

HICONICS RESS Warranty Policy

(for Global Market Excluding Europe and Australia)

1. Scope of Warranty Policy

HICONICS ECO-ENERGY DRIVE TECHNOLOGY CO., LTD. (herein referred to as HICONICS) provides the following limited warranty for its residential energy storage system (RESS) Product(s) (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by HICONICS. Hiconics under its own discretion has the right to decline the replacement of the product if the terms and conditions on the Policy are breached. This Hiconics RESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Hiconics partners.

2. Warranty Period

2.1 All in one RESS System

2.1.1 Standard Warranty for All in one RESS System

The Standard Warranty for the All in one RESS System is valid for a period of 120 months from the date of installation, or a period of 126 months from the date of manufacture, whichever comes first.

2.1.2 Performance Warranty for Battery Pack

Hiconics gives warranty under normal use of the Battery Pack in accordance with the safety precautions, maintenance and proper installation instructions mentioned in the product user manual, Battery Pack retains at least 70% of its nominal energy when Battery Pack does not exceed energy throughput limit showed below, which is calculated through 120 months from the date of installation or 6000 cycles, whichever comes first.

The term “Nominal Energy” herein means the initially rated capacity of the Products as printed on the label of the Products.

The pre-condition before performance warranty claim, would be as follows:

- The ambient temperature during the operation of the Products shall not fall below -10°C or exceed 50°C
- The energy throughput of battery system is less than values in the table below:

Product Model	Nominal Energy	Energy Throughput	Remark
HEC2-SP50r2	5.1kWh	14.28MWh	5.0kWh battery pack

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HEC2-BHP100r2	10.2kWh	28.56MWh	10.0kWh battery system
HEC2-BHP150r2	15.3kWh	42.84MWh	15.0kWh battery system
HEC2-BHP300r2	30.6kWh	85.68MWh	30.0kWh battery system
HEC2-BHP400r2	40.8kWh	114.24MWh	40.0kWh battery system
HEC2-SP50r2-EU	5.1kWh	14.28MWh	5.0kWh battery pack
HEC2-BHP100r2-EU	10.2kWh	28.56MWh	10.0kWh battery system
HEC2-BHP150r2-EU	15.3kWh	42.84MWh	15.0kWh battery system
HEC2-BHP300r2-EU	30.6kWh	85.68MWh	30.0kWh battery system
MH-BAT5.0-HPE	5.1kWh	14.5MWh	5.0kWh battery pack
MH-BAT10.0-HPE	10.2kWh	29.0MWh	10.0kWh battery system
MH-BAT15.0-HPE	15.3kWh	43.5MWh	15.0kWh battery system
MH-BAT20.0-HPE	20.4kWh	58.0MWh	20.0kWh battery system
MH-BAT25.0-HPE	25.5kWh	72.5MWh	25.0kWh battery system
MH-BAT30.0-HPE	30.6kWh	87.0MWh	30.0kWh battery system
MH-BAT35.0-HPE	35.7kWh	101.5MWh	35.0kWh battery system
MH-BAT40.0-HPE	40.8kWh	116.0MWh	40.0kWh battery system

- Capacity measurement under following conditions:

- i. Ambient temperature: 25 ~ 30°C
- ii. Initial battery temperature from BMS: 25 ~ 30°C
- iii. Current and voltage measurement at battery DC side

A reference for measuring capacity:

1. Set the battery priority mode through the APP to make the battery state of charge (SOC) up to 100%, and record the battery total discharge value displayed on the APP of that day.
2. Set only battery discharge (PV should not participate) through the APP and discharge the battery up to 10% SOC level (Avoid battery damage from a very low voltage). And record the day's total discharge of the battery displayed on the APP at this moment.
3. Subtract the total discharge value in Step 1 from the total discharge value in Step 2. Divide the result by 90% to get the current battery capacity.

*Note: Hiconics provide the standard or performance warranty only, whichever comes first.

2.2 Standard Warranty for Hybrid Inverter

The Standard Warranty for the hybrid inverter is valid for a period of 60 months from the date of installation, or a period of 66 months from the date of manufacture, whichever comes first.

2.3 Storage batteries

The Standard Warranty for the storage battery is valid for a period of 60 months from the date of installation, or a period of 66 months from the date of manufacture, whichever comes first.

2.4 Standard Warranty for BMS Control Box

The Standard Warranty for the BMS is valid for a period of 60 months from the date of installation, or a period of 66 months from the date of manufacture, whichever comes first.

2.5 Standard Warranty for Wi-Fi Module and Smart Meter

The Standard Warranty for WiFi-module and smart meter is valid for a period of 24 months from the date of manufacture.

3. Scope of Warranty Period

Hiconics' liability under this Policy shall be limited to replacement, repair or refund. Replaced or repaired products shall be warranted according to the original terms of Warranty Policy. In any event, the replacement shall not justify the renewal of the Term of Warranty Policy.

4. Warranty Policy Claim Eligibility Criteria

The only person(s) eligible to claim warranty under this Policy are the Purchaser or Hiconics authorized personnel. If the Purchaser has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer.

5. Exclusions

Warranty claims relating to defects caused by the following factors are not covered by Hiconics' warranty:

- Damage that occurred during the transportation of the Product(s);
- The Warehouse (storage) location of the Product(s) is close to the gas station, heat source, fire source, corrosive gas, wet place, etc., resulting in damage;
- The Product(s) is not in operation or store for more than three months without at least one full charge and discharge resulting in loss of battery capacity;
- Improper installation of the Product(s) where insufficient ventilation and circulation

leads to minimized cooling and natural airflow resulting in damage;

- Improper installation of the Product(s) and/or installation performed by a non-qualified Installer;
- Use of improper connectors or wires, e.g., in case, Installer has installed the Product with connectors which are not provided by Hiconics, resulting in damage;
- Improper wiring of the Product(s) causing damage of the Product or its parts;
- The recommended SoC of battery range: 10% ~ 95%, Damage of product caused by battery over discharge;
- Improper or noncompliant use, installation, commissioning, start-up or operation;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual, resulting in damage;
- Unauthorized repair and reinstallation of the Product(s);
- Damage caused by water move into the Product(s) during maintenance, use and cleaning;
- Damage caused by customers using unapproved equipment to charge, discharge, maintaining, etc.
- Improper use or misuse of the Product(s) by the Installer or End-User, e.g., damage resulting from dropping the Product(s);
- Damage of the Product(s) that caused by external system, e.g., PV system, home load or the grid;
- Damage to the Product(s) by natural disaster (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Flaws that do not adversely affect the proper functioning of the Product(s), e.g., cosmetic issues, wear and tear;
- The Product has been out of operation for 6 months or more;
- Hiconics RESS cannot be monitored online;
- Buyer uses the Product in violation of applicable laws and safety regulations, including national, state, or local government laws or regulations.
- The Products are used or installed in places where vibration is expected to occur. For example, aircraft, boats, cars, or trains.
- Products used to power medical equipment or life support equipment.
- The components that were not initially sold by Hiconics as a part of the system.
- Not followed the warranty claim process, and/or no sufficient evidence of the fault and/or test carried out on site has not been provided to Hiconics.

6. Product Replacement

In the event the Products or spare parts are not available anymore, Hiconics, at its decision,

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may replace it with an alternative product with equivalent functions and performance.

7. Warranty Claims Require Sufficient Information

It is the duty of the Distributor/Installer to contact Hiconics in the event of a fault with the following information.

Name of the Installer:

Product Model No:

Fault Code:

Fault Details:

Fault Video Clip:

Contact Details:

Hiconics may ask for additional details depending on the fault conditions. Hiconics will run tests on the product and may advise the Distributor/Installer to take photos or video for verification purposes. The Distributor/Installer is required to submit a document with the evidence and any additional information requested by Hiconics.

If an allegedly faulty Product is returned to Hiconics pursuant to this Policy, which is no defect found by Hiconics that would qualify it for replacement under this policy, or due to limited liability as stated in section 5, Hiconics will apply a flat-rate inspection charge for each Product and will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by Hiconics in all cases with related RMA report sent to Hiconics. For acquiring RMA report template, please email solar_service@midea.com. Any replacement of the Product issued without the consent of Hiconics will invalidate an associated claim.

8. Hiconics Warranty Extension

Warranty extension grants the RESS an additional warranty of inverters or standard systems warranty. To purchase the warranty extension or special requirements, please contact our sales team.

9. Applicable Law

This Policy is governed by the laws of the People's Republic of China, without prejudice to the mandatory consumer protection laws in the country where the product was sold.

Local consumers may have statutory rights under their national laws, which are not limited

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or replaced by this manufacturer's warranty.

Where applicable, national consumer laws take precedence.

10. Contact Details:

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