

Residential Batteries (Syntero series) Limited Warranty of Autarco Group BV

Autarco Group BV (hereafter "Autarco") guarantees to the registered owners (hereafter "Customer") of its residential batteries:

Syntero LVR Series

- B1.LVR5.1

Syntero HVR Series

- B1.HVR7.1
- B1.HVR11.1
- B1.HVR15.1
- B1.HVR19.1
- B1.HVR23.1

(hereafter "Product(s)") are designed and manufactured for a long life span and provides the following limited warranty (hereafter "Warranty"):

1. Limited Product Warranty

Subject to the below exclusions, Autarco warrants all Products to be free from defects in material or workmanship under normal use and service for a period of 10 years from the date of registering the Product in Helios (or 180 days from shipment date, in case the registration is made later than 180 days from shipment date). If damages or defects do occur within this period, Autarco will, at its sole discretion, provide replacement Product(s). The defect products must be returned to Autarco for inspection and confirmation of the damage or defect.

This warranty extends the Customer's statutory rights and cannot be construed so as to diminish such statutory rights.

2. Performance Warranty

2.1. Capacity performance warranty

Autarco warrants that the product will maintain seventy percent (70%) of its Usable Energy within the warranty period or after completing lifecycles, whichever occurs first. The capacity shall be measured under the following conditions:

- Ambient temperature between 25 °C and 30 °C
- Temperature of the BDU and battery module between 25 °C and 30 °C

Additionally the usage of the battery shall comply with the following requirements:

- The installation and maintenance of the Product was performed according to the Installation Manual available on <https://www.autarco.com/en/support/downloads>
- Charge and discharge at 1C rate shall not be used more than 1 cycle per day

- 1 cycle is defined as charge and discharge of the usable energy of the battery. For example, for HVR23 charge and discharge of 21.888 kWh is considered as 1 cycle, same as a sequence of 10 charges and discharges each of 2.1888 kWh
- Usable energy of the battery is defined as a product of depth of discharge (DoD) and the capacity of the battery

Lifecycles and usable energy per product:

Product	Usable Energy (kWh)	Lifecycles
B1.HVR7	7.296	8000
B1.HVR11	10.944	8000
B1.HVR15	14.592	8000
B1.HVR19	18.240	8000
B1.HVR23	21.888	8000
B1.LVR5	4.61	6000

*Lifecycles measured at 0.2C charge and discharge rate, 25 °C and 95% DoD

3. Warranty extensions

Five (5) year warranty extension may be bought for HVR Syntero upon inverter monitoring setup and battery registration through the Autarco software portal for a maximum total warranty term of 15 years. Standard & extended product warranty terms will be visible in MyAutarco.

4. Exclusions and limitations

- 4.1. In any event, all warranty claims must be filed within the applicable warranty period.
- 4.2. Claims can only be made by the Customer or the retailer from whom the Customer bought the Product.
- 4.3. The "Limited Product Warranty" do not apply to any Product(s) which:

Improper Handling, Installation, and Use by Buyer

- Not complying with Autarco's official user manual of the product.
- Damage or defect arise due to the buyer's unauthorized use of his own design, materials, mixed, function changed or service to the Products.
- Product damage and defect caused by buyer's improper use, mixed-use, misuse, abuse, which non-conforming with User Manual.

- Appearance damage, deformation, abrasion, stain, rust, mildew, or similar external influences caused by the buyer during use.
- Improper transportation, storage, installation, wiring and use with faulty or incompatible devices by Buyer.
- If Buyer fails to use the original packaging materials provided by Autarco during the transportation of the equipment, the Products damage or failure shall not fall under the warranty scope of the product.
- Use of an incompatible inverter.
- Product damage and defect caused by End User deliberately or by willful act.

Unauthorized Modifications or Servicing

- Repair or modification by someone other than an approved service technician of Autarco.
- Product damage caused by modification, alteration, disassembly, repair or replace maintenance and other services conducted by personnel unauthorized by Autarco.
- The model number, nameplate or product serial number of the product has been altered, erased or unrecognizable or the tamper-evident logo has been arbitrarily damaged.
- Removal and reinstallation at another place from the original installation without the written confirmation from Autarco.

External Forces and Unforeseeable Circumstances (Force Majeure)

- Force of nature, force majeure, or other unforeseeable circumstances outside of the range of the influence of Autarco, for instance, earthquake, typhoon, whirlwind, volcanic eruption, flood, lightning, snowstorm, war, etc.
- Products suffered any external influences including unusual physical, natural force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- Product damage caused by 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 labor or materials and other events which are out of control of Autarco) or other third party.
- Damage of Products arise due to renewal of the national or regional laws or regulations.

Conditions Related to Product Application, Reporting, and Warranty Period

- Use on mobile objects such as automobiles, ships, etc.
- Purchase and installation of the Product in an area other than the local area.
- Warranty period specified above has already expired.
- The end user must notify Autarco of any claims within 48 hours.

Financial Conditions Related to Warranty Claims

Without payment to the Seller, the Buyer may pay the unpaid amount to the Seller in support of the warranty claim under the circumstances that the Seller has the right to refuse the warranty request in accordance with this clause.

5. Limitation of Warranty Scope

- 5.1. This "Limited Product Warranty" replaces as well as excludes all other explicit or implicit warranties including but not limited to those from commercial law(s) and those of the suitability for a particular application, and all other obligations and liabilities on the part of Autarco, unless those warranties, obligations and liabilities disclaimed herein are otherwise explicitly pledged by Autarco in written form.
- 5.2. Autarco shall have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to the products, including, without limitation, any defects in the products, or from use or installation.
- 5.3. Autarco is only liable for the direct loss of materials. Under no circumstances shall Autarco be liable for incidental, consequential or special damages, however caused. Loss of use, loss of profits, loss of production, and loss of revenues are specifically and without limitation excluded.
- 5.4. The limited warranties do not cover any transportation charge and customs clearance costs for return of the Product(s), for reshipment of any repaired or replaced Product(s), or cost associated with installation, removal or re-installation of the Product(s).
- 5.5. Autarco's aggregate liability, if any, in damages or otherwise, shall not exceed the invoice value as paid by the customer.

6. Transferability

- 6.1. This warranty is extended to the original end-user, and is transferable to any subsequent owner of the location or subsequent holder of the product when product(s) remain at their original installed location upon satisfactory proof of succession or assignment.

7. Claims

- 7.1. Every claim to warranty must start with a support case, created in the Autarco software portal or by submitting a claim in writing to:

Autarco Group BV
Torenallee 20
5617 BC, Eindhoven
The Netherlands

Such claim should enclose:

- Evidence of the date of delivery of the applicable product and the basis for the claim. Warranty claims may only be made by the original buyer or a person to whom the title to the Product has been transferred, provided that the Product remains in their original location and configuration.

- A field report in the format provided by Autarco which may change from time to time, but will include detailed description of claim, Product serial numbers and Product error codes if applicable.
- 7.2. Upon receipt of such a claim, Autarco may seek further verification of the claim.
- 7.3. Upon written Return Material Authorization (RMA) by Autarco and according to return packaging and shipping instructions from Autarco, the allegedly-defective Product may be returned to Autarco.
- 7.4. Autarco will not accept the return of any product unless prior written RMA has been given by Autarco.
- 7.5. Autarco will not accept the return of any product unless the packaging and shipping instructions provided by Autarco were adhered to.
- 7.6. Autarco will give feedback on the claim and suggested solution as soon as possible and within maximum thirty (30) days after the accepted receipt of returned Product.

8. Other terms

- 8.1. Autarco reserves the right to deliver another type of Product with difference in size, form, color and / or output if the type of the reclaimed Product is no longer available at the time of complaint.
- 8.2. If a replacement Product is sent in advance of receiving the faulty Product, Autarco reserves the right to invoice the replacement Products if the faulty Product is not returned within 14 days.
- 8.3. The repair, replacement or additional delivery of the Product(s) neither renews nor extends the period of the warranties.
- 8.4. Any replaced Product shall become the property of Autarco.

9. Severability

- 9.1. If a part, provision or clause of this “Limited Product Warranty”, or the application thereof to any person or circumstance, is held invalid, void or unenforceable, such holding shall not affect and shall leave all other parts, provisions, clauses or applications of this “Limited Product Warranty”, and to this end such other parts, provisions, clauses or applications of this “Limited Product Warranty” shall be treated as severable.

10. Disputes

- 10.1. Any dispute(s) arising out of the RMA process or related to this “Limited Product Warranty” should be made within one (1) month after the cause of the dispute(s) appeared, otherwise the claim will not be accepted.
- 10.2. Disputes between Autarco and the claimant, including disputes regarded as such by only one party, shall be resolved as far as possible through proper consultation.
- 10.3. If the parties do not reach a solution amicably TÜV Rheinland has the jurisdiction to settle the disputes although Autarco is always entitled to submit the dispute to another competent body. All fees and expenses shall be borne by the losing party.

11. Force Majeure

- 11.1. Autarco shall not be in any way be responsible or liable to the Customer or any third-party arising out of any non-performance or delay in performance of any terms and conditions of sale, including this Limited Warranty, due to fire, flood, blizzard, hurricane, thunder, acts of God, changes of public policies, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events which are out of control of Autarco.

12. Validity

- 12.1. These terms apply to all warranties for the full term of those warranties. Autarco may at any moment in time update these warranty terms – at its sole discretion – which will from that moment onward be applicable to new warranties.