



Series: ATLAS

ATLAS Series

Small C&I Battery Storage System

Quality Assurance Agreement



Foreword

Dear Customer, thank you very much for your inquiry and understanding of products researched, developed and manufactured and related services by Shenzhen Ligoo New Energy Technology Co., Ltd (hereinafter referred to as AlpSolarr).

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For updates or additional information, please contact AlpSolarr.

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I. Service description during the warranty period

AlpSolarr's Product warranty terms of Small C&I Battery Storage System.

AlpSolarr provides standard warranty services. The warranty period shall start and end at the earlier of the following two times:

- 1) 5 years from the date of installation by the final customer;
- 2) 5.5 years' warranty period from the date of delivery by AlpSolarr.

During the warranty period, the purchaser shall be within the recommended temperature range of 20°C ~ 28°C when the products are used, the equivalent complete charge-discharge cycle shall not exceed 2 time per day to ensure the best performance of the battery clusters. In extreme cases, the service conditions shall not exceed the design temperature range of the products.

The scope and duration of the warranty service are as follows:

Products	Warranty period/year
Battery	5 (80% SOC)
BMS	5
EMS	5
PCS	5
Air conditioner	5
Fire protection system	5

The following services are included in the warranty period of up to 5 years:

- 1) If the equipment malfunctions, Party B will provide technical support remotely, such as remote fault detection, remote instruction via e-mail or other tools.
- 2) Provide 7 × 24h consulting maintenance services, including regular inspection guidance, maintenance guidance and other service requirements.

Extended Warranty Service: Customers can extend the warranty period based on their needs. Extending the warranty requires a warranty fee and can extend the warranty period for up to 3 years.

- 1) During the extended warranty period, an annual warranty service fee will be charged. The warranty service fee for each year is equal to 10% of the product's sales price;
- 2) Warranty Coverage: The coverage and terms of the extended warranty are consistent with those of the standard 5-year warranty period.

II. Terms beyond warranty

The following conditions are not eligible for warranty:

2.1 Damage or loss of products or accessories due to logistics.

2.2 Product failure due to non-compliance with national utility grid standards. For example: abnormal grid voltage, grid frequency, etc.

2.3 Product failure or damage caused by unskilled or unqualified personnel.

2.4 Failure to comply with user manuals, installation guides, and maintenance regulations.

2.5 Remove or damage warranty card.

2.6 Change or delete the specification label, serial number (SN).

2.7 Product failure or damage caused by violation of relevant laws and regulations or technical requirements in design, construction or installation projects.

2.8 Product malfunction or damage caused by installation in a moving device or vibration.

2.9 Failure or damage due to corrosion, lightning and other natural damage or force majeure.

2.10 Unauthorized modification or removal of products.

2.11 Damage or failure caused by other facilities. Such as surge damage caused by switching on and off high power generators.

2.12 Low power generation caused by product self-protection due to environmental reasons (such as installation environment, natural environment, grid environment, etc.). (This is a normal function of the product, not a quality issue.)

III.Maintenance and replacement within the warranty period

3.1 When a fault occurs, the user should check and record the error code, DC voltage, AC voltage data, etc. displayed on the screen, and then contact the distributor or AlpSolarr.

3.2 When the distributor or AlpSolarr confirms that the product quality problem is serious and has been determined beyond repair, the faulty product will be replaced.

3.3 If the product is replaced or repaired, the remaining warranty rights will be transferred to the replaced or repaired equipment, but the warranty period will not be extended.

3.4 AlpSolarr shall be solely responsible for the troubleshooting, repair and replacement of the Company's products, but shall not be liable for any other special damages, consequential damages, incidental damages.

3.5 This warranty does not affect the Customer's enjoyment of any other rights laws and regulations relating to the sale of industrial goods prescribed by the host country or region.

IV. Service Contact

Customers can contact their local distributor to discuss how to proceed. Please visit the www.alpsolarr.com for distributor/installer contact details. Of course, customers can also contact AlpSolarr headquarters if they need help or advice.

V.Force majeure

Force majeure is not a man-made unavoidable and insurmountable objective condition. In addition, even with the methods of prevention and attention, it is impossible to prevent the loss.

It includes the following:

- 1) Earthquakes, floods, fires, storms and other natural disasters.
- 2) War, invasion, blockade and other hostile armed actions.
- 3) Revolutions, rebellions, riots.
- 4) Strike.
- 5) Government action.
- 6) Infectious diseases.
- 7) The negligence and wrongful conduct of third parties beyond the control of the manufacturer.
- 8) Others.