



Factory Limited Warranty for Beineng

(For Europe)

Limited Product Warranty

Guangdong Beineng New Energy Co., Ltd. warrants that the hardware of electronic products and their enclosures will not have defects caused by improper craftsmanship or material flaws. This limited product warranty is only valid within the applicable "warranty period" defined in the table below and is subject to the following terms and conditions:

Covered Product*	Warranty Period(years)
Beineng Energy Storage Battery	10

*Installed on or after June 1st, 2025

Besides the above product, for vulnerable part such as strips light in decorative cover, The warranty period provided by BEINENG is 2 years.

The warranty period shall commence on the earlier of the following dates (the "Start Date"):

- (i) The date when the product is activated on site.
- (ii) If the product has not been installed, activated, and registered on site within 180 calendar days after the date of shipment from Beineng's designated factory (as evidenced by the Bill of Lading or factory dispatch records), then the Start Date shall be the 180th calendar day after the date of shipment.

Limited Performance Warranty

BEINENG warrants that the battery system retains either sixty percent (60%) of Usable Energy for ten (10) years after the date of the initial installation or for a Minimum Throughput Energy as per the table below, whichever comes first:

Covered Product	Usable Energy (kWh)	Maximum Charge Current
A0295	15	200
A207	15	200
A182	15	200
A0238	15	200
A0305	15	200
A0299	15	200
A0288	15	200
A0294	15	200
A0189	15	200
A0173	15	200
A0290	16	200



**The Minimum Throughput Energy means the overall warranted throughput energy started from the Warranty Start Date and recorded in the control module of the Product.

The Battery usage must comply with the operating conditions under the specification and the installation manual supplied by BEINENG. For this Limited Warranty, Usable Energy is as measured and calculated using the following testing method and values:

Ambient temperature is between 25°C~ 28°C:

- (i) Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage.
- (ii) Wait for 10 minutes.
- (iii) Charge the battery with constant current until the battery reaches End of Charge Voltage or 100% SOC.
- (iv) Wait for 10 minutes.
- (v) Discharge the battery with constant current until it reaches End of Discharge voltage or its self-protective voltage. Record the amount of electricity released in the process as the Remaining Usable Energy of battery.

Test value list:

Product	End of Discharge Voltage (V)	End of Charge Voltage (V)
A0295	432	58.4
A207	43Vac	58.6
A182	43.2	58.4
A0238	2.7	3.65
A0305	43.2	58.4
A0299	43.2	58.4
A0288	43.2	58.4
A0294	43.2	58.4
A0189	43.2	58.4
A0173	43.2	58.4

Precondition For Warranty

This Warranty is subject to the following conditions:

- (i) If the equipment is not to be installed or used immediately, the storage environment needs to meet the following conditions
 - a. Storage SOC: 20%-50%SOC. Charge and discharge the battery every 15 months.
 - b. Storage temperature: -25°C~35°C
 - c. Storage humidity: 5%RH~95%RH(no condensation). Do not install the battery if any moist or condensation is found.
 - d. Place the equipment in a cool place where away from direct sunlight and rain
 - e. Keep the equipment away from flammable, explosive, and corrosive matters
- (ii) The ambient temperature during the operation of the products shall not fall below

-20°C or exceed 55°C. The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is 10~30°C.

(iii) The battery system shall be installed by a skilled and trained installer.

(iv) The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.



(v) To activate and maintain BEINENG's 10-year limited warranty, your device must remain connected to the Internet for essential firmware updates. The device is equipped with a safeguard mechanism that will automatically enter Safe Operation Mode when disconnected Internet for more than 90 days. If disconnected Internet for over one year cumulatively, the warranty coverage will adjust to 5 years from the original activation date. BEINENG reserves the right to modify technical specifications and operating parameters in Safe Operation Mode without prior notice.

Claim Process

The claimant can make service request by creating and submitting service ticket to BEINENG APP. Please follow the instructions and steps in “support” menu of Beinengn APP. Generally, the Beinengn APP will automatically collect the following information before claimant submit service ticket:

- (i) Contact information of claimant, including name of the person, phone number, email and address.
- (ii) Information regarding all defective system, including model No., serial number, installation date and failure date.
- (iii) Error message on APP screen and additional information regarding the fault/error.
- (iv) Description of trouble shooting actions before the failure and detailed information of previous problems.

Please make the claim within 30 days from the failure date, otherwise BEINENG will treat it as you have abandoned the right to make a warranty claim.

If this way is not available, please have above information to hand as it may be required when contacting the local installer or BEINENG’s national office.

In order to deliver a friendly and timely service, BEINENG is cooperating with many of distributors, installers and third-party service company all over the world. As such, please treat them as the default service channel of BEINENG; BEINENG will support and audit them to ensure they deliver a good service to customers.

BEINENG shall at its own discretion, remote diagnosis, modify and update software by Internet. Each time a warranty claim is made against the Products that have no internet connection, claimant is obliged to conduct an on-site inspection and data collection under the instruction of BEINENG. When there is hardware need to repair, BEINENG shall arrange an on-site replacement / exchange of hardware. The claimant is responsible for granting access, making time, and ensuring the safety of technician from BEINENG's service partner.

Warranty Obligations

Upon validation of a covered defect during the warranty period, BEINENG shall determine and implement one of the following remedies at its sole discretion:

- (i) Fix the issue through configuration changes, software updates, and part replacements when required.



(ii) The inverter system shall be replaced with a new unit. Alternatively, a factory-refurbished unit matching the original functional specifications may be supplied. Where applicable, an upgraded model demonstrating equivalent performance is also permissible.

In case of replacement, the product removed shall become the property of BEINENG.

If the system is found not to be covered by this Limited Warranty, BEINENG reserves the right to charge a handling fee.

The warranty can only be transferred from the original owner to next owner in case the equipment is still installed in the initial location.

Warranty Cover Range

Unless a special/unique agreement exists between BEINENG and customer, the limited warranty covers:

- (i) Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.
- (ii) Labor cost relating to repairs, uninstalling and reinstalling of spare parts /products on-site.
- (iii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

Travel and accommodation fee of service on site as well as costs related to claimant's employees, unless otherwise agreed in writing in advance by BEINENG, are NOT covered by the limited warranty.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

General Exclusions

This Limited Warranty does not apply to circumstances from the following,

- (i) Damage caused by improper installment by the installer not following the installation instructions.
- (ii) Damage caused by improper use by the end user not following the user manual.
- (iii) Damage caused by willful conduct of users, authorized installers and certified third parties.
- (iv) Disassembly, repairs and replacement of parts by third -party/personnel not authorized by BEINENG.
- (v) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)
- (vi) Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the product.
- (vii) Damaged by software, interfacing, parts, supplies or other products not supplied by BEINENG.
- (viii) Damage caused during transport, exceeding of temperature range during use.



(ix) Any rust that appears on the equipment's enclosure caused by harsh environmental conditions, accidents and external influences.

(x) Vandalism, engraving, labels, irreversible marking or contamination or theft.

Limitation of Liability

It is the end user's sole and exclusive remedy against BEINENG and BEINENG's sole and exclusive liability in respect of defects in battery system. This limited warranty*** replaces all other BEINENG warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), BEINENG does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, BEINENG's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of BEINENG or in case of death or personal injury resulting from BEINENG's proven negligence.

*** In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by BEINENG's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this BEINENG limited warranty statement may NOT be the latest version, please refer to the latest version of the BEINENG limited warranty by visiting global website.