

WARRANTY AND LIABILITY LETTER FOR COSUN RS-Box and RS-Battery

Thanks for selecting the RS-Box & RS-Battery; hereinafter referred to as "Product") of Cosun New Energy Technology Co., Ltd (hereinafter referred to as "COSUN").

Following warranty service is provided for the Product:

1. Applicable region

The warranty is only applicable to RS-Box & RS-Battery sold in Germany.

2. Warranty period

COSUN grants a warranty of 10 years as standard. Starting from the date of invoice issued by installer to end customer.

3. Warranty of performance

3.1 Battery Capacity Warranty: Battery Capacity performance of RS-Box& RS-Battery at least eighty percent (80%) of battery's nominal capacity for a period of ten (10) years after the Installation Date.

3.2 If the battery is within capacity warranty period and the battery capacity is lower than 80% of net capacity, verified by personnel recognized or authorized by COSUN, COSUN agrees to provide replace or repair service subject to this Warranty Letter.

4. Preconditions for warranty

Following preconditions shall be met:

4.1 Product shall fail within the warranty period.

4.2 Any system failure, fault or warning information must be reported to COSUN or distributor within 2 weeks of appearance.

4.3 Product shall be installed by personnel recognized or authorized by COSUN or distributor.

4.4 Customer shall correctly operate and use the system according to user manual.

4.5 Customer shall provide product serial number and invoice.

4.6 The ambient temperature during the operation of the product of Warranty must not exceed 0 °C~45 °C; and the product of the Warranty should not be exposed to or to be stored in a temperature higher than 55 °C;

4.7 The product can only be installed and operated in household energy storage applications with a maximum of one full cycle per day. The warranty will be voided if usage exceeds household energy storage applications.

4.8 The RS-Box must be operated with a battery inverter approved by solaX .

5. Replace or Repair

5.1 In the event that any Product covered by the warranty as this Warranty Letter and confirmed by COSUN to be defective or non-conformity, COSUN shall replace or repair the defective or non-conforming Product at its own discretion. Any maintenance or replacement shall not be deemed as extension or recalculation of the warranty period.

5.2 COSUN will be responsible for the reasonable repair or replacement costs in connection with such nonconforming or defective Product. COSUN reserves the ownership of replaced battery or Products. Unless otherwise agreed by COSUN, the replaced battery or Products shall be returned by customer to the place designated by COSUN in the same or similar package within 4 weeks.

5.3 Provided that COSUN has discontinued the manufacture of the Product in issue at the time the related warranty claim which confirmed by COSUN, COSUN may, at its sole option, replace it

with a different type of Product (of mutually agreed size, color, shape and/or power) or refund the purchase price prorated by the days of the relevant Warranty Period remaining.

5.4 Replacement of Products may not be completely new but with quality and specification compliant with the Product specifications.

6 Exception of Warranty:

6.1 use of units in ways not intended, improper installation and installation that does not comply with standards, improper operation and unauthorized modification to the units or repair attempts

6.2 Without warranty card and serial number

6.3 Influence of foreign objects and force majeure (lighting strike, severe weather, fire and etc)

6.4 Inadequate ventilation

6.5 Non-observance to relevant safety instructions.

6.6 Damage not caused to product due to maintenance and other services conducted by personnel authorized by COSUN.

7 Non-Applicability of warranty claim

In case a warranty claim is reported which shows not to be valid, the costs incurred by COSUN or installer due to this nonapplicability of warranty claim have to be covered by customer unless this non-applicability was not visible for customer according to given circumstances.

8 Warranty restriction

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, COSUN expressly reject any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If COSUN cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of COSUN is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

Unless otherwise specified herein, to the maximum range permitted by applicable law, COSUN shall not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons. COSUN'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY CUSTOMER TO COSUN FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

9 Reporting of warranty

Please report warranty claims to one of the following addresses:

Customer Service Mailbox: (service@cosun-energy.com)

For the end user to fill in

Name _____ Phone Number _____
Email _____
Address _____
State _____ Zip Code _____

For the installer to fill in

Product Type _____
Serial Number _____
Connected PV module type and number _____
Company _____ Installer Name _____
Contract's License number _____ Website _____
Address _____
City _____ State _____ Zip Code _____

Date of delivery _____ Signature _____

Any using problem please contact us by below address

Contact us:

China

Cosun New Energy Technology Co., Ltd

Customer Service Mailbox: service@cosun-energy.com

Telephone: + 86-717-6398925

Address: Electric Building, China Three Gorges University, No. 8, Da Xue Road, Xiling District,
Yichang, Hubei, China