

WARRANTY



I. Purpose.

(A). The primary purpose of the Limited warranty letters is to clearly define the matters related to the warranty policy of Products.

(B). The primary purpose of the After-sales service part is to clearly define the matters related to precautions for the use of Products.

II. Applicable product type.

(A). Voltsmile V Series Battery packs and accessories

(B). Voltsmile W Series Battery packs and accessories

(C). Voltsmile RPC Series Battery packs and accessories

(D). Voltsmile H Series Battery packs and accessories

(E). Voltsmile M Series Inverters and accessories

III. Product Warranty.

(A). Warranty start date definition. The initial date of the warranty shall be the date the Dealer's invoice to the End User. The warranty period for Products will remain unchanged after the warranty is completed within the warranty period.

(B). Warranty Period.

1. The Products warranty period is TEN (10) years from the date of the sale, as mentioned in the Dealer's invoice to the End User ("Invoice Date").

2. This Warranty covers a capacity equivalent to 1 complete cycle per day.

*Full cycle: Discharge the nominal capacity of a fully charged battery and fully charge it afterwards. Micro cycles sum up to complete cycles according to the amount of energy charged and discharged.

****Note. Products are unavailable to protect themselves from the deep discharge/charging in the condition without a communication connection.**

For products used without communications or when used in mobile vehicles such as recreational vehicles (RV) or camp and marine applications, the warranty period is 5 (five) years from the date of the sale as mentioned in the Dealer's invoice to the End User ("Invoice Date").

*****Regarding self-discharging degradation, 180 days after ex-work is ensured.**

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IV. Performance Warranty.

(A). Capacity performance warranty.

1. Voltsmile warrants that the Products retains seventy percent (70%) of the Nominal Energy for TEN (10) years from the Invoice Date. Alternatively, for a Minimum Through Output Energy calculated from the Invoice Date, whichever comes first. Voltsmile warrants M inverter for FIVE (5) years from the Invoice Date.

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

*The precondition of the valid ten-year Performance Warranty shall be followed as the Products should be used in **Appendix 1 - Usage and Transportation requirements.**

Product Name	Nominal Energy (kWh)	Minimum Energy Throughput (MWh)
Voltsmile V5	2.4	6.7
Voltsmile V5 Plus	2.4	6.8
Voltsmile V10	5.12	14.3
Voltsmile V10 Plus	5.12	14.5
Voltsmile RPC V10	5.12	14.3
Voltsmile RPC V10+	5.12	14.5
Voltsmile W1	10.24	28.5
Voltsmile W1 Plus	10.24	29.1
Voltsmile H1	5.12	14.3
Voltsmile H1+	5.12	14.3

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(B). Capacity measurement condition.

Ambient temperature:	25~30°C / 77~86°F
Initial battery temperature	25~30°C / 77~86°F

(C). Charging/discharging method.

Charge: (0.2) CC/CV (Constant voltage: (53.5) V/ Cut-off current (0.05) C)

Discharge: (0.2)CC (Cut-off voltage: (40)V)

Current at (0.2)C

*Note. Current and voltage measurement at battery DC side.

V.Exclusion of Warranty. This Limited Warranty does not cover damage to the Products resulting from any of the following activities:

(A). Without payment to Voltsmile, the dealer may pay the unpaid amount to Voltsmile in support of the warranty claim under the circumstances that Voltsmile has the right to refuse the warranty request by this clause.

(B). Not complying with Voltsmile's official product user manual and "**Appendix 1 - Usage and Transportation requirements**".

(C). Product damage caused by modification, alteration, disassembly, repair, or replacement maintenance and other services conducted by personnel unauthorized by Voltsmile.

(D). damage or defect arises due to the dealer's and end user's unauthorized use of his design, materials, mixed, function changes or service to the Products.

(E). Product damage and the defect caused by end user's improper use, mixed-use, misuse, or abuse, which is non-conforming with User Manual.

(F). Appearance damage, deformation, abrasion, stain, rust, mildew, or similar external influences caused by the end user during use.

(G). The end users use improper transportation, storage, installation, wiring, and faulty or incompatible devices. Suppose the dealers fail to use the original packaging materials provided by Voltsmile during the transportation of the equipment. In that case, the product's damage or failure shall not fall under the warranty scope of the product.

(H). The model number, nameplate or product's serial number has been altered, erased, or unrecognizable, or the tamper-evident logo has been arbitrarily damaged.

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- (I).** Products suffered external influences, including unusual physical and natural forces, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- (J).** Product damage caused by an external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labour or materials and other events which are out of control of Voltsmile) or another third party.
- (K).** Damage to Products arises due to the renewal of national or regional laws or regulations.
- (L).** Product damage and the defect caused by the End User deliberately or by a willful act.
- (M).** Use of an incompatible inverter, rectifier or PCS.
- (N).** Product failure is not reported to the dealer or Voltsmile's Authorized Service Partner within four weeks of appearance.
- (O).** Purchase and installation of the Product in an area other than Europe.
- (P).** The warranty period specified above has already expired.

VI. About Service Products/Parts.

(A). Fault Handling.

1. If the product fails, the end user shall cooperate with the dealer to obtain the faulty equipment usage information and report back to Voltsmile, including but not limited to faulty equipment serial number, working temperature, usage mode, supporting energy storage inverter manufacturer/model/specification, power consumption, equipment power information, PV system configuration information, fault phenomena, operating procedures, battery operation logs, etc.
2. When both parties have jointly agreed that the product belongs to the warranty scope, the end user can use spare parts to replace the faulty equipment; before using spare parts to replace the faulty equipment, the end user shall confirm with the dealer in writing and provide the serial number of the failed equipment and the serial number of the spare parts to be installed in time.

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3. Suppose any party disagree with whether the faulty equipment meets the warranty conditions. In that case, the products may be tested jointly in the ways approved by both parties, or the products shall be submitted to the third-party testing institutions recognized by both parties. Both parties can provide reasonable opinions on the test methods, basis and conclusions. The testing fee shall be borne by the dealer first. Suppose the testing result proves that the product meets the warranty conditions. In that case, Voltsmile shall pay the transportation and testing fees to the dealer and assume responsibility for the faulty equipment warranty.

VII. Claim payment policy. Voltsmile reserves the right to refuse a product warranty claim for lacking proper documentation and information. Claims under this Warranty must be made by notifying the Voltsmile from whom Products was purchased within two weeks of appearance. For a Warranty Claim to be processed, it must include but not be limited following items:

(A). Proof of the original.

(B). Description of the alleged defect(s) from the authorized service centre.

(C). The relevant Product's serial number and the initial date of the warranty end users who are unable to contact the dealer from whom the Product was purchased should contact Shenzhen Voltsmile Energy Technology Co., Ltd at the Contact Us Section of the website: www.voltsmile.com, Email: warranty@voltsmile.com

VIII. Applicable Law. The Warranty is subject to the law of Europe. The certification excluded in the English language shall prevail in the event of a conflict between the English version and the translated Chinese version.