

LIMITED WARRANTY

Effective Date: **Dec 1, 2022**

Valid in: **Australia**

Applies to Product(s):

EVOLVE LFP AU – 14 kWh	BESS, 14 kWh
EVOLVE LFP AU – 28 kWh	BESS, 28 kWh
EVOLVE LFP AU – 42 kWh	BESS, 42 kWh
US3000C	Pylontech Battery Module

1. TEN YEAR LIMITED WARRANTY

Eguana Technologies Inc. guarantees that the Product(s) purchased will be free of defects provided the purchaser follows the specifications, installation manuals and operating instructions outlined by the manufacturer.

The Limited Warranty for the Product(s) is valid for a ten (10) year time period after the date of the invoice and commencing from three (3) months after a product arrives at the delivery point or from the day of system commissioning, whichever comes first.

Note that this Limited Warranty is subject to a number of important exclusions and limitations, which are set out in detail below.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE FURTHER LEGAL RIGHTS AND REMEDIES UNDER LOCAL LAWS IN YOUR COUNTRY. THE TERMS OF THIS LIMITED WARRANTY WILL APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW. PLEASE SEE THE DISCLOSURES RELATING TO YOUR COUNTRY IN THE APPENDIX TO THIS WARRANTY. FOR A FULL DESCRIPTION OF YOUR LEGAL RIGHTS YOU SHOULD REFER TO THE LAWS APPLICABLE IN YOUR COUNTRY.

2. WARRANTY CONDITIONS

If the Product(s) fail to comply with this Limited Warranty, Eguana Technologies Inc. will, in its sole discretion, either repair (using new or refurbished parts), replace with an equivalent product (new or refurbished), or refund you the market price of an equivalent Product(s) at the time of the warranty claim. Except as required by local law, Eguana Technologies Inc. may elect which remedy to provide. If the Product(s) are repaired or replaced under this Limited Warranty, the remainder of the original warranty period will apply to the repaired or replaced Product(s). Except as required by local law, the original warranty period may not be extended as a result of the Product(s) being repaired or replaced.

The Limited Warranty covers costs of Eguana Technologies Inc. for labor and material, necessary to reestablish trouble free function at the Eguana Technologies Inc. designated site. All other costs, especially shipping costs and travel of Eguana Technologies Inc. service personnel for repairs on site as well as costs of own employees of the customer are not covered by this Limited Warranty.

Eguana Technologies Inc. will, at its discretion, use new and/or reconditioned parts in performing warranty repair and in building replacement products. Eguana Technologies Inc. reserves the right to use parts or products of original or improved design in the repair or replacement. All replaced products and all parts removed from the repaired product become the property of Eguana Technologies Inc.

This Limited Warranty applies to the Product(s) referenced in the beginning of this document that (1) were purchased from Eguana Technologies Inc. or an Authorised Reseller in Australia; (2) has one of the part numbers referenced above; and (3) is installed in Australia.

3. BATTERY MODULE WARRANTY

3.1 PRODUCT WARRANTY

The Pylontech battery module (P/N: US3000 and US3000C) shall apply for a ten (10) year time period after the date of the invoice and commencing from three (3) months after a product arrives at the delivery point or from the day of system commissioning, whichever comes first.

3.2 PERFORMANCE WARRANTY

The Performance Warranty shall apply during the warranty period, commencing as defined in §3.1.

Eguana Technologies Inc. warrants that a minimum of sixty (60) % of the nominal energy will be maintained during the warranty period (hereinafter "Warranty Period"). The performance warranty shall remain valid until the Warranty Period has expired. Eguana Technologies Inc. reserves the right to audit battery operational data to ensure operation within the parameters as defined in the product specifications sheet. A battery deemed to operate outside of its rated parameters may be subjected to a further reduction in compensation for performance warranty claims.

3.3 REMEDY METHOD

Upon occurrence of any defect claim not meeting the aforementioned terms and conditions of the warranty, Eguana Technologies Inc. shall settle the claim at its option by repairing the battery module or replacing it with another battery module of the same value, or otherwise by compensating the customer for the residual value of the battery module pursuant to the battery module manufacturer's cash compensation policy.

For the avoidance of doubt, while Eguana Technologies Inc. shall consult with the customer as to the aforementioned three (3) methods of settling such claims, Eguana Technologies Inc. shall have the right to make the final decision thereon.

The warranty period for any repaired or replacement battery module provided under the terms and conditions of this warranty shall be the remainder of the original warranty period. Under no circumstances, the original warranty period shall be extended on grounds of any repair or replacement whatsoever.

3.4 EXCLUSION OF WARRANTY

The battery module Product Warranty and Performance Warranty, mentioned above in §3.1 and §3.2, may become null and void, upon occurrence of any activities stated in §4, below.

4. EXCLUSION OF LIABILITY

Damage resulting from the following activities is NOT covered by this Limited Warranty:

- Improper transportation, shipping, storage, installation, electrical wiring, or handling;
- Installation, modification, alteration, disassembly, repair or replace by an individual who is not certified by Eguana Technologies Inc.;
- Abnormal stress, whether physical or electrical;
- Damage or failure caused by non-compliance with national, state or local electric or electric safety codes;
- Non-compliance with Eguana Technologies Inc. and Pylontech's installation or maintenance manuals;
- Incorrect use, or inappropriate operation or environment;
- Insufficient ventilation of the Product(s);
- Failure to adhere to safety warning or instructions;
- Normal wear and tear, misuse, neglect, accident or abuse;
- Use of Product(s) more than specified operating range (State of Charge, Voltage, Current, Temperature, Number of cycles or Accumulated energy);
- Force Majeure (e.g. power failure surges, inrush current, accidental breakage, lightning, overvoltage, storm, fire), please refer to paragraph 7;
- Corrosion due to saltwater mist or vapor if installed outdoor in less than 200m of the coastline;
- Use of an incompatible energy management system, inverter, rectifier, power control system or battery;
- If issue occurred, no data provided or insufficient data provided regarding the battery and inverter event log file and monitoring data to Eguana Technologies Inc., which is collected and saved on the inverter, rectifier, power controls system, EMS or cloud;
- Absence of an internet connection;
- Cosmetic shortcomings, which do not influence the energy conversion;
- Theft of the Product(s) or any of its components.

5. LIMITATION OF WARRANTY

TO THE EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE PRODUCT(S). Any other warranties, remedies and conditions, whether oral, written, statutory, express or implied (including any warranties of merchantability and fitness for purpose, and any warranties against latent or hidden defects) are expressly disclaimed. If such warranties cannot be disclaimed, Eguana Technologies Inc. limits the duration of and remedies for such warranties to the durations and remedies described in this Limited Warranty.

6. LIMITATION OF LIABILITY

TO THE GREATEST EXTENT PERMITTED BY LAW, EGUANA TECHNOLOGIES INC. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THIS LIMITED WARRANTY, REGARDLESS OF THE FORM OF ACTION AND REGARDLESS OF WHETHER EGUANA TECHNOLOGIES INC. HAS BEEN INFORMED OF, OR OTHERWISE MIGHT HAVE ANTICIPATED, THE POSSIBILITY OF SUCH DAMAGES. TO THE GREATEST EXTENT PERMITTED BY LAW, EGUANA TECHNOLOGIES INC. LIABILITY ARISING OUT OF A CLAIM UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT(S).

7. LIMITATION ON USE

THE PRODUCT(S) IS NOT INTENDED FOR USE AS A PRIMARY OR BACK-UP POWER SOURCE FOR LIFE-SUPPORT SYSTEMS, OTHER MEDICAL EQUIPMENT, OR ANY OTHER USE WHERE PRODUCT FAILURE COULD LEAD TO INJURY TO PERSONS OR LOSS OF LIFE OR CATASTROPHIC PROPERTY DAMAGE. EGUANA TECHNOLOGIES INC. DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF ANY SUCH USE OF THE PRODUCT(S). FURTHER, EGUANA TECHNOLOGIES INC. RESERVES THE RIGHT TO REFUSE TO SERVICE ANY PRODUCT(S) USED FOR THESE PURPOSES AND DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF EGUANA TECHNOLOGIES INC. SERVICE OR REFUSAL TO SERVICE THE PRODUCT(S) IN SUCH CIRCUMSTANCES.

8. FORCE MAJEURE

Eguana Technologies Inc. will NOT be responsible or liable to purchaser or any third party for any non-performance or delay in performance of any terms and conditions of sale, including this Limited Warranty, due to natural disasters, war, pandemics, national strikes, riots, unavailability of suitable and sufficient labor, material, capacity, technical, yield failures or any other unforeseen event

beyond Eguana Technologies Inc. control, including and without limitations, any technological, physical event or condition which is not reasonably known or understood at the time of purchase of the Product(s) or the claim.

9. OUT OF WARRANTY POLICY & SERVICE POLICY AFTER WARRANTY

After the expiration period of the Limited Warranty, Eguana Technologies Inc., has no obligation in providing repair services, spare parts or Product(s) replacements.

10. WARRANTY CLAIM

The party entitled to make a warranty claim(s) shall be limited to the customer who has originally purchased the Product(s) from Eguana Technologies Inc. (i.e. the "original purchaser") or the owner who can prove that has taken over the Product(s) ownership from the original purchaser.

In order to make a claim under this Limited Warranty, please contact the authorized installer of the Product(s). If you are unable to contact the installer then you should contact the seller of the Product(s) as mentioned on the invoice, or if you purchased the Product(s) directly from Eguana Technologies Inc., you should contact Eguana Technologies Inc. at the address, e-mail addresses or telephone numbers identified below.

For a Warranty claim to be processed, it must include:

- Proof of the original purchase of your Product(s) and any subsequent transfers of ownership;
- A description of the alleged defect(s) from authorized installer or customer tech support;
- Product(s) part number and serial number and original installation and commissioning documentation and/or information.
- Battery log data and the monitoring data stored in the inverter, rectifier, power control system, energy management system and on external or remote data storage media (e.g. cloud, servers, etc.) at the time of occurrence of the incident.

If the aforementioned information is not provided, the warranty claim will not be processed.

Prior to returning any Product(s) to Eguana Technologies Inc., an RMA (Return Merchandise Authorization) number is required. The RMA process must be initiated with the manufacturer within fifteen (15) days of the occurrence of the issue. All necessary RMA documentation must accompany the product details including the historic operational data as suggested in the Installation Manual.

11. GOVERNING LAW

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. This Limited Warranty and any dispute or claim arising out of or in connection with it (including non-contractual disputes or claims) is governed by and construed in accordance with the laws of Australia. If any provision of this Limited Warranty is held by a court of competent jurisdiction to be unenforceable because it is invalid or in conflict with any law of any relevant jurisdiction, the validity of the remaining provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the unenforceable provisions were replaced by valid, legal and enforceable provisions that come closest to Eguana Technologies Inc. intention underlying the invalid or unenforceable provision. The United Nations Conventions on Contracts for the International Sale of Goods (1980) shall not apply to this Limited Warranty or any aspect of any dispute relating to this Limited Warranty. The terms of the Limited Warranty will apply to the extent permitted by applicable law.

12. CONTACT DETAILS

Eguana Technologies Inc. HQ

Address: 3636 7th Street SE
Calgary, AB T2G 2Y8
Canada

Tel. #: +1 (403) 508 71 77
Fax #: +1 (403) 205 25 09

Customer Service E-mail:
Web site:

cservice@eguanatech.com
www.eguanatech.com

13. IMPORTER

EGUANA PTY LTD, #E9845, ABN/IRDN: 80 630 181 734, TFN : 550 679 908, Expires: 8/5/2023
Address: 178 Cormack Road, Wingfield, SA 5013, Australia
Contact: Neil D'Souza, P. Eng. Director of Engineering
E-mail address: neil.dsouza@eguanatech.com

THIS LIMITED WARRANTY IS OFFERED BY EGUANA TECHNOLOGIES, INC.