

## SDA10 (ESS) Series Battery System Warranty

This Limited Warranty applies to Ohisama Battery Premium Product (Models, SDA10-4850 and SDA10- 48100) ("Product") installed individually or in parallel (on the condition that the Usable Energy of Products is less than 50kWh in total) after Jan.1st, 2021.

Ohisama provides the warranties in this document ("Limited Warranty") to the person who purchases the Product for their use and puts the Product into operation for the first time ("Original Buyer").

### 1. Product Warranty

Ohisama warrants that the product will be free of defects caused by improper workmanship or defective materials.

This warranty commences the period of five (5) years from the earlier of:

- 1). The date of installation of the product.
- 2). Three (3) months after the date the product was shipped.

(Warranty Period) subject to the conditions in clause 2 and the exclusions in clause 3. This warranty does not include any accessories and tool kit items provided with the product.

Ohisama will repair or replace the product if the Product is defective and returned during the warranty period.

### 2. Warranty Conditions

The warranties in respect of the product only apply if the product:

- 1). Is purchased from Ohisama or an authorized reseller in the territory.
- 2). The QC label is intact, and the battery pack has not been breaking up.
- 3). Is installed in the indoor environment and Battery not in soaking water.
- 4). Is installed, operated and maintained in accordance with the product manual.
- 5). Be used on a daily cycle basis and only for energy storage system, and the use environment temperature is 15°C~35°C.
- 6). Has the official Ohisama serial number and qualifier.

The warranty would be inapplicable if the defect in or failure of the product's performance is attributable to your misuse, abuse, accident or non-observance of the product.

### 3. Exclusions of Warranty

To the extent permitted by law, Ohisama excludes all liability for the product to the extent that any damage or defect has been caused or contributed to by the following:

- 1). Inverter or charger failure.
- 2). The product being installed with inverters or charger which have not been certified by Ohisama.
- 3). The product being installed in an outdoor environment, or an environment out of the operation temperature range listed in the product manual.
- 4). Battery has not been operated properly according to the product manual.

- 5). You treat the product improperly, negligently or in any other inappropriate way, including using the product outside the recommended ambient temperature condition in accordance with the product manual.
- 6). Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item.
- 7). Storage, installation, commissioning, modification or repair of the product that has been performed by a person other than Ohisama or an Ohisama's certified installer.
- 8). Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Ohisama.
- 9). Any attempt to extend or reduce the life of the product without written confirmation from Ohisama, whether by Ohisama means, programming or others.
- 10). Removal and reinstallation at another place from the original installation without the written confirmation from Ohisama.
- 11). Water, conductive dust or corrosive gas.
- 12). The product has been connected with different type battery modules.
- 13). Battery have been connected with battery not from Ohisama.
- 14). Failure to install, operate or maintain the product in accordance with the product manual;
- 15). Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the product.
- 16). Theft or vandalism of the product or any of its components.

#### 4. Claim

Claims can be made to the authorized reseller from whom the product was purchased or from Ohisama directly.

You must, within 24 hours of a defect being discovered, notify Ohisama of a claim by:

Completing the warranty card provided with the product at the time of purchase and either emailing a copy to Ohisama at the below email address, or delivery or emailing the warranty card to the authorized reseller from whom the product was purchased.

In order to claim under this Warranty, You must:

- 1). Present the certificate of warranty declaration in its original form.
- 2). Submit the invoice for the procurement of the product indicating the date of delivery.
- 3). Provide the Ohisama system log data recorded by the product as an indication of whether or no the minimum capacity has been achieved (but this would not be determinative).

To make a claim to Ohisama directly, please contact:

Address: 19F, Easey Commercial Building, 253-261 Hennessy Road, Hong Kong , P.R.China

Telephone: +86 13917212144

Email: [info@jvapholding.com](mailto:info@jvapholding.com)

Ohisama may contact You for further information regarding a defect. Ohisama may require you to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Ohisama.

If any testing of the product's capacity is required, the testing must occur in the following conditions :

- a) The test is based on single SDA10 (ESS) series battery module.
- b) The ambient temperature of the product must be  $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$ .
- c) The initial temperature of the battery pods must be  $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$ .
- d) Constant voltage(54V) constant current (10A) charge till all the cell voltage above 3.60Vdc or till charge current less than 0.5Amps.
- e) Constant voltage (43.5V or shutdown) constant current (10A) discharge till battery low voltage protection cut-off.

If the product is no longer available, Ohisama may, at its discretion, replace the product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.

## 5. Definitions

In this document:

- 1). Authorized reseller means an approved Ohisama retailer or distributor in the territory.
- 2). Minimum capacity means at least 60% of the nominal energy during the warranty period.
- 3). Nominal Energy means the initially rated capacity of the Product as printed on the label of the product.
- 4). Product means SDA10 (ESS) Series battery system manufactured by Ohisama or Ohisama's authorized producer .
- 5). Product Manual means the instructions and manuals issued by Ohisama with the product that set out how the Product should be installed and operated.
- 6). Ohisama means Ohisama registered mark products, JV (Asia Pacific) Limited, 19F Easey Commercial Building, 253-261 Hennessy Road, Hong Kong, P.R.China.
- 7). You mean the natural person that acquired the Product.