

## LIMITED PRODUCT WARRANTY

The Ginlong Energy Storage Co., Ltd. ("Ginlong Storage") Limited Product Warranty (the "**Limited Warranty**") in this document covers the PrimePower products listed in Table 1, below (the "**Products**"), when a claim for service under this Limited Warranty (a "**Claim**") is made by a Claimant (as defined in Section B, below), provided all of the applicable terms and conditions herein have been satisfied.

### A. The Limited Warranty

Ginlong Storage warrants that the products will be free from defects and workmanship within the Limited Warranty Period set forth in Section C, below. This Limited Warranty is subject to the terms and conditions in this document. This Limited Warranty may extend a Customer's statutory rights and cannot be construed so as to diminish such statutory rights.

The Limited Warranty under this document is available on and from July 01, 2025 ("**Warranty Validation Date**"). Unless otherwise agreed in writing, the Limited Warranty under this document is not applicable to any products produced prior to the Warranty Validation Date. The date of production of each product could be determined by its serial numbers<sup>1</sup>. For the avoidance of doubt, the original terms and conditions supplied with that product will continue to apply for any product produced prior to the Warranty Validation Date.

### B. Limited Warranty Eligibility

#### Who may submit a Claim?

A "**Customer**" is anyone who purchased the products:

1. directly from Ginlong Storage; or
2. from an authorised reseller who acquired the products from Ginlong Storage legitimately and made no modifications to the products.

A "**Warranty Holder**" may be:

1. a Customer; or
2. a transferee who receives a product from a Customer and who has followed the proper process set forth in Section F, below, to transfer the Limited Warranty.

A "**Claimant**" may be:

1. a Warranty Holder; or
2. a third party designated by the Warranty Holder for the purpose of submitting a Claim on the Warranty Holder's behalf.

Only a Claimant may submit a claim.

#### When must a Claim be submitted?

Any Claim must be received by Ginlong Storage within the Limited Warranty Period set forth in Table 1.

### C. Limited Warranty Period, Extended Limited Warranty Period and Products Covered

The Limited Warranty Period commences on the date the product is sold to the Customer, if the Customer is an individual person. Otherwise, the Limited Warranty Period commences at the earlier of:

1. the date the products are commissioned at installation; or
  2. six (6) months after the products are dispatched from the Ginlong Storage factory.
- (as applicable, the **Limited Warranty Commencement**).

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<sup>1</sup> The product serial number: the 8th and the 9th digits indicate the production year, the 10th digit indicates the production month ("A" indicates October, "B" indicates November, and "C" indicates December), and the 11th and the 12th digits indicate the production date.

The validity period of this limited warranty extends from the Limited Warranty Commencement up to at the earlier of the two points detailed below:

1. Limited Warranty Commencement until the expiration of the applicable Limited Warranty Period set forth in Table 1. See the Table 1 attached hereto for details.
2. 6,500 cycles<sup>2</sup> @70%SOH.

Table 1

| PrimePower ESS Standard Limited Warranty Period |                                                                                                                                                 |                         |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Category                                        | Product                                                                                                                                         | Limited Warranty Period |
| Devices                                         | Solis Energy Storage Inverter on Sale which will be installed in the Territory <sup>3</sup>                                                     | 5 Years <sup>4</sup>    |
|                                                 | Solis Energy Storage Battery on Sale which will be installed in the Territory <sup>3</sup>                                                      | 5 Years <sup>4</sup>    |
| Auxiliary products and Air Conditioner          | Smart Logger , Air Conditioner                                                                                                                  | 2 Years                 |
| Consumables                                     | Including but not limited to cables inside the cabinet, door locks, and lamps, batteries (small batteries other than battery packs), Fuse, SPDs | 0 Year                  |
| Cable                                           | Cables between cabinets                                                                                                                         |                         |
| Battery cabinet                                 | Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, tools                          |                         |

The Limited Warranty Period may be extended in accordance with Ginlong Storage's policy, or a written agreement between Ginlong Storage and the Warranty Holder. If the Claimant applies for extended Limited Warranty Period, such application shall be received by Ginlong Storage within the twelve (12) months of the Limited Warranty Commencement, and the application shall be submitted only once. The service scope of extended Limited Warranty is limited to the replacement or repair of the products' hardware, the extended warranty does not include onsite services. If onsite services is required, customers need to purchase onsite services separately. For other conditions and details of extended Limited Warranty, please refer to Ginlong Storage's policy or the written agreement between Ginlong Storage and the Warranty Holder.

The Limited Warranty Period for any products that has been replaced or repaired under this Limited Warranty shall be the greater of:

1. the remaining Warranty Period of the defective product; or
2. three (3) months from repair/replacement.

#### D. Limited Warranty Claim Procedure

To make a Claim, the Claimant shall notify Solis within two weeks upon detection that the products are non-conforming or defective .To determine if the product is covered by this Limited Warranty, the Claimant shall notify Ginlong Storage's service department in writing of the issue. Such notice shall include:

1. Detailed information about the defect;
2. Completed Warranty Claim Form, which can be obtained from a Solis Service Agent via the Solis website<sup>5</sup>;
3. Product Model (i.e.PrimePower-109kWh) and Product Serial Number (i.e.1059001259080001);
4. Copy of the product invoice;
5. Copy of the installation report/certificate;
6. Local data exported under the instruction of Ginlong Storage (applicable only when the product is not connected to Solis Storage Cloud during operation).

<sup>2</sup> The cycle is defined by standard test conditions: charge and discharge at a constant current (0.2C) and an ambient temperature between 25°C and 30°C. A single cycle is defined as a full discharge from a state of full charge down to a 90% depth of discharge (DOD) of the battery's remaining usable capacity.

<sup>3</sup> The Territory means the areas, where Ginlong Storage originally sold or an authorized seller sold the product.

<sup>4</sup> Unless otherwise specified in the contract, the terms of the contract shall prevail.

<sup>5</sup> <https://www.solisinverters.com/global/aftersales.html>

After receiving notice from the Claimant, Ginlong Storage will determine whether or not the reported defect is eligible for coverage under the Limited Warranty. If Ginlong Storage determines, in its sole discretion, that the reported defect is not eligible, Ginlong Storage will notify the Claimant accordingly and will explain the reason why such coverage is not available. See Warranty Exclusions in Section E, below, for details.

Note that the product label must be completely undamaged and legible and properly attached to the product. If the aforementioned requirements are not fully met, Ginlong Storage has no obligations under this Limited Warranty. If Ginlong Storage was not informed within two weeks, the warranty will be invalidated.

If all of the requirements herein are met and the product is eligible for coverage under the Limited Warranty, Ginlong Storage shall, in its sole discretion:

1. Replacement units shall be supplied as whole battery cabinets; these shall comprise either the original model or the capacity equivalent model, which fulfil all factory testing requirements as stipulated by Ginlong Storage; or
2. An approved service provider shall be instructed to attend the warranty holder's site to on-site replace or repair of defective components; or
3. Direct the Warranty Holder to return the product(s) to Ginlong Storage for repair or replacement; or
4. Should it be impossible to repair the product to its remaining available battery capacity due to exceptional circumstances such as short supply of spare parts, Ginlong Storage reserves the right to compensate the warranty holder at the prevailing market value corresponding to the capacity deficit.

Ginlong Storage will provide instructions for proper return or disposal of the defective product. Any replacement provided by Ginlong Storage may be, at Ginlong Storage's sole discretion, new or factory refurbished. Any replacement provided by Ginlong Storage will be at least functionally equivalent in feature, function, and compatibility to the product. A replacement may have cosmetic defects that have no influence on energy production or safety compliance.

Ginlong Storage may repair or replace faulty parts at its discretion. If the products or any parts are replaced by Ginlong Storage under this Limited Warranty, all of the rights, title and interests in the returned products/parts shall vest in Ginlong Storage upon replacement.

The Warranty Holder must return the products/parts in the original packaging or equivalent. If the replaced products/parts are not received by Ginlong Storage within thirty (30) days from the date the Warranty Holder receives the replacement, the Warranty Holder will be charged for the products/parts at the current price for new products/parts. Ginlong Storage may, in its sole discretion, elect to ship replacement products/parts either prior to or after receipt of the product, or after prepayment of the value of the replacement product and delivery costs.

If Ginlong Storage does not repair or replace the defective product or parts, Ginlong Storage will return the remaining amount to the Claimant, which calculated as follows:

a) If the product fails to comply with the nominal performance indicators, Ginlong Storage may calculate the refund using one of the following two refund formulas:

- i)  $\text{Refund} = \text{maximum claim amount}^6 \times (6500 - \text{cycles of the product recorded in the control module of the product}) / 6500$ ;
- ii)  $\text{Refund} = \text{maximum claim amount} \times (\text{warranted remaining useable capacity} - \text{remaining useable capacity}) / \text{warranted usable capacity}$ ;

b) If the product cannot be operated (determined by whether it can charge and discharge), Ginlong Storage will calculate the refund as follows:

$\text{Refund} = \text{maximum claim amount} \times (\text{limited warranty months} - \text{number of months since Limited Warranty Commencement}) / \text{limited warranty months}$ .

No claim for compensation may be made for any loss of profit or use (including energy that has not been fed into the grid, energy that has not been used for self-consumption, etc.). In no event, whether in contract, tort, or otherwise, shall the maximum compensation for the Warranty Holder's losses caused by a product exceed the amount paid by the Customer for the purchase of the products.

Ginlong Storage shall have no obligation to render on-site replacement services in locations where Ginlong Storage, in its sole discretion, deems the location or circumstances too risky to render such services.

If any Claim made pursuant to this Limited Warranty is determined to be unfounded (i.e. the returned product is not faulty), Ginlong Storage will charge the Warranty Holder for all costs incurred, including but not limited to labour, travel,

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<sup>6</sup> The maximum claim amount refers to the lower of (i) the price of a brand-new Product at the time when customers made a purchase or (ii) the average market price of a brand-new equivalent product determined by Ginlong Storage at the time of the malfunction occurrence. The price referred hereto means the selling prices of Ginlong Storage.

and delivery to and from the Warranty Holder.

Ginlong Storage will notify the Claimant of any costs to be borne by the Warranty Holder prior to repair/replacement of the product(s). Such the costs must be paid in advance. If the Warranty Holder declines to pay such costs, Ginlong Storage reserves the right to withhold repair/replacement services.

Provided the Warranty Holder has been trained by Ginlong Storage to perform an assembly replacement, Ginlong Storage reserves the right to send an assembly in place of a replacement.

## **E. Limited Warranty Exclusions**

Ginlong Storage shall not be responsible or have any liability for failure to fulfil service commitments within the committed period of time when such issues are beyond Ginlong Storage's reasonable control.

This Limited Warranty does not apply to damage (to hardware or data), costs or fees, or performance limitations/failures related to:

- Access, labour or transport costs;
- Loss or damage occurring whilst in transit;
- Items ancillary to installation not supplied by Ginlong Storage;
- Duties, import/export fees or costs and other general administrative costs;
- Consequential damages including but not limited to loss of revenue;
- Fault caused by any other circumstance, event or matter, including another component in the Claimant's photovoltaic system, or any other event, device or appliance at the installation site;
- Defect unable to be identified upon examination of products at the time of purchase or installation;
- Force majeure, including but not limited to extreme weather, lightning strikes, natural disasters, power surges, fires, pests, wars, etc.;
- Non-conformity with local certification requirements because of their changes during the Limited Warranty Period;
- Actions of third parties, event or accident outside Ginlong Storage's reasonable control and not arising under normal and standard operating conditions;
- Normal wear and tear;
- Improper handling, transportation, storage, or repackaging by anyone other than Ginlong Storage;
- Failure to initially purchase the products from Ginlong Storage or the authorised reseller of Ginlong Storage;
- Failure to return the replaced products to Ginlong Storage or the authorised reseller in time;
- Failure of the Customer to pay in full all amounts owing to Ginlong Storage by the Customer;
- Expiry of the Limited Warranty Period;
- Failure to comply with product manuals or other applicable documentation;
- Failure to meet system requirements, including but not limited to ambient environment (battery cabinet: -20°C to 45°C) or external electricity parameter settings, as stated in any applicable written documents;
- Improper system design, including insufficient protection from lightning or other environmental conditions;
- Accident, negligence, misuse, abuse, neglect, or intentional damage;
- Failure to observe safety regulations;
- Improper site preparation, installation, commissioning, or maintenance;
- Failure to have the products installed correctly by a local grid company qualified installer and as per the installation instructions supplied with the products or installed by Ginlong Storage or the authorised reseller;
- Movement of the products for any reason after they have been installed (regardless of whether the products are subsequently reinstalled or moved back to the same location) unless the products are reinstalled at the same location by a qualified installer and they are stored during any interim period in accordance with the product manual;
- Repairs or attempted repairs by anyone other than Ginlong Storage or its authorised representative;
- Products opened, modified, or disassembled without Ginlong Storage's prior written consent;
- Adjustment, change, or removal of identification marks not in compliance with Ginlong Storage's requirements or instructions;
- Problems in Warranty Holder's premises;
- Use in combination with software, equipment, and batteries not certified and listed on Ginlong Storage's approved list for operation in the applicable territory with Ginlong Storage's Inverter;
- Damage due to failure to recharge the battery within 6 months from the date of production, or failure to perform being recharged within 3 months after installation;
- Failure to report a battery fault within two weeks of its occurrence;
- Unauthorised access to or integration of the product with customer's own platform or third-party platforms resulting in unintended use or misuse.

This Limited Warranty does not apply to cosmetic defects that do not impact energy production, or degrade form, fit, or function, or products that were described in a quotation or delivery note as 'ex-display' or 'reconditioned' (A separate Warranty extension may have been issued to cover such products).

To the greatest extent permitted by law, Ginlong Storage will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

The seller of the product or any other individual shall have no right to make any warranty commitments on behalf of Ginlong Storage that go beyond the content of this document, nor shall they have the right to extend the warranty period beyond the time limit specified in this document.

If any terms or some terms of this Limited Warranty are considered or found invalid, no effect or other unruly (whether it is for one party or generally), it will be regarded as the scope of its invalidity or it is separated in the scope of its failure or enforcement, but the rest of the clause will maintain in full force and effect.

## **F. Transferring the Limited Warranty**

The Limited Warranty may be transferred from the Customer to another party after obtaining Ginlong Storage's written approval. Ginlong Storage will initiate the transfer of the Limited Warranty. A transferred Limited Warranty will be valid for the remainder of the Limited Warranty Period. Customer shall discuss the transfer details with Ginlong Storage to ensure the Limited Warranty is properly transferred and not void or voided.

## **G. Data Protection**

If the Warranty Holder seeks warranty service provided by Ginlong Storage, the Warranty Holder shall allow Ginlong Storage to access, collect, and process information related to failure, detection, identifying, and debugging when providing the services. Such information will only be used to provide warranty services. Because the Warranty Holder is the controller of such information, Ginlong Storage cannot confirm whether such information contains Warranty Holder confidential information or personal data.

The Warranty Holder shall have sole responsibility and ensure that they will obtain and retain all necessary consent, permission, and authorisation ("**Consent**"), in accordance with applicable legal requirements, for Ginlong Storage to provide such service, so that Ginlong Storage will not violate applicable legal requirements, Warranty Holder's privacy policies, or Warranty Holder's user-agreements in providing services.

Ginlong Storage will take reasonable measures to ensure the security of Warranty Holder's information, but Ginlong Storage is not responsible and shall have no direct or indirect liability related to the acquisition, processing, and/or loss of such information in the process of providing services.

If the Warranty Holder returns products to Ginlong Storage, it indicates that the Warranty Holder has backed up any confidential, private, personal, or other information stored in the products and has completely deleted such information from the products. It further indicates that the Warranty Holder authorises Ginlong Storage to transfer the products to the Ginlong Storage service center in other countries for maintenance. The Warranty Holder shall be solely responsible for deleting the above information before delivering the hardware to Ginlong Storage. The Warranty Holder shall indemnify, defend, and hold Ginlong Storage harmless from and against any and all claims, liabilities, obligations, costs, expenses, penalties, fines, confiscations and rulings imposed by any government agency or third party as a result of Ginlong Storage's failure to comply with applicable laws and regulations in transferring and disposing of the above information.

## **H. Out of Warranty**

In the event of the product is out of warranty, Ginlong Storage can (decide on its own) provide certain after-sales service to the original buyer, but all costs and expenses, such as components, labor costs, and travel expenses, shall be borne by the original buyer. In order to request such after-sales service, the original buyer must provide sufficient information about any defects so that Ginlong Storage partners can determine whether these defects can be repaired.