



# WARRANTY CONDITIONS

## For the RESS Product Series

[Shanghai Chelion Renewable Technology Co., Ltd.] (“Chelion”) gives the limited standard Warranty Terms (the “Warranty”) and Extended Warranty (“Extended Warranty”) for Chelion’s specific Products.

**In addition to the warranty given by Chelion, consumers have statutory warranty rights that will not be limited or replaced by this warranty. For customers in Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.**

### 1. Products and Geographical Scope

1.1 This Warranty applies to the following Products:

Inverter: iHome-INV5K-H1H01;

iHome-INV6K-H1H01

iHome-INV5K-L1H02

iHome-INV6K-L1H02;

Battery: iHome-B5-HD02;

iHome-B6.5-L01;

1.2 The Products shall be purchased by the end user directly from Chelion or Chelion’s authorized distributor, and shall be installed correctly by an authorized installer in accordance with the installation manual.

1.3 This Warranty is non-transferable except that if the Products are installed in the original building and the Products have not been relocated or removed, this Warranty will be subsequently transferred to any subsequent purchaser of the building or Products upon the production of proof of the original purchase warranty and proof of transfer.



1.4 Without Chelion’s written confirmation or approval before installation, for any Products sold for one country/region but installed in another different country/region, this Warranty shall become invalid.

## 2. Warranty Period

2.1 Warranty Period is as follows:

| Warranty Period                  |                   |
|----------------------------------|-------------------|
| Product                          | Warranty Period   |
| Inverter                         | 60month(5 years ) |
| Communication Modules(e.g. WIFI) | 24months(2 years) |
| Smart Energy Meters              | 24months(2 years) |

2.2 Warranty Specification for Battery:

| Product        | Warranty Period     | Life Cycle Power During Warranty Period | Warranty Extension |
|----------------|---------------------|---|--------------------|
| iHome-B5-HD02  | 120months (10years) | 14.26MWh@70%EOL                         | Not Applicable     |
| iHome-B6.5-L01 | 120months (10years) | 21.82MWh@70%EOL                         | Not Applicable     |

2.3 Warranty Period shall start from the earlier one of following two dates:

- 1) The date on which the Product was first installed;
- 2) 6 months after the production date (in case of no installation after purchase).

2.4 All systems of the Products are required to have an Internet connection, used to check the running status of the system. For Products not connected to the Internet, the Battery Warranty Period shall be shortened to [5] years.

2.5 In addition to the standard Warranty attached to the Products, Chelion will also provide Extended Warranty services. For specific years and prices, please refer to Chelion's website [www.chelion.au]. The Extended Warranty service shall be purchased within [24] months from the date of production.

## 3.Warranty Scope

3.1 Repair and Replacement:

3.1.1 Chelion will repair or replace (at our option) the Product or other parts if there is a problem or defect in the manufacture or materials of the Product.

3.1.2 We'll try our best to replace the Product with the same one.However, due to technological advances, the Product may not be available. In this case, we will offer another product with at least the same value and standard, although the alternative may be a different size, shape,color,and capacity. Due to technological advances, replacement parts or



components may not be compatible with other installed parts. Any costs associated with system incompatibility are excluded from this Warranty.

3.1.3 If the Product is replaced during the Warranty Period, the remaining Warranty Period will automatically be transferred to the replaced product. In this case, you will not receive a new Warranty.

### 3.2 Battery Performance Warranty

Chelion warrants that the Product retains at least seventy percent (70%) of its usable capacity at the earlier of:

- 1) The expiration of Warranty Period;
- 2) Reaching the specified throughput.

3.3 Reimbursement of costs: In order to resolve the issue as quickly as possible, Chelion encourages claimants to obtain a qualified electrician for on-site service if the following conditions are met. Chelion offers claimants a reimbursement of \$150.

- 1) The fee is only for on-site service;
- 2) The product is confirmed to have been returned to the location specified by Chelion and is defective in process or material;
- 3) Chelion authorization;
- 4) Payment must be made within 2 months upon Chelion's confirmation that the product is defective.

3.4 Chelion does not bear the following costs: Expenses incurred during regular maintenance of the product by the end user or installation personnel, transportation or room and board expenses for installation or repair personnel, on-site support expenses, and any transportation expenses other than transportation costs incurred during part replacement, including but not limited to direct or indirect damage to other equipment caused by system defects, or power loss during downtime of the product, are not covered by the warranty.

## 4. Warranty Prerequisites

4.1 The Product is under Warranty Period.

4.2 Providing Invoices, warranty certificates, receipts, or any other documentation of Product purchase and installation.

4.3 Strictly conform to the product specifications, user manuals or other documents provided by Chelion to install, use and maintain the Products.

4.4 The Product must be installed and adjusted by authorized and licensed installers. The installation area shall not be exposed to direct sunlight and the installation position of the Product must be ventilated in accordance with the requirements of the user manual and



installation guide. The claimer may be required to provide proof of the product's adjustment (such as a certificate of conformity).

4.5 The Product has a complete original serial number label, and the contents of the label can be identified.

4.6 The Product shall not be disassembled or modified unless authorized by Chelion.

4.7 The batteries shall be stored indoors in a dry, clean environment and meet the short-term and long-term conditions as defined below. Avoid contact with corrosive substances and keep away from fire and heat sources.

Short-term: The ambient temperature is -20~45°C, and the duration is not more than 1 month;

Long cycle: the ambient temperature is 0~35°C for more than 1 month.

4.8 The operating temperature of the Product shall not exceed the temperature range of -10 to 50°C.

4.9 Defective parts shall be returned within 10 working days after product replacement or repair. The packing material shall be the packaging of the replacement. You need to contact Chelion in advance to return the goods according to the relevant information provided by Chelion.

4.10 The claim process must comply with the requirements of the Claim Process described below.

4.11 No situation mentioned in Article 5.

## **5. Warranty Exceptions**

5.1 The Product is out of the Warranty Period.

5.2 Fails to submit a warranty application according to the Claim Process.

5.3 The logo or serial number is deleted or changed in any way.

5.4 Unauthorized attempts to repair, adjust or modify the product or make changes.

5.5 Non-compliance with user manuals, installation guides and maintenance requirements; Failure caused by incorrect installation or adjustment is not covered by this Warranty.

5.6 Non-compliance with applicable regulations and standards.

5.7 Voltage surge or lightning strike from the DC side of the PV array or the AC side of the grid;

5.8 Operating under inappropriate field conditions, including but not limited to: insufficient ventilation, rust, mold, dust, corrosive environment, salt and combustible gas, vibration, collision prone places, continuous temperature beyond the operating range specified by the equipment, improper grounding.

5.9 Improper storage and damage of products during end-user storage.



5.10 The damage of the Products after installation is only superficial damage and has no impact on the function of the Products.

5.11 Force majeure, including but not limited to storms, fires, natural disasters and theft.

5.12 Use any spare parts not produced, sold or approved by Chelion in connection with maintenance; or the Products are connected to the products of other unapproved manufacturers, or due to any other defect or faulty part in the system in which the products are installed.

5.13 Damage caused by continued use of the Products with knowledge of problems or defects during regular maintenance.

## **6. Non-Applicability of Warranty Claim**

In case a warranty claim is invalid, the costs incurred to Chelion or Chelion authorized service partner due to this non-applicability of warranty claim shall be covered by the end user.

## **7. Out of Warranty**

For Products beyond the Warranty Period, Chelion agrees to provide certain after-sales services upon written request to Chelion's authorized after-sales service department. Users shall bear the cost of materials, parts and labor. The end user shall provide a detailed description of the defect for Chelion and the authorized service provider to confirm whether the defect can be repaired. In no event shall Chelion be liable for any service beyond the warranty and this section does not constitute the promise of Chelion to provide such service out of warranty.

## **8. Claim Process**

8.1 If any product fails during the warranty period, the customer must stop installing or using the product and contact the distributor who purchased the product, Chelion or feedback the fault via the online monitoring platform as soon as possible.

8.2 The following information is required for the claim:

- 1) Your name, address, postcode and a telephone number where you can be contacted;
- 2) The model name and serial number of the Products;
- 3) Proof of purchase with date and address of the vendor;
- 4) Installation date and installation address;
- 5) Observe the fault and other information to help analyze the fault (such as any videos and photos);
- 6) Detailed information about the system, such as components, batteries, and loads;
- 7) Chelion aims to priorities the correction of genuine quality issues, usually by investigating the cause of a defective product failure and by taking immediate corrective action measures to prevent a repeat warranty failure. It is therefore essential that all claims under this Warranty are promptly submitted in the event of a failure of the product and, in any event, within 4 weeks of



becoming aware of the event giving rise to the claim. After this period, claims under this warranty will not be considered;

8) Other documents or information required by Chelion.

## **9. Limited Liability**

9.1 Except as otherwise provided in this Warranty, Chelion shall not be liable, to the fullest extent permitted by applicable law, for any direct, indirect, special, accidental or derivative damages resulting from the purchase or use of the Products and their systems, including but not limited to loss of use, loss of income, actual or expected loss of income, loss of use of funds, loss of expected savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation for any reason, loss of personal injury or damage, or other expenses arising out of resuming production, etc.

9.2 Chelion's liability for any reason shall in no event exceed the amount of the purchase price paid by the user in respect of the defective Product. However, the liability for personal injury caused by the Product quality shall be in accordance with the applicable laws.

9.3 Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, Chelion expressly reject any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Chelion cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of Chelion and / or Chelion authorized service partner is authorized to make any revision, extension or addition to 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.

## **10. Contact Method of Chelion**

Chelion Australia Pty Ltd

L13/144 Edward Street, Brisbane City, QLD 4000 Australia

TEL.:1300208962

Web.:www.chelion.com.au

E-mail: support@chelion.com.au

## **11. Manufacturer Contact Details**

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