



BATTERY WARRANTY TERMS & CONDITIONS (V1.5)

(For EU markets only)

ABSTRACT

This document described details of warranty terms and conditions of Solax brand batteries and related accessories which sold and installed in European markets from the date 1st Jan 2023. For any other batteries or related accessories that sold or installed before the date, please refer to previous version of warranty documents accordingly.

Battery Warranty Terms & Conditions

(For Euro-market only)

Solax Triple Power Batteries (hereinafter “T-BAT”) are manufactured by SolaX Power Network Technology (Zhejiang) Co., Ltd. The company (hereinafter referred to as Solax) provides the following limited warranty (hereinafter “Warranty”) to distributor/installer (hereinafter “Buyer”) through Authorized Reseller.

This Warranty is applicable for **T58 ,T30,TP-HS25, TP-HS36, TP-HR25, TP-HR36** battery module and **T30-BMS,TBMS-MCS0800, TBMS-MCR0800**

as listed in the **Table 1**, which sold and installed from 1st Jan 2023.

T-BAT H 5.8/HV11550/MC0600/HV10230/ MCS0800/MCR0800/TP-HS25/TP-HS36/TP-HR25/TP-HR36 Battery

1. Purpose

The primary purpose of this warranty is to clearly define the matters related to warranty policy of products.

2. Warranty Condition

2.1. Warranty Period

The performance warranty of the products is valid for 120 Months from the date on which the battery is commissioned by the installer or 6 months after the manufacture date (whichever comes first).

This warranty does not include any accessories and tool kit items provided with the product.

2.2. Warranty Limitation

Seller's liability under this warranty shall be limited to replacement, repair and compensation. Replaced or repaired products shall be warranted for the remainder of the original Terms of warranty.

2.3. Exclusive of Warranty

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Solax Triple Power's warranty obligations:

- a) Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.).
- b) Improper or noncompliant use.

c) Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).

d) Inadequate ventilation and circulation resulting in minimized cooling and natural air flow.

e) Installation in a corrosive environment.

f) Damage during transportation.

g) Unauthorized repair attempts.

h) Failure to adequately maintain the equipment. An on-site inspection by a suitably qualified technician is required following sixty months of continuous use. Warranty claims made beyond 60 months from the date of commissioning may be declined if it cannot be demonstrated that the equipment has been maintained adequately.

i) External influence including unusual physical or electrical stress (power failure surges, inrush current, etc.).

j) Use of an incompatible inverter or devices.

The products damaged due to the reason/reasons that not responsible by the seller, Solax Power shall provide charged service, all expenses including material cost, labor cost, warehouse cost, transportation cost, custom duties, analysis cost, management cost, corporate profits, disposal expenses, etc. will not be covered by Solax Power.

3. Performance Warranty

Solax warrants and represents that the product retains at least 70% of Nominal Energy for either 120 months after the commissioning date or for a minimum Energy Throughput as per the table indicated below (whichever comes first) when the battery system is operated under a normal use followed by the specification and the manual provided by Solax. The product DoD is 90% and during warranty period, it can safely operate at the range of this DoD.

The term “Nominal Energy” herein means the initially rated capacity of the product as indicated on the label of the products. The precondition warranty shall be as follows:

The ambient temperature during the battery operation shall not be as below:

T-BAT H 5.8/HV11500: below -10C° or over 50C°

HV10230: below -30C° (with heating function) / -10C° (without heating function) or over 50C°.

The energy throughput is within the value indicated on the table below:

Product	Nominal Energy	Energy Throughput
T58-M(T-BAT H 5.8)	5.76kWh	17.9MWh
T58-S(HV11500)	5.76kWh	17.9MWh
HV10230	3.1kWh	9.6MWh
TP-HS25	2.56kWh	7.8MWh

TP-HS36	3.685kWh	11MWh
TP-HR36	3.685kWh	11MWh
TP-HR25	2.56kWh	7.8MWh

For Capacity measurement conditions, see below details:

T58-M(T-BAT H 5.8) & T58-S(HV11500)

Capacity measurement condition

- Ambient temperature: 25-30°C
- Initial battery temperature from BMS: 25-30°C
- Current and voltage measurement at battery DC side
- Charging/discharging method:
 - Charge: 0.2CC/CV (Constant voltage (128)V, Cut-off current (0.05)C)
 - Discharge: 0.2CC/CV, (Cut-off voltage 100V)
 - Current at 0.2C: 10A

T30-S(HV10230)

Capacity measurement condition

- Ambient temperature: 25-30°C
- Initial battery temperature from BMS: 25-30°C
- Current and voltage measurement at battery DC side
- Charging/discharging method:
 - Charge: 0.2CC/CV (Constant voltage (116)V, Cut-off current (0.05)C)
 - Discharge: 0.2CC/CV, (Cut-off voltage 85V)
 - Current at 0.2C: 6A

TP-HS25&TP-HS36, TP-HR25&TP-HR36

Capacity measurement condition

- Ambient temperature: 25-30°C
- Initial battery temperature from BMS: 25-30°C
- Current and voltage measurement at battery DC side
- Charging/discharging method:
 - Charge: 0.2CC/CV (Constant voltage (56.8)V, Cut-off current (0.05)C)

--Discharge: 0.2CC/CV, (Cut-off voltage 45.6V)

-- TP-HS25 Current at 0.2C:10A

-- TP-HS36 Current at 0.2C:14A

4. Product Warranty

Solax Power warrants that T-BAT will be free of defects caused by improper design, workmanship or defective materials. The warranty is valid for 120 months from the date on which the battery is commissioned by the installer or 6 months after the manufacture date (whichever comes first).

After warranty period, Solax Power has no obligation in providing spare parts/batteries.

5. Extend additional batteries

It is supported to add extra batteries to the existing system within 1 year after the installation. Before extending the system, electrician shall follow every step on the Battery Extension SOP provided by Solax Power to ensure the batteries are at the same voltage level. And the warranty information can be added on the warranty registration session on the website.

6. Warranty Registration

It is a requirement that all batteries are registered for warranty in order that they qualify under the terms of the Exchange Program. It is a requirement that all suppliers/installers provide the private end-user with the relevant warranty registration certificate, and it is a requirement that the end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the website, at which point a full warranty certificate is issued. Warranties must be registered no more than six weeks following the date of commissioning. The information required at the point of registration is as follows:

- a. Inverter model
- b. Inverter serial number
- c. Battery serial number
- d. Installation date
- e. Customer name
- f. Full installation address
- g. Purchase receipt

In the case of extended warranties, after receiving the warranty certificate by email, it is also necessary to access to the monitoring website to finish the warranty extension and payment online.

Upon receipt of the registration request, the end-user will receive a full warranty certificate by email within seven working days.

7. About Service

Solax Power will use new or refurbished condition as replacement battery, which performance is equal to or higher than defective products and guaranteed by Solax.

In the event that the product model is no longer available in the market anymore, Solax Power may replace it with different model with equivalent functions and performances or refund the remaining annually depreciated value of the products during the Terms of performance warranty.

8. Warranty Claim

Claims should be made to the authorized Reseller from whom the product was purchased. The following items must be made available to Solax Power within 48 hours of a defect being discovered for an exchange to be effected under this policy:

Battery data includes:

1. Product model
2. Product serial number
3. Indicator status
4. Test Report

Documentation includes:

1. Copy of original purchase invoice.
2. Detailed information about the entire systems (e.g. system schematic)
3. Documentation of previous claims/exchanges (if applicable)

Solax may contact buyer for further information regarding the defect. Solax may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Solax Power.

Solax Power reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of a battery, you must contact the Solax Power Service Center.

Email: service@solaxpower.com or service.eu@solaxpower.com .

*This Limited Warranty is a basic warranty promise from Solax to the end users. In certain countries/regions, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by Solax's local distributors; should any claims arise in this respect, please direct them to the local distributor. Please note this limited warranty statement may NOT be the latest version, if any needs, please contact with Solax to get the latest version.

Appendix:

Table 1: Product and Appearance

Product	Appearance
T58 Master battery; (T-BAT H5.8, T58 Master battery integrated with BMS)	 A white, rectangular battery unit with a black top section. The 'TRIPLE POWER' logo is visible on the front panel.
T58 Slave battery; (HV11550, Only battery module, no BMS integrated)	 A white, rectangular battery unit, similar in design to the master battery but without the black top section. The 'TRIPLE POWER' logo is visible on the front panel.
T30-BMS (MC0600)	 A white, rectangular unit with a black vertical stripe on the front panel. The 'TRIPLE POWER' logo is visible on the right side.
T30-battery	 A white, rectangular unit with a black vertical stripe on the front panel. The 'TRIPLE POWER' logo is visible on the right side.

TBMS-MCS0800	
TBMS-MCR0800	
TP-HS25	
TP-HS36	
TP-HR25/TP-HR36	