

Triple Power Lithium Battery Consumer Warranty

Terms & Conditions

HV10045(T-45)/HV10063(T-63)/MC0500(Master Box) Battery

This limited warranty (hereinafter “Warranty”) specified below applies to Triple Power battery system(hereinafter “T-Bat), which is integrated with Master Box (MC0500) and battery pack/packs (T45/T63) (hereinafter “Products”) supplied by Triple Power (hereinafter “Seller”) to distributor/installer (hereinafter “Buyer”) through Authorized Reseller.

1. Purpose

The primary purpose of this warranty is to clearly define the matters related to warranty policy of products.

2. Warranty Condition

2.1. Warranty Period

The performance warranty of the products is valid for 60 Months from the date on which the battery is commissioned by the installer or 6 month after the manufacture date (whichever comes first).

This warranty does not include any accessories and tool kit items provided with the product.

2.2. Warranty Limitation

T-Bat’s liability under this warranty shall be limited to replacement, repair and compensation. Replaced or repair products shall be warranted for the remainder of the original Terms of warranty.

2.3. Exclusive of Warranty

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Triple Power’s warranty obligations:

- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.).
- Improper or noncompliant use.
- Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).
- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow.
- Installation in a corrosive environment.
- Damage during transportation.

- Unauthorized repair attempts.
- Failure to adequately maintain the equipment. An on-site inspection by a suitably qualified technician is required following thirty months of continuous use. Warranty claims made beyond 30 months from the date of commissioning may be declined if it cannot be demonstrated that the equipment has been maintained adequately.
- External influence including unusual physical or electrical stress (power failure surges, inrush current, etc.).
- Use of an incompatible inverter or devices.

The products damaged due to the reason/reasons that not responsible by the seller, Triple Power shall provide charged service, all expenses including material cost, labor cost, warehouse cost, transportation cost, custom duties, analysis cost, management cost, corporate profits, disposal expenses, etc. will not covered by Triple Power.

3. Performance Warranty

T-Bat warrants and represents that the product retains at least 60% of Nominal Energy for either 60 months after the commissioning date or for a minimum Energy Throughput as per the table indicated below (whichever comes first) when the battery system is operated under a normal use followed by the specification and the manual provided by T-Bat.

The term “Nominal Energy” herein means the initially rated capacity of the product as indicated on the label of the products. The precondition warranty shall be as follows:

- The ambient temperature during the battery operation shall not fall below -10° C or exceed 45° C.
- The energy throughput is within the value indicated on the table below:

Product	Nomial Energy	Energy Throughput
T45(HV10045)	4.5kWh	13.5MWh
T63(HV10063)	6.3kWh	18.9MWh

Capacity measurement condition

- Ambient temperature: 25-30° C
 - Initial battery temperature from BMS: 25-30° C
 - Current and voltage measurement at battery DC side
 - Charging/discharging method
- Charge: (0.55)CC/CV (T45), (0.4)CC/CV (T63), (Constant voltage (117)V, Cut-off current (0.05)C)
- Discharge:(0.55)CC/CV (T45), (0.4)CC/CV (T63), (Cut-off voltage (85)V)
- Current at (0.55)C: (25)A (T45), (0.4)C: (25)A (T63)

4. About Service

Tripe Power will use new or refurbished condition as replacement battery, which performance is equal to or higher than defective products and guaranteed by Triple Power. In the event that the product model is no longer available in the market anymore, Triple Power may replace it with different model with equivalent functions and performances or

refund the remaining annually depreciated value of the purchase price of the products during the Terms of performance warranty as Compensation Scheme listed below. The purchase price mentioned hereinabove means the list price actually paid by the Buyer for the purchase.

5. Warranty Claim

Claims should be made to the authorized Reseller from whom the product was purchased. The following items must be made available to Triple Power within 48 hours of a defect being discovered for an exchange to be effected under this policy:

Battery data including:

1. Product model
2. Product serial number
3. Indicator status

Documentation including

1. Copy of original purchase invoice.
2. Detailed information about the entire systems (e.g. system schematic)
3. Documentation of previous claims/exchanges (if applicable)

Triple Power may contact buyer for further information regarding the defect. Triple Power may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Triple Power.

Triple Power reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of a battery, you must contact the Triple Power Service Center.

Email: service@triple-power.com

6. Consumer Laws

If you acquire the product from an Authorized Reseller, the local Consumer Law applies; the product comes with guarantees that cannot be excluded under Consumer Law. The buyer is entitled to a replacement for a major failure and compensation for any other reasonably foreseeable loss or damage. The buyer 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. The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.