

Quality Assurance Statement

Kangshengjia Smart Energy (Zhejiang) Co., LTD: (Kangshengjia) provides the buyer' s end customers with a limited warranty on energy storage cabinets as follows:

1. Product warranty period

1.1 The warranty period of the product is from the date of purchase to 5 years or until the cycle life of the battery core is no less than 6,000 times (whichever is earlier). During the warranty period, the main components of the product (including but not limited to battery packs and battery management systems) will be repaired or replaced free of charge for quality problems.

2. Warranty scope:

2.1 The main structure of the energy storage cabinet is faulty or damaged.

2.2 The main components of the product (PACK , high-voltage box, BMS CCU, EMS, energy storage converter, liquid cooler, piping system) fail.

2.3 Quality problems due to manufacturing or raw material problems.

2.4 The available capacity of the battery pack is less than 70%

3. Warranty conditions :

3.1 During the warranty period, customers should comply with the following conditions:

-Use and maintain the product according to the product instructions;



- Follow normal usage and do not perform incorrect operations;
- Do not replace product parts without authorization;
- Do not change the design and structure of the product;
- Maintain a good operating environment for the product;
- Carry out regular product maintenance and inspections.

4. Warranty liability

4.1 During the warranty period, if the customer finds that the product has manufacturing quality problems, the customer has the right to require the supplier to provide free repair or replacement services. The supplier will assume the following responsibilities: - After receiving the customer's warranty request, respond promptly and provide technical support; if the problem cannot be solved remotely, the supplier will arrange personnel to provide on-site service; - When replacing parts, the supplier will provide Original parts or parts with equivalent performance; - If the entire machine needs to be replaced, the supplier will provide new products with equivalent performance,

5. 5- Year Limited Product Warranty—— Repair, replace or refund

5.1 Except for the following topics, Kangshengjia guarantees to the initial buyer that the energy storage cabinets it produces will have no defects due to materials and production processes under normal use, installation and maintenance.

5.2 Strictly follow the installation instructions. Kangshengjia ensures the mechanical stability and integrity of the energy storage . The energy storage cabinet will maintain its own integrity, provided that the cabinet itself will not be



subject to local impact or external forces. destroy. And it must be installed by professional staff , and the cables and connectors connected to the energy storage are safe and working properly. Any damage to the energy storage cabinet caused by wear and improper installation is not covered by the warranty.

5.3 During the warranty period, if the customer can prove that the product quality problem is caused by a major defect in materials or workmanship that causes the product to fail to work properly or in compliance with the normal application, installation, use and maintenance regulations listed in Kangshengjia's standard product documents. If the product quality is not up to standard , it is reasonable to file a claim. As for defects not caused by raw materials and workmanship, they will not lead to the degradation of the relevant functions of the energy storage cabinet .

5.4 If the energy storage cabinets have quality problems in terms of materials or production processes during the warranty period, Kangshengjia will repair , replace these energy storage cabinets or refund the customer according to the agreed proportion. The specific method will be determined by Kangshengjiabased on the defect . Decision will be made on specific circumstances.

6. 5 -Year Energy Storage Battery Conversion Rate Limited Warranty - Limited Compensation

Kangshengjia's 5-year battery conversion rate warranty for energy storage cabinets is as follows:



6.1 Kangshengjia guarantees that the actual average conversion rate of energy storage will not be less than 85 % from the date of sale .

6.2 From the 2nd to 5th year from the date of sale, The conversion rate decreased by no more than 3%;

6.3 The actual conversion rate of energy storage is tested under standard test conditions. The actual conversion rate of energy storage is measured at Kangshengjiafactory or a third-party testing agency approved by Kangshengjia . The actual conversion of energy storage Rate error includes test system error.

6.4 If during the warranty period, the actual conversion rate of the energy storage is lower than the minimum nominal conversion rate , upon confirmation by Kangshengjia , Kangshengjia will additionally make up for the loss, repair it, or provide the customer with corresponding compensation for the lost conversion rate. Financial compensation.

7. Warranty effective date

7.1 This warranty agreement takes effect from the date the customer purchases the energy storage cabinet product.

8. Disclaimer

8.1 The product is improperly installed or has been abused or misused;

8.2 The product is installed in a mobile location or in a similar environment such as the ocean, and is subject to the impact of inappropriate voltage or excessive current



or abnormal environmental conditions (extreme thermal states or environmental conditions or rapid changes, corrosion, oxidation of such environments)

8.3 Product defects caused by unauthorized modifications or connections, unauthorized opening or repairs, repairs with unauthorized spare parts, accidents, forces of nature (such as lightning strikes), chemical products impact, or other actions beyond Kangshengjia 's reasonable control (natural disasters, wars, riots, strikes, lack of appropriate or sufficient labor, lack of raw materials, technical and production negligence, and any unforeseen events beyond Kangshengjia's control); Kangshengjia is not responsible for any failure or delay in performance by Kangshengjia of any terms and conditions of sale, including this "Limited Warranty for Standard Energy Storage Cabinets ", and does not assume any liability to customers or any third party.

9.How to obtain warranty

9.1 If the customer believes that a legitimate claim can be made according to the "Standard Energy Storage Product Limited Warranty" and the complaint is completely reasonable and falls within the scope of this warranty, the customer should immediately notify Kangshengjia Company in writing at the following address, or send an email to The email address below. Customers should attach a warranty certificate, corresponding energy storage cabinet serial number and purchase date with the notification. At the same time, an invoice that clearly shows the purchase date, purchase price, storage model, and the seal or signature of



Kangshengjia or its distributor should be provided as evidence. If Kangshengjia does not issue written authorization and confirmation in advance, any returned energy storage cabinet will not be accepted.

9.2 The limited warranty does not cover the corresponding return energy storage and reshipping transportation costs due to repair or replacement of energy storage cabinets , and does not include the installation, disassembly or reinstallation costs of these energy storage cabinets .

10. Terms have independent effect

10.1 If any part or any provision of this Limited Warranty is determined to be invalid, invalid or unenforceable, or the applicability of certain parts and provisions to certain persons or situations is determined to be invalid, invalid or unenforceable, then this This determination shall not affect the validity of all other parts, clauses or their applicability of this warranty. Therefore, the other parts, provisions, clauses or applicability of this warranty shall remain independent and valid.

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