphaESS monitoring platform; the commissioning date shown on the commissioning documentation; the date of first energisation or activation of the Covered Product; or, if AlphaESS cannot reasonably verify any of those dates, six months after the date of manufacture or shipment recorded by AlphaESS.

3.2 Product Warranty

During the applicable Product Warranty Period stated in Table 1, AlphaESS warrants that each Covered Product will be free from defects in materials and workmanship under normal use and an Approved Use (see clause 3.6), subject to the conditions, exclusions and limitations in this Warranty.

3.3 Battery Performance Warranty

- (a) During the applicable Performance Warranty Period stated in Table 1, AlphaESS warrants that each Covered Battery will retain at least 70 percent of its Warranted Usable Capacity until the earlier of 120 months from the Warranty Commencement Date or the Covered Battery reaching the warranted Throughput Energy limit stated in Table 1.
- (b) Unless otherwise stated in Table 1, the warranted Throughput Energy limit is 3.12 MWh per kWh of Warranted Usable Capacity, calculated from the Warranty Commencement Date and measured using data recorded by the battery BMS, inverter, AlphaESS monitoring platform or other method reasonably determined by AlphaESS, acting reasonably.
- (c) Battery capacity naturally reduces over time and with use. The Performance Warranty does not guarantee electricity bill savings, backup duration, uninterrupted operation, VPP revenue, energy market revenue, tariff savings or any particular financial outcome.

3.4 Approved Uses

This Warranty only applies if the Covered Product is installed and operated in one of the following modes (each an Approved Use) in accordance with the Documentation:

- (a) Self-consumption: Storing energy generated by solar and using the stored energy for daily consumption to reduce grid reliance.
- (b) Time of use: Time-of-Use mode allows a battery to charge from solar or grid during low-rate periods and discharge during high-rate period.
- (c) Backup: Charging the battery from the solar or grid and using the stored energy as backup power.
- (d) Grid service: Participation of battery systems in a Virtual Power Plant (VPP) program, where they generate revenue by engaging in energy markets, demand response programs, and ancillary services, thereby supporting grid stability and optimizing energy usage. Participation is only allowed in an AlphaESS approved virtual power plant, demand response, grid services or retailer control program, provided the Covered Product is used within the operating limits in AlphaESS documentation. Use in any non-approved VPP, grid services program, wholesale market exposure program, high cycling application, commercial dispatch application or other application outside normal residential use is not covered unless AlphaESS has approved the use in writing.
- (e) AI mode: AI Mode provided by AlphaQ to optimize energy charging and discharging into the battery system.

3.5 Capacity measurement

Capacity testing must be performed under controlled conditions using the test procedure and values stated in Schedule 1 or another procedure reasonably specified by AlphaESS. Testing must be performed by AlphaESS or by a suitably qualified person approved by AlphaESS unless otherwise required by law.

3.6 Environmental conditions

Each Covered Product must be operated within the ambient temperature operating range and other environmental limits set out in the Datasheet for that Covered Product.

4. Customer and installer obligations

- 4.1 The Product Owner, installer and any person making a claim must comply with the following obligations to the extent reasonably applicable:
- (a) The Covered Product must be installed, commissioned, operated, maintained, stored, handled and transported in accordance with AlphaESS documentation and applicable laws, standards and safety requirements.
 - (b) The Covered Product must remain at the original installation location unless AlphaESS has approved removal and reinstallation in writing.
 - (c) Serial numbers, rating labels and identification labels must remain intact, readable and unaltered.
 - (d) The Product Owner must keep reasonable evidence of purchase, installation, commissioning, ownership and service history.
 - (e) Before installation, batteries must be stored indoors in a dry, clean and safe environment, away from corrosive substances, fire, heat sources, excessive humidity, direct sunlight and other conditions outside AlphaESS storage requirements. Storage duration, relative humidity and state of charge must comply with Table 2. Storage duration includes transit time.
 - (f) The Product Owner must provide reasonable access, information, data, photographs, videos, installer records, monitoring access and assistance needed for AlphaESS to assess or resolve a warranty claim.
 - (g) The Product Owner must take reasonable steps to prevent further damage, reduce safety risk and mitigate avoidable losses after becoming aware of a fault, warning, abnormal operation, water exposure, physical damage, smoke, burning smell, overheating or other safety issues.
 - (h) The Covered Product is not designed or warranted for use as the main or backup power supply for life support systems, medical equipment or any application where failure of the product could lead to personal injury or death. AlphaESS may refuse service for products used in those applications to the extent permitted by law.

5. Remedies for valid warranty claims

- 5.1 If AlphaESS accepts a valid warranty claim, AlphaESS may, at its option and subject to applicable law, do one or more of the following:
- (a) Perform remote diagnosis; update software or firmware; change configuration settings; repair the Covered Product; replace the Covered Product or the defective part with a new, refurbished, reconditioned or functionally equivalent product or part; provide an equivalent product where the original model is no longer available; provide a credit, refund or other remedy where required by law or agreed by AlphaESS.
 - (b) A replacement product or part may differ in brand generation, model number, size, appearance, colour, finish or capacity, if it is functionally equivalent or better for the relevant application as reasonably determined by AlphaESS.
 - (c) A repaired or replacement Covered Product will be covered for the remainder of the original Warranty Period. Repair or replacement does not restart or extend the original Warranty Period, except to the extent required by law.
 - (d) AlphaESS is not required to replace functional products or parts solely because a replacement product or part does not match the colour, finish, appearance or ageing of other installed products.
- 5.2 For a valid warranty claim, AlphaESS will cover the cost of replacement parts and standard freight to send replacement parts or products to the original installation location or another location approved by AlphaESS. Labour, travel, accommodation, access equipment, removal, reinstallation, on site attendance, inspection and testing costs are covered only to the extent AlphaESS has approved those costs in writing before they are incurred or where coverage is required by law.

6. Warranty exclusions

6.1 This Warranty does not apply to any defect, damage, failure, abnormal operation or capacity shortfall to the extent caused or contributed to by any of the following:

- (a) Installation, commissioning, removal, reinstallation, repair, alteration, modification, servicing, testing or maintenance not performed in accordance with AlphaESS documentation, applicable law or written AlphaESS instructions;
- (b) Use of the Covered Product outside the operating, environmental, electrical, thermal, ventilation, storage, handling or maintenance requirements specified by AlphaESS;
- (c) Any physical, electrical, software, firmware, programming, configuration or control change intended to extend, reduce, manipulate or alter the life, performance, capacity, cycling behaviour, state of charge limits, depth of discharge limits, operating limits, BMS settings, warranty characteristics or normal operation of the Covered Product, unless performed by AlphaESS, an AlphaESS authorised service person, or with AlphaESS' prior written approval;
- (d) Misuse, abuse, negligence, accident, theft, vandalism, physical impact, dropping, external force, improper storage, improper transport or damage occurring during transport not arranged by AlphaESS;
- (e) Use with incompatible, defective, unauthorised or incorrectly configured equipment, including non-approved inverters, rectifiers, optimisers, PCS, connectors, software, firmware, communications devices, spare parts or third-party components;
- (f) Exposure to moisture, flooding, water ingress, condensation, salt, corrosion, chemicals, smoke, dust, dirt, solvents, excessive heat, direct sunlight, insufficient ventilation, pests, insects, animals, plants, strong vibration, strong magnetic fields or other external environmental conditions outside AlphaESS specifications;
- (g) Power surges, overvoltage, undervoltage, grid faults, lightning, fire, flood, storm, earthquake, war, terrorism, civil unrest, government action, changes in law, force majeure, acts or omissions of third parties not acting under AlphaESS' direct control, or any other event outside AlphaESS' reasonable control;
- (h) Continued use after the Product Owner knew or reasonably should have known of a defect, warning or unsafe condition;
- (i) Failure to report a fault, warning, abnormal operation or suspected capacity shortfall as soon as reasonably practicable where the delay prejudices AlphaESS ability to investigate, repair, mitigate damage or verify the claim;
- (j) Cosmetic or superficial issues, scratches, dents, marks, discolouration, normal wear and tear or aesthetic differences that do not materially affect product function;
- (k) Loss of electricity production, loss of stored energy, increased electricity charges, substitute equipment costs, loss of savings, loss of VPP revenue, loss of tariff benefits, loss of data, loss of profit, loss of goodwill or any indirect or consequential loss, except to the extent such loss cannot lawfully be excluded.
- (l) Due to the characteristics of lithium batteries, the permissible storage duration for batteries should not exceed the storage duration as set out in Table 2.
- (m) Incorrect delivery, incorrect packaging, damaged packaging, handling damage, storage damage or transport damage, except to the extent the issue was caused by AlphaESS or occurred while the Covered Product was in AlphaESS' control. Visible delivery, packaging or transport damage must be reported to AlphaESS, the supplier or the installer as soon as reasonably practicable after discovery and before installation where reasonably possible.

7. Internet, monitoring, data and firmware

7.1 Internet or mobile data connectivity is required to enable remote diagnostics, monitoring, firmware and software updates, performance data collection and warranty assessment.

- 7.2 AlphaESS may use available monitoring data to identify faults, warnings, abnormal operation or performance issues. AlphaESS does not guarantee continuous monitoring, uninterrupted connectivity, identification of all defects or proactive notification of every fault or potential fault.
- 7.3 A temporary loss of connectivity does not automatically void or reduce this Warranty. Where connectivity is unavailable, the Product Owner must take reasonable steps to restore connectivity, preserve available local data and notify AlphaESS or the installer of any known fault, warning or abnormal operation.
- 7.4 If a lack of connectivity prevents AlphaESS from reasonably verifying product operation, capacity, throughput, fault history, firmware status, event data or other information relevant to a warranty claim, AlphaESS may require local data collection, an onsite inspection or other reasonable evidence before accepting the claim.
- 7.5 AlphaESS may issue remote firmware or software updates from time to time for operation, safety, compliance, compatibility, cybersecurity or performance purposes. Failure to install or permit a required update may affect warranty coverage to the extent that the failure causes or contributes to the claimed defect, prevents AlphaESS from diagnosing or resolving the issue, or prevents the installation of a required safety, compliance or corrective update.
- 7.6 Where internet or mobile data connectivity to the Covered Product is unavailable for 30 consecutive days or an aggregate of 90 days during any period before a warranty claim is made, the voluntary Warranty Period for that Covered Product will automatically be reduced to 3 years from the Warranty Commencement Date. This reduction will not apply where the loss of connectivity is caused by a fault or defect in the Covered Product itself.

8. Invalid claims and cost recovery

- 8.1 If AlphaESS reasonably determines that a claim is not covered by this Warranty, AlphaESS may reject the claim and explain the reason for rejection.
- 8.2 Subject to applicable law, AlphaESS may recover reasonable costs incurred in assessing, inspecting, testing, transporting, removing, reinstalling, repairing or replacing a product where the claim is invalid, the product is found not to be defective, the defect is excluded by this Warranty, or the claimant failed to comply with the claim process.
- 8.3 Where reasonably practicable, AlphaESS will notify the claimant before incurring material recoverable costs for an invalid or out of warranty claim.

9. Out of warranty service

- 9.1 For products outside the Warranty Period or otherwise not covered by this Warranty, the Product Owner may request paid service from AlphaESS or an AlphaESS authorised service partner.
- 9.2 AlphaESS may, at its discretion, provide a quotation for out of warranty assessment, repair, parts, labour, transport, inspection, disposal, removal, reinstallation or other service costs.
- 9.3 Nothing in this clause 9 requires AlphaESS to provide out of warranty service, parts or replacement products where service or parts are unavailable, unsafe, uneconomic, technically unsuitable or not required by law.

10. Limitation of liability

- 10.1 Nothing in this Warranty excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or any other applicable law.
- 10.2 To the maximum extent permitted by law, the remedies stated in this Warranty are the only remedies available under this voluntary Warranty.
- 10.3 To the maximum extent permitted by law, AlphaESS is not liable under this Warranty for any indirect, incidental, special, punitive or consequential loss or damage, including loss of use, loss of income, loss of profit, loss of revenue, loss of production, loss of anticipated savings, loss of opportunity, loss of goodwill, loss of reputation, substitute equipment costs, loss of data, electricity costs, unrealised solar generation, unrealised VPP revenue or energy market losses.

- 10.4 To the maximum extent permitted by law, AlphaESS's aggregate liability under this voluntary Warranty is limited to the purchase price paid for the Covered Product that gave rise to the claim. This limitation does not apply to any liability that cannot lawfully be excluded, restricted or modified, including liability under the Australian Consumer Law, or liability for death or personal injury caused by AlphaESS's negligence, fraud, willful misconduct or any other liability that cannot be limited by law.
- 10.5 No distributor, retailer, reseller, installer, service partner, agent or employee is authorised to modify, extend or add to this Warranty unless AlphaESS confirms the change in writing.
- 10.6 If any provision of this Warranty is illegal, invalid or unenforceable, that provision will be read down or severed to the extent necessary and the remaining provisions will continue in effect.

11. Dispute resolution, governing law and jurisdiction

- 11.1 If there is a dispute about whether a claimed defect, failure or capacity shortfall is covered by this Warranty, AlphaESS and the claimant may agree to refer the product or relevant data to an independent suitably qualified testing organisation for assessment.
- 11.2 Unless otherwise agreed or required by law, the party requesting independent testing must pay the testing costs. If the testing confirms that the claim is covered by this Warranty, AlphaESS will reimburse reasonable testing costs that were approved by AlphaESS or required by law.
- 11.3 This Warranty is governed by the laws of New South Wales and the Commonwealth of Australia. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Warranty. The courts of New South Wales have non-exclusive jurisdiction for disputes arising from or in connection with this Warranty.
- 11.4 An AlphaESS authorised service partner is not authorised to accept service of legal documents on behalf of AlphaESS unless AlphaESS has expressly authorised that in writing.

12. Claims process

- 12.1 If a Product Owner becomes aware of a fault, warning, abnormal operation, safety issue or suspected capacity shortfall, the Product Owner should take reasonable steps to prevent further damage and contact the original installer, reseller or AlphaESS as soon as reasonably practicable.
- 12.2 If there is smoke, burning smell, water ingress, physical damage, overheating, electrical hazards or any other safety concern, the Product Owner should not attempt to repair the product and should arrange for the system to be made safe by a suitably qualified person.
- 12.3 Warranty claims may be submitted through the:
- (a) AlphaESS online complaint portal at <https://cloud.alphaess.com/createComplaint>, or
 - (b) By email to techsupport@alphaess.au.
- 12.4 The Product Owner should submit the claim as soon as reasonably practicable after becoming aware of the issue. For the voluntary Warranty, AlphaESS may reject or limit a claim where the issue is not reported within four weeks after the Product Owner became aware, or should reasonably have become aware, of the issue and the delay prejudices AlphaESS' ability to investigate, repair, mitigate damage or verify the claim. This does not limit any rights that cannot lawfully be excluded.
- 12.5 The claimant should provide the following information where reasonably available: name, address, postcode and telephone number; installation address; product model and serial number; proof of purchase; installation date; commissioning records; installer contact details; photos or videos of the product and installation location; relevant meter board or sub board photos, certificate of compliance, if requested; details of associated solar or third party equipment; monitoring access; event logs; error messages; and a clear description of the fault and when it first occurred.
- 12.6 AlphaESS may require additional reasonable information, inspection, testing, data collection or installer assistance to assess the claim.

- 12.7 The original installer is expected to assist with reasonable troubleshooting, replacement and recommissioning where required. Any labour or cost reimbursement must be approved by AlphaESS before costs are incurred unless otherwise required by law.
- 12.8 If AlphaESS supplies a replacement product before receiving the allegedly defective product, the Product Owner, installer and occupant must cooperate with AlphaESS to return the allegedly defective product using the packaging, labels and freight instructions provided by AlphaESS. Unless AlphaESS agrees otherwise, the allegedly defective product must be returned within 10 Working Days after receipt of the replacement product.

13. Contact details

Warranty provider:

Alpha ESS Australia Pty Ltd

31 Richmond Road, Homebush West NSW 2140, Australia

02 9000 7676

techsupport@alphaess.au

www.alphaess.au

Manufacturer:

Alpha ESS Co., Ltd.

Jinhua Road 888, High Tech Industrial Development Zone, Nantong City, Jiangsu Province, China 226300

+86 513 8060 6891

14. Miscellaneous

- 14.1 This Warranty forms part of the voluntary warranty terms offered by AlphaESS for Covered Products. It does not replace any non-excludable statutory rights or remedies.
- 14.2 Headings are for convenience only and do not affect interpretation.
- 14.3 References to the Documentation include any version applicable to the relevant Covered Product at the time of installation or as updated by AlphaESS for safety, compliance, compatibility or operational reasons.

15. Definitions and interpretation

15.1 In this Warranty:

- (a) **ACL or Australian Consumer Law** means Schedule 2 to the Competition and Consumer Act 2010 (Cth).
- (b) **AlphaESS** means Alpha ESS Australia Pty Ltd ACN 604 627 018 of 31 Richmond Road, Homebush West NSW 2140.
- (c) **AlphaQ** means the AlphaESS energy management software application known as “AlphaQ”, as made available by AlphaESS from time to time.
- (d) **Ancillary Item** means a product identified as an “Ancillary Item” in Table 1.
- (e) **Approved Use** means a mode of operation described in clause 3.6.
- (f) **Authorised Installer** means a person who, at the time of installation or commissioning, holds the accreditation and licences required under applicable Australian law and standards to install and commission battery energy storage systems and, where AlphaESS requires it, a current AlphaESS installer identification.
- (g) **Authorised Service Partner** means a person appointed in writing by AlphaESS to carry out warranty assessment, service, repair or replacement work on Covered Products.
- (h) **BMS** means the battery management system supplied by AlphaESS with a Covered Battery.
- (i) **Covered Battery** means a Covered Product listed in Table 1 under the product category “Battery modules and BMS”.
- (j) **Covered Product** means a product listed in Table 1 that satisfies the requirements of clause 2.1.
- (k) **Datasheet** means the product datasheet published by AlphaESS for the relevant Covered Product at https://osc.alphaess.com/resource_center/products_resource/, as current at the date the Covered Product is installed.
- (l) **Documentation** means installation manuals, user manuals, Datasheets, commissioning instructions, technical documentation and other written instructions issued by AlphaESS for a Covered Product, as updated by AlphaESS from time to time.
- (m) **EMS** means an energy management system supplied by AlphaESS.
- (n) **Installation Location** means the address at which a Covered Product was originally installed and commissioned.
- (o) **Manufacturer** means Alpha ESS Co., Ltd. of Jinhua Road 888, High Tech Industrial Development Zone, Nantong City, Jiangsu Province, China 226300.
- (p) **Performance Warranty** means the warranty given in clause 3.3.
- (q) **Performance Warranty Period** means, for a Covered Battery, the period stated in the “Performance Warranty” column of Table 1 for that Covered Battery, starting on the Warranty Commencement Date.
- (r) **Product Owner** means the owner for the time being of a Covered Product installed at the Installation Location, including a subsequent owner to whom this Warranty is transferred under clause 2.5.
- (s) **Product Warranty** means the warranty given in clause 3.2.
- (t) **Product Warranty Period** means, for a Covered Product, the period stated in the “Product Warranty” column of Table 1 for that Covered Product, starting on the Warranty Commencement Date.
- (u) **Schedule 1** means Schedule 1 to this Warranty.
- (v) **Storage Requirements** means the storage temperature, relative humidity, storage duration and state of charge requirements set out in Table 2.
- (w) **Table 1** means the table titled “Table 1: Products list” in Schedule 2.
- (x) **Table 2** means the table titled “Table 2: Storage duration” in Schedule 2.

- (y) **Throughput Energy** means the cumulative quantity of energy discharged from a Covered Battery from the Warranty Commencement Date, expressed in MWh per kWh of Warranted Usable Capacity, determined in accordance with clause 3.4.
- (z) **Usable Capacity** means, for a Covered Battery, the quantity of energy in kWh that the Covered Battery can deliver, measured in accordance with Schedule 1.
- (aa) **VPP or Virtual Power Plant** means an aggregation of distributed energy resources that is centrally coordinated to participate in energy markets, demand response programs or ancillary services.
- (bb) **Warranted Usable Capacity** means, for a Covered Battery, the Usable Capacity in kWh specified for that model in the Datasheet for that model, measured in accordance with Schedule 1.
- (cc) **Warranty** means this document, titled “Warranty Conditions for the Alpha ESS Residential Product Series”, version 3.0 dated 1 July 2026, including Schedule 1.
- (dd) **Warranty Commencement Date** means the date determined under clause 3.1.
- (ee) **Warranty Period** means, as the context requires, the Product Warranty Period or the Performance Warranty Period.
- (ff) **Working Day** means a day that is not a Saturday, Sunday or public holiday in Sydney, New South Wales.

15.2 In this Warranty, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa;
- (b) a reference to a clause, Table or Schedule is a reference to a clause, Table or Schedule of or to this Warranty;
- (c) the words “include”, “includes” and “including” are not words of limitation;
- (d) a reference to legislation includes any amendment to, re-enactment of or replacement of that legislation;
- (e) a reference to a person including a body corporate and any other legal entity;
- (f) a reference to “\$” or “dollars” is a reference to Australian currency;
- (g) a reference to writing includes email;
- (h) if a word or phrase is defined, its other grammatical forms have a corresponding meaning; and
- (i) a reference to time is a reference to time in Sydney, New South Wales.

Schedule 1. Battery Capacity Measurement and Test Values

Unless AlphaESS specifies another reasonable test procedure, usable capacity must be measured under the following controlled conditions.

Ambient temperature must be 25 to 28 degrees Celsius. Current and voltage measurements must be taken at the battery DC side. The battery must be discharged, rested, charged, rested and discharged again using the constant current and voltage values applicable to the relevant model.

Charge/ Discharge method:

- (a) Discharge the battery with constant current until the battery reaches the End of discharge voltage.
- (b) Neither charge nor discharge the battery for 2 hrs.
- (c) Charge the battery with Constant current and Constant charge voltage until reaching the Cut off current.
- (d) Neither charge nor discharge the battery for 2 hrs.
- (e) Discharge the battery with Constant current until the Product reaches the End of discharge voltage. Confirm that the discharge current is consistent and calculate the discharged capacity.
- (f) Calculation formula is: Current Battery Capacity (Ah) = Discharge time × Constant current value.
- (g) Charge the battery with Constant current and Constant charge voltage until reaching the Cut off current.
- (h) Current and Voltage measurements are taken at the battery DC side.

If the battery has not been used for three months, the charge and discharge process should be repeated three times and the highest valid capacity result should be used, with a four-hour rest between each cycle.

Product Type	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)	Cut off current(A)
SMILE-G3-BAT-4.0S	88.5	108.9	42	4.2
SMILE-BAT-5P (Used for Smile-B3+, Smile -S5, Smile-B5 series)	44.2	58	56	11
SMILE-M-BAT-5P	48	57.6	100	10
SMILE-BAT-8.2PH	236	290	32	1.6
SMILE-G3-BAT-9.3S	90	108	52.5	10
SMILE-G3-BAT-10.1P	88.5	108.9	52.5	5.25
SMILE-BAT-10.1P	44.2	54.4	100	10.5
SMILE-BAT-13.3P	44.2	54.4	100	28
SMILE-M-BAT-13.9P	45	54	105	31.4
SMILE-BAT-14P	45	48	100	10
SMILE-BAT-15P	45	48	100	10
M4856-P	47.2	58	56	2.5

Schedule 2. Products List and Storage Duration

Table 1: Product List

Product category	Models	Product Warranty	Performance Warranty
Battery modules and BMS	- SMILE-G3-BAT-4.0S; - SMILE-BAT-5P (Used for Smile-B3+, Smile-S5, Smile-B5 series); - SMILE-M-BAT-5P series; - SMILE-BAT-8.2PH series; - SMILE-G3-BAT-10.1P series; - SMILE-BAT-10.1P; - SMILE-BAT-13.3P; - SMILE-BAT-14P series; - SMILE-BAT-15P series; - M4856-P.	10-year Product and Performance	70 percent retained Usable Capacity until earlier of 120 months or 3.12 MWh per kWh. Usable Capacity is subject to the test method as described in Schedule 1.
Battery modules and BMS	- SMILE-G3-BAT-9.3S series; - SMILE-M-BAT-13.9P series.	10-year Product and Performance	70 percent retained Usable Capacity until earlier of 120 months or 3.8 MWh per kWh. Usable Capacity is subject to the test method as described in Schedule 1.
Inverters including Hybrid, Battery Inverter and EMS	- SMILE5, - Storion Smile B3, - SMILE B3 PLUS, - SMILE S5, - SMILE B5, - SMILE G3 S5, - SMILE G3 B5, - SMILE G3 S3.6, - SMILE M5 S, - SMILE M3.6 S, - SMILE T10	10-year Product Warranty	Not applicable unless expressly stated.
Ancillary Items	- Wi-Fi module - DTSU666 meter including CTs	2-year product warranty	Not applicable unless expressly stated.

Table 2: Storage duration

Storage Environment Temperature	Relative Humidity	Storage time (including transit)	State Of Charge
Below -10°C	-	Not Permitted	-
-10 to 25°C	5 to 70%	Up to 12 months	25 to 60%
25 to 35°C	5 to 70%	Up to 6 months	25 to 60%
35 to 50°C	5 to 70%	Up to 3 months	25 to 60%
Above 50°C	-	Not Permitted	-