



## SAJ Battery Limited Warranty

### Products covered:

AS1 Series &H1 Series & B1 Series Battery

### 1. Warranty Period

#### 1.1 Limited Product Warranty

Guangzhou Sanjing Electric Co., Ltd. (hereinafter referred to as SAJ) provides a standard warranty period of 66 months (5.5 years) from the time of shipment or 60 months (5 years) from the date of installation, whichever comes first will be referred to. The Battery system should have complied with the operating conditions under the specification and the installation manual supplied by SAJ.

#### 1.2 Limited Performance Warranty

SAJ guarantees that the battery product retains 60% of Usable Energy for 10 years from the installation date, or the total output energy will be not less than 14.5MWh which is calculated from the installation date, whichever comes first will be referred to.

Different usable energy and total output energy for different battery sizes are listed below:

Item	Usable energy (KWh)	Total output energy (MWh)
AS1-3KS-5.1	5.12	14.5
B1-5.1-48	5.12	14.5

Standard capacity test condition:

Under ambient temperature of 25°C, ambient humidity of 30%~80%.

Standard charge: charge the battery pack with 20A constant current under constant voltage until the cut-off voltage reaches 58.4V and the cut-off current reaches 0.02C (2A), wait for 10 minutes.

Standard discharge: discharge the battery pack with 20A constant current until the cut-off voltage reaches 40V.

### 2. Warranty Term

- If the covered product fails and is required to be repaired. Please contact your distributor within 14 days. Or, please call the SAJ service Hotline for record and send the warranty card to SAJ Service Center by fax or email.
- Covered product must be operated within the working temperature range 0~45°C.
- Covered product should be installed by a professional electrician or SAJ authorised installer.
- Covered product must work with SAJ inverter or compatible inverter. (Compatible inverters information please refer to covered product user manual)
- During the warranty period, if the product are proved to be defective in design or manufacture, SAJ will at its option:
  - (1) Overhaul at SAJ factory, or
  - (2) SAJ technicians visit the site for maintenance, or



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(3) A replacement with equivalent value will be provided by SAJ or SAJ service partner.

In the case of replacement, the remaining warranty period of the original battery will be transferred to the new battery, and SAJ will register the transfer of warranty entitlement.

- No repair or replacement shall be deemed to extend or recalculate the warranty period.
- The replacement battery or accessories may not be a brand new item, but the quality and specification are in accordance with product specification.
- If the warranty is expired, SAJ will charge the claimant for on-site service expense, parts expense, labor expense and logistics expense. Please see the table below for detailed standards:

	Send back to the factory for repair	On-site service
No need to replace parts	Labor costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees
Need to replace parts	Labor costs + parts costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees + parts costs

Note:

On-site service expense: Travel and time costs of technicians present at the site

Parts expense: Cost of replacement parts (including any freight/management fees)

Labor expense: The labor cost of technicians, including personnel who repair, maintain, install (hardware or software) and debug faulty equipment.

Logistics expense: Logistics costs for delivery of defective products from customer to SAJ and replacement products from SAJ to customer, including customs duties and other derivative charges.

### 3. Exclusion of Liability:

Product problems caused by the following conditions are not covered by the warranty. (SAJ authorized dealers and distributors are responsible for the following investigations)

- Failure to notify distributor, dealer or SAJ of defective products within 14 days;
- Product modification, replacement of parts or attempt to repair by yourself;
- Change or attempt to remove the product serial number and the SAJ seal.
- Failure to comply with any/all user manuals, and incorrect installation or commissioning;
- Damage to product during transportation process (including the scratches on the inner packaging during transportation) shall be claimed directly from the transport company/insurance company as soon as possible upon confirmation that the goods have been damaged and have not been unloaded.
- Use of incompatible PCS (inverter, DC/DC converter etc.). (Compatible PCS information please refer to covered product user manual)
- Insufficient ventilation of Battery
- The effects of other objects and force majeure (floods, lightning, grid overvoltage, bad weather, fire, etc.)
- Cosmetic defects on the enclosure that does not affect the normal operation of battery.

### 4. Non-applicability of Warranty Claim

If the claimants do not comply with the above warranty terms, SAJ will claim for all other expenses incurred by the claimants



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