

Lithium iron phosphate battery module warranty regulations

1. Scope of warranty and applicable objects

1.1 These regulations apply to lithium iron phosphate battery modules (hereinafter referred to as "the Product") purchased through official channels. Buyers must provide complete purchase documentation (such as invoices and contracts) and the product serial number; otherwise, warranty claims will not be accepted.

1.2 The manufacturer (hereinafter referred to as the "Supplier") shall be the sole warranty provider. The warranty rights shall exclusively belong to the original purchaser and are non-transferable (except with the Supplier's written consent).

1.3 The warranty covers the performance failure caused by the material defect or manufacturing process defect of the product itself, including but not limited to:

- The capacity attenuation during the charge and discharge cycle exceeds the standard threshold;
- Abnormal increase of internal resistance leads to unstable power supply;
- Cell leakage, bulging, shell cracking (not caused by external force);
- The built-in protective panel function is disabled (not caused by human damage).

2. Warranty Period

2.1 Standard warranty period: From the date of delivery of the product, the warranty service is enjoyed for 5 years or 6000 charge and discharge cycles (whichever is reached first).

- Capacity attenuation judgment standard: within the warranty period, under the 25°C, 0.5C charge and discharge standard test conditions, the actual available capacity of the product is less than 80% of the initial rated capacity, which is regarded as a fault within the warranty range;
- The charge-discharge cycle is defined as the complete process of discharging from full charge (SOC ≥ 95%) to SOC ≤ 10%, followed by recharging to full charge. Partial charge-discharge cycles are counted proportionally (e.g., 0.5C discharge + 0.5C charge counts as 0.5 cycles).

2.2 Special scenario warranty adjustment:

- If the supplier adjusts the warranty policy due to product upgrade or batch optimization, it shall only apply to the products produced after the policy adjustment, and the products sold shall still be implemented in accordance with these Regulations.

3. Warranty Liability

3.1 Responsibilities of the Supplier during the warranty period:

- If the fault is confirmed to fall within the scope of warranty, the supplier shall provide free repair, cell replacement or whole product replacement service (the specific plan shall be determined by the supplier according to the actual situation of the fault);
- The supplier shall bear the round-trip logistics costs and repair/replace labor costs incurred by the warranty service (the goods shall be sent through the logistics channel designated by the supplier, and the excess costs incurred by the buyer's unauthorized choice of high-priced logistics shall not be reimbursed).

3.2 Non-warranty Scope (the Supplier shall not be liable for any):

- Performance degradation of products beyond the warranty period or the number of charge and discharge cycles;
- Human damage: including but not limited to collision, compression, fall, puncture, unauthorized disassembly/modification of the product, incorrect connection of positive and negative electrodes (reverse connection), use of non-designated charger/discharge equipment;
- Environmental damage: high temperature exposure (long-term exposure to 60°C or above), low temperature forced charging (below -10°C), immersion, corrosion, lightning strike, abnormal voltage shock of power grid;
- Force majeure: damage caused by natural disasters or public emergencies such as earthquake, flood, fire and war;
- The product serial number is blurred, tampered with, missing, or the valid purchase certificate cannot be provided;
- Normal wear: minor scratches on the casing, interface wear (no functional impact), software version upgrade requirements (non-failure).

4. Warranty Application and Processing

4.1 Application Method: The buyer shall contact the supplier's after-sales department within 7 working days upon discovering product defects.

4.2 Application materials: The following information shall be provided for the supplier to verify:

- Product serial number (marked on the product casing or certificate);
- Purchase voucher photos (invoices, contracts, etc., with clear purchase date and product model);
- Fault description (including fault symptoms, occurrence time, usage environment, and operation process);
- Photos or videos of the fault (must clearly show the product status and fault condition).