

Warranty Regulations for Energy Storage Battery Cabinets

I. General Provisions

1. These warranty regulations apply to energy storage battery cabinets manufactured/sold by Zonyue Energy Storage Company. They provide a limited guarantee for product quality and performance and serve as the core document defining quality responsibilities between the supplier and the customer.

2. The warranty adheres to the principles of original factory standards, compliant usage, free maintenance, and clear responsibility. Matters not specified herein shall be implemented in accordance with the current national standards for energy storage batteries.

II. Warranty Period

Lithium Iron Phosphate (LFP) Battery Pack (cells and modules: five-year warranty)

Battery Management System (BMS main board, slave boards, and acquisition modules: two-year warranty)

Cabinet structure, sheet metal, door locks, cooling/ventilation systems - Circuit breakers, cables, terminals, fire suppression systems within the cabinet (three-year warranty)

Warranty Coverage

1. The product is free from defects in design, materials, and manufacturing processes and complies with energy storage industry standards such as GB/T 36276 and GB/T 42288.

2. During the warranty period, if issues caused by original factory quality problems occur—such as inability to charge/discharge, voltage abnormalities, short-circuit protection failure, BMS malfunction, cabinet deformation/cracking, or electrical faults—the supplier will provide free replacement.

3. Performance Guarantee: During the 5-year warranty period, the battery system's capacity degradation shall not exceed 20% (remaining capacity above 80% of the initial rated capacity).

III. Non-Warranty Scope

1. Failure to install, connect, debug, or maintain the product in accordance with the manual; unauthorized changes to parameters, wiring, or programs.

2. Damage caused by human factors, collisions, water immersion, use under over-temperature/overpressure/overload conditions, unauthorized disassembly/modification, or paralleling of non-original accessories.

3. Cell damage caused by failure to use the original BMS, unauthorized unlocking of protections, or deep discharge/overcharge.

4. Normal wear and tear of consumables (e.g., cooling fans, dust filters, fire suppression agents) and vulnerable parts.

5. Damage resulting from external factors such as grid fluctuations, lightning strikes, rodent/insect damage, or decoration pollution.

6. Damage caused by operating the product beyond rated conditions or using it in prohibited scenarios such as medical/life support applications.

Company Name: Zonyue Energy Storage Company

Authorized Signature:

