

Warranty Statement

This warranty covers **ALLGRAND** batteries of 12V series manufactured specially for the following Applicable Warranty Periods:

This warranty does not apply to batteries used in other applications. Solar and spare GEL batteries-if used indoors, the warranty period is 6 months from the date of manufacture; if used outdoors, it must be placed in an outdoor cabinet, and the temperature in the cabinet must not exceed 35 degrees Celsius for a long time.

Due to the frequent load shedding of South African power, gel batteries will no longer be suitable for backup power system. Therefore, the warranty period of batteries for backup power system is 1 months from the date of and the manufacture, warranty period is 6 months from the date of manufacture when use for the solar system, and the inverter is set at the low DC cut voltage of 50% of the battery discharge depth. **(The low DC cut-off voltage of the 24v and 48v inverters should be set to 24v and 48v respectively. Do not use the factory default settings of the inverters)**

Backup power systems, such as the use of midway replenishment solar panels, will also be the default backup power system warranty standard.

The battery will not be considered a defect unless it fails to deliver 50% or less of its rated capacity during claimed warranty period.

This is in lieu of all other warranties, expressed or implied including any warranties which extend beyond the description of the face hereof. In no event shall **ALLGRAND** be liable for consequential or incidental losses or damages. The repaired or replacement battery shall complete the remaining portion of the warranty for the original battery. All claims are under the operating & warranty conditions below:

- The warranty is limited to the temperature not exceeding -25-35°C. Above 35°C, the designed battery life performance cannot be guaranteed.
- The battery shall not be damaged by human factors, and the integrity of the printed information of the battery case shall be kept, including the battery number and manufacturing date.
- If the battery fails, please record a video about the solar system product before uninstalling the battery, if the on-site video recording is not available, only test and repair services will be provided, without warranty services. Fake live videos will not be guaranteed and the warranty will be cancel

The video content includes the following:

- Serial number and production date of each battery.
- The wiring condition of the bottom of the inverter and the nameplate information on the side as well as the information of the main screen of the inverter. The inverter screen information needs to include: solar panels power and low DC cut-off voltage.

The recording time must be recorded in full sunlight to ensure that the solar panel icon information can be seen on the main screen of the inverter. Note: Do not interrupt the recording of the video. Stay in the

main details for 2-3 seconds to ensure that the picture information can be clearly seen.

- The warranty period **will** be adjusted according to the actual operating conditions announced by ALLGRAND (such as temperature and charge/discharge cycle frequency). If the operating temperature is higher than 35°C, the warranty period will be reduced by 50% for every 10°C increase.
- During operation, it is not ruled out that the inverter and the controller are damaged and the battery is overcharged and over discharged. Therefore, the deformation of the battery shell caused by overcharging is not warranted, and over discharge will cause the internal corrosion of the battery to accelerate, causing For irreparable damage, the judgment standard is to cut the battery, such as the dark-colored positive plate muddy and the grid frame cannot be clearly separated after being beaten.

CLAIMS:

1. Contact the original point of purchase for instructions **on** the applicable warranty claim procedure.
2. Shall the defective batteries that meet the requirements of return for repair and replacement will be inspected and repaired by our company. If it is a quality problem, we will choose to replace the above-mentioned defective batteries at our own discretion, but does not include labor.
3. Unless ALLGRAND expressly authorizes and agrees to return to our factory in writing, ALLGRAND will not accept any product return, credit or exchange.
4. All defective and replaced batteries, if returned, will be owned by **ALLGRAND**.

ALLGRAND Battery Corporation (ALLGRAND) SHALL NOT BE LIABLE FOR, AND USER SHALL INDEMNIFY AND SAVE ALLGRAND HARMLESS FROM ANY CLAIMS AND LIABILITIES ARISING OUT OF THE USE, MAINTENANCE, TRANSPORTATION, OR INSTALLATION OF ANY EQUIPMENT WARRANTED HEREUNDER.

THE FOREGOING LIMITED WARRANTY IS IN LIEU OF ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

THE SOLE LIABILITY OF ALLGRAND BATTERY CORP IS SET FORTH UNDER THE CLAIMS PARAGRAPH ABOVE. ALLGRAND SHALL NOT HAVE ANY LIABILITY FOR ANY SPECIAL, INCIDENTAL INDIRECT OR CONSEQUENTIAL DAMAGES.

THIS LIMITED WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE EQUIPMENT.

THIS WARRANTY IS NONTRANSFERABLE, IT IS GOVERNED AND INTERPRETED BY SOUTH AFRICAN LAW .

Effecting from Feb. 2023

ES ENERGY PTY LTD

Unit 9, Summit Square 1 Corporate Park North
Midrand Johannesburg, GP
Tel. +27 10 499 9686
Mailbox: ALLGRANDBattery@163.com
Co. Reg. No. 20210203A
.....