

## Limited Warranty for Nora Residential Energy Storage System

This warranty specified below applies to Nora Residential Energy Storage System (Nora series). For the energy storage system products delivered under the sales contract or purchase order signed on and after Jun 2<sup>nd</sup>,2022, IPOTISEDGE will provide warranty in accordance with this (hereinafter referred to as "Limited Warranty Statement").

This Limited Warranty Statement does not apply to Products sold to and installed in some specific regions which will be defined in the relevant contracts separately.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 1. Purpose

The purpose of this warranty is to define the matters related to warranty policy of products.

### 2. Related parties of Warranty

Manufacturer: iPotisEdge Co., Ltd.

Address: No.299 Liangang Road, Suzhou New District, Suzhou, Jiangsu Province, 215129, China

Tel: 0512-66915889

Email: [info@lumosess.com.au](mailto:info@lumosess.com.au)

Website: [www.ipotisedge.com](http://www.ipotisedge.com)

Model/Type reference: Nora-C06-B06, Nora-C06-B12, Nora-C06-B18, Nora-C06-B24, Nora-C06-B30, Nora-C06-B36, Nora-C06-B42, Nora-C06-B48, Nora-B06

Importer for claiming warranty:

Company Name: LUMOS ESS PTY LTD

Address: LEVEL 1 , 6-10 O' CONNELL STREET, SYDNEY, NSW 2000

Contact Info: Jeff Li

Tel: 0385228884

Website: <http://www.lumosess.com.au/>

Email: [service@ipotisedge.com](mailto:service@ipotisedge.com)

### 3. Warranty Condition

#### 3.1. Warranty Period

Subject to the limitations & exclusions contained herein, the Warranty as the accessory of Nora series ESS is valid for 10 years of the limited product and performance guarantee from the first installation date or 8000 cycles, whichever occurs first. (Standard specifications:

A. the products are free from major faults and workmanship for ten(10) years for free of charge from the warranty commencement date;

B. a cycle means one time charge and discharge;

C. each cycle should be complied with the requirements of 0.5C, and 90% SOC of charge and discharge).

The warranty period starts 90 days after IPOTISEDGE products are delivered, or the day IPOTISEDGE receives the request for product service, whichever occurs first.

The warranty period is calculated based on calendar years.

#### 3.2. Limitation of Warranty scope

Under this Warranty IPOTISEDGE is responded to battery replacement, repair, refund and compensation. Repaired product is warranted for the remainder of the original Period of Performance Guarantee. In any event, the replaced battery shall not justify the renewal of the Period of Performance Guarantee.

If customer doesn't provide enough information and replace component without IPOTISEDGE's confirmation, customer shall pay for the transportation fees if the component is found to be undamaged.

When necessary IPOTISEDGE provides software update services to customers free of charge within warranty period.

IPOTISEDGE provides remote support for technical enquiry or problem of IPOTISEDGE equipment to by telephone or Email.

### 3.3. Exclusion of Warranty

Damage or injure to the Products resulting from any of following activities is NOT covered by this Warranty:

- Incorrect transportation, storage, installation or wiring by customer or installer;
- Anyone else not authorized by IPOTISEDGE to modify, disassemble, repair or replace the product;
- Unusual physical or electrical stress caused by Force majeure, such as power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.

Auxiliary materials and mechanical parts as below are not within the warranty scope:

Include but not limited to cables,battery racks and mechanical parts, installation accessories and tools.

### 4. Performance Warranty

IPOTISEDGE guarantees that the Residential energy storage system capacity still remains at least 70% for 10 years after the date of the initial installation under a normal use following the specification and the user manual provided by IPOTISEDGE, one cycle per day@0.5C/0.5P, 90% DOD, and guarantees not less than a minimum throughput of 3.65MWh per kWh of Usable Battery Capacity.

A. Capacity measurement condition (referenced IEC: 62619)

① Ambient temperature range: -10°C to 50°C

② Discharge the battery with related power until the battery reaches End of Discharge Voltage (EODV) or its self-protective voltage.

B. Lay aside the battery for 10 minutes.

C. Charge the battery with related power and constant charge voltage to its full capacity.

D. Lay aside the battery for 10 minutes.

E. Discharge the battery with related power until it reaches EODV or its self-protective voltage. Record the current, voltage and time.

F. Calculation formula is: Battery Capacity = Discharge time × Related power value.

G. Charge the battery with related power and related voltage until it reaches the Cut off current.

### 5. Warranty Policy

If product damaged and not caused by distributor, seller and consumer, IPOTISEDGE would provide charged service and the appropriate expense for free.

### 6. About Service Products/Parts

Service product or accessory could be used as new or refurbished condition and IPOTISEDGE guaranteed which performance is equal to or higher than replaced device.

If the product is no longer sold in the market, IPOTISEDGE, at its option, would replace it with different kind of product with equal or higher functions and performances, or the residual annual depreciation value of the buyer paid price within the time limit for performance guarantee. (Residual value in USD = purchasing price in USD / 120 x (120 - Operation time after installation in month))

### 7. Claim Payment Policy

Payment claims under this warranty must be made from authorized distributor whom the product was purchased. Besides, those following items must be included:

- The original purchase receipt or equal valid document;
- Description of the alleged defect(s) to your distributor or IPOTISEDGE after service hot line or send email to IPOTISEDGE;
- The product's serial number and the initial installation date.

Unless instructed by iPotisEdge otherwise, Buyer shall dispose of Products in accordance with all local applicable regulations on electronic waste treatment and disposal at its own cost. Products having been replaced shall not be sold, reworked or reused in any way, unless expressly authorized by iPotisEdge.

#### **8. Applicable law**

The Warranty is subject to the law of the country or state or jurisdiction in which the 'Buyer' resides. The 'Buyer' is entitled to a replacement or refund for a major failure. The 'Buyer' is also entitled to have the 'Products' repaired or replaced if the 'Products' fails to be of acceptable quality and the failure does not amount to a major failure.

This Warranty only applies to the 'Buyer' who has purchased the 'Products' for his or her own use.

#### **9. LIMITATION OF LIABILITY**

LIMITATION OF LIABILITY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IPOTISEDGE HEREBY DISCLAIMS, AND SHALL HAVE NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR, DAMAGE OR INJURY TO PERSONS OR PROPERTY OR FOR OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE WHATSOEVER ARISING OUT OF OR RELATED TO ANY OF ITS PRODUCTS OR THEIR USE.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL IPOTISEDGE BE LIABLE TO THE BUYER, OR TO ANY THIRD PARTY CLAIMING THROUGH OR UNDER THE BUYER, FOR ANY LOST PROFITS, LOSS OF USE, OR EQUIPMENT DOWNTIME, OR FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES OF ANY KIND, HOWSOEVER ARISING, RELATED TO THE PRODUCTS, EVEN IF IPOTISEDGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IPOTISEDGE'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE PAID TO IPOTISEDGE BY THE BUYER.

FOR THE PRODUCT IN THE CASE OF A WARRANTY CLAIM. THE BUYER ACKNOWLEDGES THAT THE FOREGOING LIMITATIONS OF LIABILITY ARE AN ESSENTIAL ELEMENT OF THE AGREEMENT BETWEEN THE PARTIES AND THAT IN THE ABSENCE OF SUCH LIMITATIONS THE PURCHASE PRICE OF THE PRODUCTS WOULD BE SUBSTANTIALLY DIFFERENT. SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF LIABILITY, SO THIS PROVISION MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE EXCLUSION OF DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS. YOU MAY HAVE SPECIFIC LEGAL RIGHTS OUTSIDE THIS WARRANTY, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY. THIS LIMITED WARRANTY DOES NOT AFFECT ANY ADDITIONAL RIGHTS YOU HAVE UNDER LAWS IN YOUR JURISDICTION GOVERNING THE SALE OF CONSUMER GOODS. SOME STATES OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS IN THIS LIMITED WARRANTY STATEMENT MAY NOT APPLY TO YOU IN THOSE AREAS.

#### **Note:**

Battery Optional Performance Guarantee was not included in the standard warranty.

V2.7, Jun 2<sup>nd</sup>, 2023