

L A V · O ·

# S2 Battery Warranty Terms

LAVO



## LAVO Storage S2 Battery Warranty Terms

These warranty terms apply to the following product (Lithium-Ion Battery):

Product Unit	Product Name	Battery Model
Lithium-Ion Battery	Storage S2	AIO-10KWH1PBM-CE

### 1. Warranty and Warranty Period

LAVO Life Pty Ltd warrants that:

- 1) Each Lithium-Ion Battery will be free from Defects for 10 years commencing from the date the Lithium-Ion Battery was first installed at the end-user's premises (**Warranty Period**).
- 2) Each Lithium-Ion Battery will have nominal energy capacity set out in the Specification (Nominal Energy) on the date of first installation and will retain energy capacity of at least 70% of Nominal Energy capacity at 10 years following the date of first installation, subject to the conditions set out below.
  - a) The ambient temperature during product operation is -10°C to 50°C.
  - b) The energy throughput of 120 months is less than the values in the table below:

Battery Module	Number of PACK	Rated Energy	Energy Throughput
AIO-10KWH1PBM-CE	1	5.324 kWh	14.91MWh
	2	10.649 kWh	29.82MWh
	3	15.974 kWh	44.73MWh
	4	21.299 kWh	59.64MWh

### 2. Quality assurance policy

- 1) Under normal usage, if the Lithium-Ion Battery is defective during the Warranty Period, Customer must contact LAVO's after-sales service and provide the following information or documents (this information will help the after-sales service team handle product issues):
  - a) information of claimant, including name of the person, name of the company, phone number, email address and shipment address;
  - b) information regarding all Defective Lithium-Ion Battery, including product(s) model(s), serial number(s), installation date and failure date;
  - c) error message on LCD screen (if applicable) and additional information regarding the fault/error;

- d) description of actions before the failure and detailed information of previous claims (if applicable)
- 2) If Defect occurs during the Warranty Period, Supplier will within 7 days of being notified by Customer, choose the following methods to solve the problems based on the actual situation, at Supplier's costs:
  - a) Remote access to provide online solutions and guidance or software upgrades;
  - b) Require Lithium-Ion Battery be returned for inspection or repair;
  - c) Arrange for on site inspection or repair; and/or
  - d) Provide spare parts or replacement Lithium-Ion Battery for on-site replacement (for discontinued products, Supplier will provide replacement products of that model for replacement) and arrangement for replacements.

**Note:**

- 1) After returning the Lithium-Ion Battery to the factory for inspection, if it is ultimately confirmed that it is not a Defect, Supplier reserves the right to charge service fees, and the charging standard shall be based on the quotation.
- 2) During the Warranty Period, the replacement Lithium-Ion Battery will automatically extend the remaining warranty period of the Defective Lithium-Ion Battery. If the remaining Warranty Period of the original Defective Lithium-Ion Battery is less than one year, the replacement Lithium-Ion Battery will have a one-year Warranty Period.
- 3) Please keep the purchase invoice appropriately for future use. For Lithium-Ion Battery or their components that need to be transported back, please make sure to package them in the original way or in an equivalent manner. If there is any loss or damage, the repair applicant shall bear the corresponding compensation costs.

### 3. Manufacturer Information

<b>Name</b>	CSE Energy & Technology Co., Ltd.
<b>ADD</b>	Building S4, No. 777, Sizhuan Road, Shanghai, China
<b>TEL</b>	+86-21-5080 9880
<b>E-mail</b>	service@solarcse.com
<b>Website</b>	www.solarcse.com

#### 4. Importer Information

If the Lithium-Ion Battery is Defective, Customer can quickly contact Supplier through the following methods, and Supplier will respond as soon as possible, and in any case within 7 days. Customer can also contact our authorised local service agency or dealer for consultation.

<b>Name</b>	LAVO Life Pty Ltd
<b>Address</b>	Level 9, 120 Sussex Street, Sydney, NSW 2000 Australia
<b>TEL</b>	+61 426 792 178
<b>E-mail</b>	hello@lavo.com.au
<b>Website</b>	www.lavo.com.au

#### 5. Limitations and Disclaimer

- 1) If the Defect of the Lithium-Ion Battery under warranty is caused by one or more of the following circumstances, the warranty is not to be covered by Supplier:
  - a. Transportation damage;
  - b. Any Defects that occur when the Warranty Period has expired (excluding additional agreements of warranty extension);
  - c. Incorrect installation, improper operation, and unauthorized modification or attempted repair of the Lithium-Ion Battery by unauthorized electrical engineers for installation;
  - d. Faults or damage due to unforeseen external events, man-made factors, or force majeure events, including but not limited to stormy weather, flooding, overvoltage,
  - e. pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature;
  - f. Usage which does not comply with the local safety regulations (VDE, IEC, etc.);
  - g. Faults or damage caused by other factors not related to local environmental conditions, product design, workmanship or materials;
  - h. Lithium-Ion Battery failure is not reported to Supplier within 30 days of such failure first being notified to the Customer by the end-user.
- 2) The warranty does not cover normal wear and tear or deterioration that does not impact on the performance of the battery such as superficial defects, dents, or marks.

## 6. Out-of-warranty Case

For Lithium-Ion Battery issues that are not covered by the Warranty Terms, if the Customer requires Supplier to provide repair services or other related solutions, Supplier will charge on-site service fees, material fees, and logistics fees as appropriate, including but not limited to the following:

- a. 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 Lithium-Ion Battery;
- b. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply);
- c. Logistics fee: cost of delivery and any other expenses incurred when Defective Lithium-Ion Battery are sent from the user to Supplier or/and repaired products are sent from Supplier to the Customer.

## 7. Special Statement

- 1) The content of the Warranty Terms shall come into effect from the date of publication/update. In case of any inconsistency between the Warranty Terms signed between the Customer and Supplier and the content of the any updated Warranty Terms, the Warranty Terms signed between the Customer and Supplier shall prevail. For any matters not covered, this clause shall prevail.
- 2) 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.