Guangzhou Sanjing Electric Co., Ltd.
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SAJ Limited Warranty for CHS2 battery energy storage system

Applicable for Product

This Limited Warranty applies to SAJ Electric CHS2 Series (All in One) battery energy storage system, which the battery model CB2 IP level is IP55.

Products covered:

Product Type	Inverter Model	Battery Model
BESS (All in One)	CHS2-29.9K-T4-X	CB2(IP55)
	CHS2-30K-T4-X	
	CHS2-40K-T5-X	
	CHS2-50K-T6-X	
	CHS2-63K-T6-X	

Notes: 1. BESS (battery energy storage system) including Li-ion battery unit, Air conditioner, BMS and inverter.
2. -X indicates the Battery Rated Voltage/Rated Capacity/Usable Energy.

Limited Warranty

1)Warranty Start Date

Generally, Warranty Start Date is the first day after six (6) months from the date of product shipment from SAJ, or the date of completion of commissioning, whichever is earlier. The system must comply with the operating conditions under the specification and the installation manual supplied by SAJ.

2)Battery Warranty

a. SAJ warrants the Battery Cells and BMS have (i) a Ten Years Warranty of retaining seventy percent (70%) of its Usable Energy; or (ii) reach the Minimum Throughput Energy, whichever comes first, on the condition that the product is operated under a normal use followed by the manual provided by SAJ.

b. The Minimum Throughput Energy means the total output energy of the Product recorded in the monitor system of SAJ, which is opened to customer. The Minimum Throughput Energy depends on the number of battery packages. The Minimum Throughput Energy of one battery package is 61MWH, and The Minimum Throughput Energy of total system equal to the Minimum Throughput Energy of one battery package multiplied by the quantity of Battery Packages.

c. Customer must implement annual inspection. The air conditioner is guaranteed to Five Years. Customer should make a reasonable operation strategy to extend the battery system and related device's life.

3)Inverter Warranty

a. Standard ten years' warranty for the inverter.

b. Inverter accessories are not covered by warranty.

4) Standard capacity test condition

Ambient temperature: 20-25℃;

Charging the battery at 0.2C ;

wait for 10 minutes;

Discharge the battery at 0.2C;

Measurement of current and voltage at battery DC terminals.

5)Labor cost within Warranty Period

The warranty covered all the cost include materials, freight, and related labor from the first year to the fifth year. Labor cost after five years from warranty start date is excluded.

Preconditions for Warranty

- The defect of product occurs within the warranty period as determined above.
- If the covered product has failures or warnings which leads to system not working or working abnormally, the relative information must be reported to your distributor within 30 days of appearance. Or please call the SAJ service phone number for record and send the warranty card to SAJ Service Center by fax or email within 30 days of appearance.
- Covered product should be installed and commissioned by a professional installer.
- End user shall operate and use the product properly according to User Manual.
- The installation of battery part for the end user shall be completed within 6 months from the date of product shipment from SAJ. If the equipment is not to be installed or used immediately, please ensure that the storage environment meets the following requirements:
  a) Pack the equipment using a packing box and put some desiccant in the box before sealing.
  b) Put the equipment back to the packing box if it is not to be installed in 3 days afterunpacking.
  c) Shiped SOC: 50%. Storage SOC: 30%~50%. Charge and discharge the battery every 6 month.
  d) Recommended storage temperature: -20°C~0°C or 35°C~55°C(less than three month) or 0°C~35°C (less than six month).
  e) Recommended storage humidity: 0%~95%RH(no condensation). Do not install the battery if any moist or condensation is found.
  f) Place the equipment in a cool place where away from direct sunlight.
  g) Keep the equipment away from inflammable, explosive, and corrosive matters.
  h) Keep the equipment away from the rain.
- The operation temperature of CHS2 battery system must NOT exceed -30°C~50°C, and shall not be exposed in an installed area to direct sunlight. The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
- This Warranty covers a capacity equivalent to one full cycle per day. The Battery system is not suitable for supplying life-sustaining medical devices or automotive application.
- Covered storage system shall only contain compatible inverter and battery. If you want to use any other brand inverter or battery system, please check with SAJ to make sure it's compatible in advance.
- It is required that all the storage systems have internet connection for SAJ monitoring and remote firmware upgrades. Because the system is not connected to SAJ network, SAJ cannot provide services in time, and the consequences arising therefrom will not be borne by SAJ.
- The battery system is not scalable. Battery capacity is not allowed to be expanded after installation.

To avoid warranty reduction caused by internet connection failure, please contact your distributor if there is an internet connection failure or outage lasting for one month or more.

Claiming Process

In the event of a fault, please contact the installer or distributor who sold you the equipment to arrange preliminary troubleshooting and contact SAJ if necessary.
To make a claim under this warranty. End user must:

- Provide all the information requested in the Warranty Card accompanying these Terms.
- Provide the serial number of the faulty device and installation date.
- Provide the proof of the original purchase of the product and any subsequent ownership transfer.
- Provide description of alleged defect(s).

Remedy

- If the covered product is confirmed by SAJ or authorized service partner to be defective or non-conformity, SAJ will replace or repair the defective or non-conforming product at its sole discretion. Any maintenance or replacement shall not be deemed as extension or recalculation of warranty period.
- SAJ will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective products. The replaced battery or product in exchange will become SAJ's property immediately. The replaced device shall be returned to SAJ within 3 months.
- If the product/parts are not manufactured anymore, SAJ, at its option, may replace it with a different type of product with equivalent function and quality to the origin product/ part or refund the market price of an equivalent product at the time of the warranty claim in proportion to the remaining time.
- If the product is repaired or replaced under this warranty, the remaining warranty period of the original product will apply to the repaired or replacement product.
- The replacement battery or accessories may not be a brand new item, but the quality and specification are in accordance with product specification.

Exclusion of Liability

Product problems caused by the following conditions are not covered by the warranty. (SAJ authorized dealers and distributors are responsible for the following investigations).

- Normal wear and tear (including, without limitation, wear and tear of batteries).
- Warranty period specified above has already expired (excluding additional agreements of warranty extension).
- End user fails to provide all the information required for Claiming Process.
- Failure to notify distributor, dealer or SAJ of defective products within 30 days of appearance.
- If the system does not run for a long time or has been shut down for more than three months, the initial capacity SOC is lower than 50%, causing serious battery attenuation.
- Attempt to modify product, whether by physical means, programming or otherwise, without the permission from SAJ or by personal unauthorized by SAJ.
- Equipment damage and defect caused by improper installation, commissioning, use and operation by end user or personal unauthorized by SAJ, which fails to comply with any/all user manuals.
- Damage to equipment during transportation, incorrect installation, exceedance of working temperature range during use and improper use.
- Improper storage or handling cause product damage. For example, store the battery to an environment below -20 degree Celsius or above 40 degrees Celsius.
- Use of imcompatiable PCS (inverter, DC/DC converter etc.).
- Insufficient ventilation of Battery.
- The effects of other objects and force majeure (including but not limited to floods, lightning, earthquake, grid overvoltage, bad weather, fire, etc.).
- Vandalism, engraving, labels, irreversible marking or contamination or theft.
- Faults or damage caused by other factors not related to battery system.
- Removal and reinstallation of the product without the permission from SAJ.
- Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents, and external influences. Faults or damage caused by exposure to seacoasts/saltwater or other aggressive atmospheres or environmental conditions without SAJ'S written confirmation/approval prior to the installation.
- Cosmetic defects on the enclosure that does not affect the normal operation of battery.
- Product damage caused by the intentional or gross negligence of the end user.
- Defects of product arise due to amendment or modification of national or regional laws or regulations.

Non-applicability of Warranty Claim

If the claimants do not conform to the above warranty terms, SAJ will claim for all other expenses incurred by the claimants.

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Warranty Limitations and Disclaimer

Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and above remedies shall be exclusive and replace all other guarantees, remedies, and conditions, whether oral, written, statutory, expressed or implied. To the extent permitted by applicable law, SAJ expressly disclaimed all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and any warranties against latent or potential defects. If SAJ cannot disclaim implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, SAJ limits the duration of and remedies for such guarantees and warranties to durations and remedies described in this Limited Warranty.

No distributor, agent, or staff of SAJ and / or SAJ authorized service partner can modify or waive any part of this warranty.

The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

To the greatest extent permitted by law, SAJ will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

To the greatest extent permitted by law, SAJ's liability from any cause whatsoever under this warranty shall not exceed the amount of the purchase price paid by end user to SAJ for such product. Some countries and regions do not allow, or restrict, the exclusion or limitation of damages, including incidental or consequential damages, so the above limitation or exclusion may not apply to you, or may only apply to a limited extent.

Out of Warranty

If the warranty is expired, SAJ will charge the end user for on-site service expense, parts expense, labor expense and logistics expense. Please see the table below for detailed standards:

	Send back to the factory for repair	On-site service
No need to replace parts	Labor costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees
Need to replace parts	Labor costs + parts costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees + parts costs

Note:

On-site service expense: Travel cost of technicians present at the site.

Parts expense: Cost of replacement parts (including any freight/management fees).

Labor expense: The labor cost of technicians, including personnel who repair, maintain, install (hardware or software) and debug faulty equipment.

Logistics expense: Logistics costs for delivery of defective products from customer to SAJ and replacement products from SAJ to customer, including customs duties and other derivative charges.

Contact us:

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