

## BEXIE GROUP BXB-HV Battery Warranty Terms and Conditions for Europe

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### BEXIE GROUP LIMITED WARRANTY

The basic Limited Product Warranty period for BXB-HV is 10 years.

The Limited Performance Warranty period for BXB-HV is 10 years.

#### Limited Product Warranty

BEXIE GROUP warrants that the hardware of electronics and enclosure (including battery cover, enclosed micro circuit breaker if applicable, BMS PCBA) will be free of defects caused by improper workmanship or defective materials, and it will start from the Invoice Date. If the buyer is unable to provide adequate documentation of the Purchase (Invoice), the warranty start date shall be 6 months after the product is Manufactured.

#### Limited Performance Warranty

BEXIE GROUP warrants that the battery system retains either Seventy Percent (70%) of Designed Energy for Ten (10) years, or for a Minimum Through Output Energy which is calculated from the earlier one of installation date or 6 months after battery system production date, whichever comes first.

Model	Designed Energy (kWh)	Usable Energy (kWh)	Minimum Through Output Energy (MWh)
BXB 5KHV	5.12	4.47	11.44
BXB 10KHV	10.24	8.94	22.88
BXB 15KHV	15.36	13.41	34.32
BXB 20KHV	20.48	17.88	45.76
BXB 25KHV	25.60	22.35	57.20
BXB 30KHV	30.72	26.82	68.64

1: 90% DoD with 97% Round Trip Efficiency. Usable Energy (kWh) is measured by following the testing conditions and methods in Appendix A

2: In 10 years, the total yield energy calculated based on Usable Energy and the number is calculated based on condition @ T=25 deg C, 0.5C/0.5C charging and discharging, roughly 1 cycle per day.

#### Technical Support:

A dedicated service contact will be assigned to respond to service requirements, providing remote technical support for critical issues.

Technical training will be conducted online or offline to assist customers in updating their knowledge related to field service technology.

#### Replacement Service:

The customer is responsible for keeping defective units and returning them in well-conditioned packaging for quality analysis, as per BEXIE GROUP's requirements. The remaining warranty period of the defective unit will be automatically transferred to the replacement unit if a replacement occurs within the warranty period.

### PRECONDITIONS FOR WARRANTY

- 1) The defect of the battery system shall occur within the battery system warranty period as determined above.
- 2) Any battery system failure, fault or warning which leads to system not working or working abnormally, must be reported by following the terms described in 'HOW TO MAKE A CLAIM UNDER THE BEXIE GROUP WARRANTY' within two weeks of occurrence.
- 3) The battery system shall be installed by a skilled person or 3rd party installer certified by BEXIE GROUP.
- 4) End User shall correctly operate and use the battery system according to the User Manual and Installation Guide.
- 5) End User shall provide the proof of the original purchase of the battery system.
- 6) The installation of the Battery System for the End User shall be completed within maximum 6 months from the Invoice Date. The installer shall inform BEXIE GROUP contact sales person via email and a proper inspection of the product shall be conducted according to BEXIE GROUP guidance.
- 7) The charging temperature of the battery system must NOT exceed  $-5^{\circ}\text{C}$ ~ $50^{\circ}\text{C}$  and the discharging temperature of battery system must NOT exceed  $-20^{\circ}\text{C}$  ~  $50^{\circ}\text{C}$ , 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.
- 8) 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.
- 9) The battery system shall be installed with inverters which are EXIOM or BEXIE GROUP. If you want to use any other inverter, please check with BEXIE GROUP to make sure it's compatible in advance.
- 10) It is required that all Battery Systems have internet connection for monitoring. For those Battery Systems that failed to meet this condition, BEXIE GROUP Warranty for Battery System may become null and void.

## **HOW TO MAKE A CLAIM UNDER THE BEXIE GROUP WARRANTY**

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the battery system from, or the installer who installed the battery for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request to BEXIE GROUP. Please note, in order to deliver a friendly and timely service, BEXIE GROUP is cooperating with many of our distributors and installers all over the world. As such, please treat them as the default service channel and use these service channels to make your warranty claim. BEXIE GROUP will support and audit our service channel to ensure that we deliver a good service to our customers.

Please have the following information to hand as it may be required when contacting the local distributor.

- 1) Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
- 2) Information regarding all defective battery system, including model No., serial number, installation date and failure date. Please make the claim within one month from the failure date, otherwise BEXIE GROUP will treat it as you have abandoned the right to make a warranty claim.
- 3) Installation information, including brand, model, and number of battery module.
- 4) Error message on APP screen (if applicable) and additional information regarding the fault/error.
- 5) Description of actions before the failure and detailed information of previous claims (if applicable). BEXIE GROUP may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from BEXIE GROUP or an authorized third part company. BEXIE GROUP reserves the right not to enter the site should the BEXIE GROUP technician consider it unsafe to do so.

## **REMEDY**

If a claim is received within the warranty period and a fault with the battery system is discovered that is covered under the warranty, BEXIE GROUP may, at its sole discretion, elect to

- 1) Fix the issue by changing configurations or updating software.
- 2) Repair the battery system by replacing with spare parts.
- 3) Exchange the battery system for a battery system that is brand new or refurbished but at least functionally equivalent to the original battery system, or an upgraded model which is either functionally equivalent or functionally superior to the original battery system. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a 6 months warranty. For every single battery system replacement case, the claimant must gather the necessary information and send the RMA report (by following BEXIE GROUP's RMA template) to BEXIE GROUP to confirm the RMA request, prior to the battery system being exchanged.

#### RMA Template

Product Model	Serial Number	Invoice Date/No.	Installation Date	Installer	Remark
e.g. BXB 5KHV					e.g. Problem Description

- 1) If it's proven that the problem was caused by faulty installation, BEXIE GROUP reserves the right to contact the original installer and request that they provide a solution to fix the issue before BEXIE GROUP's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.
- 2) All parts of the battery system that are replaced by BEXIE GROUP shall become BEXIE GROUP's property. If the battery system is found not to be covered by this Limited Warranty, BEXIE GROUP reserves the right to charge a handling fee.

### WHAT IS COVERED AND NOT COVERED?

Unless a special/unique agreement exists between BEXIE GROUP and the customer, the BEXIE GROUP limited warranty covers only the cost of hardware material required to get the device functioning again. All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the battery system downtime are NOT covered by the BEXIE GROUP limited warranty.

### WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by BEXIE GROUP's limited warranty.

- 1) Normal wear and tear (including, without limitation, wear and tear of batteries).
- 2) Any defects that occur when the battery system warranty period has expired (excluding additional agreements of warranty extension).
- 3) Faults or damages due to faulty installations or operations, maintenance carried out against BEXIE GROUP instructions by an unauthorized installer. Unauthorized wiring or use with faulty or incompatible devices. Any changes to the installation not done in accordance with the Installation Guide. Usage which does not comply with the safety regulations (VDE, IEC, etc.). Damage or defect caused by End User's improper use, misuse, abuse, which non-conforming with User Manual.
- 4) Damage caused by End User deliberately or by willful act.
- 5) Disassembly, repair or modifications performed by a third-party company/person not authorized by BEXIE GROUP. Battery system modifications, design changes or part replacements not approved by BEXIE GROUP.
- 6) Faults or damages due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
- 7) Vandalism, engraving, labels, irreversible marking or contamination or theft.

- 8) Faults or damage caused by other factors not related to battery system quality issues.
- 9) 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 sea coasts/saltwater or other aggressive atmospheres or environmental conditions without BEXIE GROUP's written confirmation/approval prior to the installation.
- 10) Damage caused during transport, incorrect product installation, removal, exceedance of temperature range during use and improper use.
- 11) End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by BEXIE GROUP.
- 12) Defects of Product arise due to renewal of the national or regional laws or regulations.
- 13) Product failure is not reported to BEXIE GROUP within one month of appearance.

## **OUT OF WARRANTY CASE**

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which falls into the warranty exceptions conditions above, are known by BEXIE GROUP as out-of-warranty cases. For all out-of-warranty cases, BEXIE GROUP may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

- 1) On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty battery system.
- 2) Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
- 3) Logistics fee: cost of delivery and any other expenses incurred when defective battery systems are sent from the user to BEXIE GROUP or/and repaired battery systems are sent from BEXIE GROUP to the user.

## **GEOGRAPHICAL SCOPE**

This BEXIE GROUP Limited warranty terms and conditions only apply for the devices that are originally purchased from channels authorized by BEXIE GROUP unless there are specially stipulated warranty terms and conditions between BEXIE GROUP and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if BEXIE GROUP does not provide written confirmation/approval prior to the installation.

## **LIMITATION OF BEXIE GROUP'S LIABILITY**

This limited warranty is the end user's sole and exclusive remedy against BEXIE GROUP and BEXIE GROUP's sole and exclusive liability in respect of defects in battery system. This limited warranty replaces all other BEXIE GROUP warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), BEXIE GROUP does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, BEXIE GROUP's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of BEXIE GROUP or in case of death or personal injury resulting from BEXIE GROUP's proven negligence.

\* Manufacturer's limited warranty is a basic warranty promise from BEXIE GROUP to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by BEXIE GROUP local distributor; should any claims

arise in this respect, please direct them to the local distributor. Please note this BEXIE GROUP limited warranty statement may NOT be the latest version, please confirm with BEXIE GROUP before signing this warranty letter.

\* All rights reserved by BEXIE GROUP Limited.

## Contact us

Office Spain (Headquarter):

Address: Calle Covadonga 5, 33002 Oviedo, Asturias

Tel: +34 985 194 232

Office Germany:

Address: Burtscheider Straße 1 52064 Aachen

Tel: +49 241 510 03 120

Office Shanghai, China:

Address: Room 302B, Royal Mansion, No.185 Zhangjiang Rd, Pudong District, Shanghai, China

Tel: 021-61649678

Office Wuxi China:

Address: Room 901, Sixian Building, Yili Science and Technology Industrial Park, No. 18, Sixian Road, Xinwu District, Wuxi, Jiangsu Province, China

Tel:0510-8899-9869

## Appendix A

\* Designed Energy measurement condition: Ambient temperature: 25 ~ 28 degree C Charge / Discharge method:

- 1) Discharge the battery with constant current until the battery reaches end of discharge voltage or battery self-protection automatically.
- 2) Lay aside the battery for 10 mins.
- 3) Charge the battery with constant current and constant charge voltage until battery self- protection automatically.
- 4) Lay aside the battery for 10 mins.
- 5) Discharge the battery with constant current until reach end of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- 6) Calculate formula: Current Capacity = Discharge time × Constant current value.
- 7) Charge the battery with Constant current and constant charge voltage until battery self-protection automatically.

\*

Product Type	End of Discharge Voltage (Vdc)	Constant Charge Voltage (Vdc)	Constant Current (A)
BXB 5KHV	89.6	116.8	30
BXB 10KHV	179.2	233.6	30
BXB 15KHV	268.8	350.4	30
BXB 20KHV	358.4	467.2	30
BXB 25KHV	448	584	30
BXB 30KHV	537.6	700.8	30