

## **AMPAURA**

# Factory Limited Warranty for AmpAura Roca G2 Hybrid Energy Storage System

Ampaura warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

Covered Product*	Covered Part	Warranty Period
AmpAura Roca G2 Hybrid Energy Storage System	Battery	10 years
	Inverter	10 years
	Wi-Fi Stick Logger	5 years

The AmpAura Roca G2 Hybrid Energy Storage System specific model numbers are:

Roca2-5KL-E-10, Roca2-5KL-E-15, Roca2-5KL-E-20

Roca2-5KL-C-10, Roca2-5KL-C-15, Roca2-5KL-C-20

Besides the above product, for consumable parts such as strip lights on the decorative cover, and the LCD panel on the inverter, the warranty period provided by Ampaura is 2 years.

### **Product Warranty Date**

Product Warranty commencing on the earlier of:

1. The date of product be installed, activated and registered on site.
2. If the product has not been installed, activated, and registered on site within 180 calendar days after the date of shipment from Ampaura's designated factory (as evidenced by the Bill of Lading or factory dispatch records), then the Start Date shall be the 180th calendar day after the date of shipment.

### **Limited Performance Warranty**

The battery system is covered by two fully independent warranty commitments: (choose from whichever is earlier)

1. 10-Year Capacity Retention: Maintains  $\geq 70\%$  of original Usable Energy for 10 years from the Warranty Start Date.
2. Minimum Through Output Energy: Ensure the Total Through Output Energy as specified in the table below:

Covered Product	Usable Energy (kWh)	Minimum Throughput Energy**(MWh)
Battery	5.2	15.84

\*The term "Throughput Energy" is the total amount of energy a battery can be expected to deliver over its life time.

The Battery usage must comply with the operating conditions under the specification and the installation manual supplied by Ampaura. For this Limited Warranty, Usable Energy is as measured and calculated using the following testing method and values: Ambient temperature is between 25°C and 28°C:

- a. Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage.
- b. Wait for 10 minutes.
- c. Charge the battery with constant current until the battery reaches End of Charge Voltage or 100% SOC.
- d. Wait for 10 minutes.
- e. Discharge the battery with constant current until it reaches End of Discharge voltage or its self-protective voltage. Record the amount of electricity released in the process as the Remaining Usable Energy of battery.

Test value list:

Product	End of Discharge Voltage (V)	End of Charge Voltage (V)	Constant Current (A)
Battery	41.6	58.4	20

## PRECONDITION OF WARRANTY

This Warranty is subject to the following conditions:

1. If the equipment is not to be installed or used immediately, the storage environment must meet the following conditions simultaneously:
  - a. Storage SOC: 20%-50% SOC, recharge period is 6 months.
  - b. Storage temperature: Maximum -20°C to 60°C.
  - c. Storage humidity: 0% RH to 95% RH (no condensation).
  - d. Place the equipment in a cool place where away from direct sunlight and rain.
  - e. Keep the equipment away from inflammable, explosive, and corrosive matters.
2. The ambient temperature during the operation of the products shall not fall below -20°C or exceed 45°C (derating above 45°C).
3. The energy storage system shall be installed by a skilled and trained installer.
4. The energy storage system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
5. To provide a limited warranty on the product, Ampaura will update your equipment with a remote firmware upgrade from time to time. These remote upgrades may briefly disrupt the operation of the appliance. By connecting your equipment to the internet, you agree that Ampaura may update the firmware of your equipment's features without further notice. If your equipment is not connected to the Internet for an extended period

of time, we may not be able to honor the full ten-year warranty commitment. However, we always provide a five-year warranty based from the start date.

## **HOW TO MAKE A CLAIM UNDER THE AMPAURA LIMITED WARRANTY**

To provide friendly and timely service, Ampaura is collaborating with numerous distributors and installers worldwide. By signing this document, you agree that the warranty service under this Limited Warranty will be provided by Ampaura or a third party authorized by Ampaura. Therefore, please consider them as Ampaura's default service channels and use these channels to submit your warranty claims; Ampaura will support and audit these service channels to ensure we deliver excellent service to our customers.

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the product for you. When contacting your local distributor or the installer, please have the following information or materials ready, as they will help us provide better warranty services to our customers.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date, failure date and address of the faulty product. Please make the claim within one month from the failure date, otherwise Ampaura will treat it as you have abandoned the right to make a warranty claim.
3. Error message on LCD screen (if applicable) and additional information regarding the fault/error.
4. Description of actions before the failure and detailed information of previous claims (if applicable).

Ampaura may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from Ampaura or an authorized third party company. Ampaura reserves the right not to enter the site should the Ampaura technician consider it unsafe to do so.

## **REMEDY**

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, Ampaura can choose based on the actual fault condition of the faulty product, select to:

1. Fix the issue by changing configurations or updating software.
2. Repair the product by replacing with spare parts.
3. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one year, it will be extended to a full one-year warranty. For every single product exchange case, the claimant must gather the necessary information and send to Ampaura, prior to

the product being exchanged.

4. If it's proven that the problem was caused by faulty installation, Ampaura reserves the right to contact the original installer and request that they provide a solution to fix the issue before Ampaura's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

Any parts replaced by Ampaura become Ampaura's property. If a product isn't covered by the Limited Warranty, Ampaura may charge a handling fee. Ampaura may use new, equivalent to new, or refurbished products for repairs or replacements.

#### **WARRANTY COVER RANGE**

Unless a special/unique agreement exists between Ampaura and customer, the limited warranty covers:

1. Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.
2. Labor cost relating to repairs, uninstalling and reinstalling of spare parts /products on-site.
3. Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

Travel and accommodation fee of service on site as well as costs related to claimant's employees, unless otherwise agreed in writing in advance by Ampaura, are NOT covered by the limited warranty. All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

#### **WARRANTY EXCEPTIONS**

The following circumstances may cause device defects, but are not covered by Ampaura's limited warranty.

1. Normal wear and tear (including, without limitation, wear and tear of batteries) or reasonable wear and tear.
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations, maintenance carried out against Ampaura instructions by an unauthorized installer, e.g. insufficient isolation caused by broken DC cable.
4. Disassembly, repair or modifications performed by a third-party company/person not authorized by Ampaura Product modifications, design changes or part replacements not approved by Ampaura.
5. Faults or damage due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, over voltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
6. Vandalism, engraving, labels, irreversible marking or contamination or theft.

7. Usage which does not comply with the safety regulations (VDE, IEC, etc.), product instructions, product manuals, and other documentation.
8. Faults or damage caused by other factors not related to product quality issues.
9. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to seacoasts/saltwater or other aggressive atmospheres or environmental conditions without Ampaura's written confirmation/approval prior to the installation.
10. Accidents and external influences.
11. Unauthorized installation of third-party software not authorized by Ampaura or unauthorized connection with third-party devices not authorized by Ampaura, resulting in equipment damage or defects.

#### **OUT-OF-WARRANTY-CASE**

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by Ampaura as out-of-warranty cases. For all out-of-warranty cases, Ampaura may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to Ampaura or/and repaired products are sent from Ampaura to the user.

#### **LIMITATION OF AMPAURA LIABILITY**

It is the end user's sole and exclusive remedy against Ampaura and Ampaura's sole and exclusive liability in respect of defects in energy storage system. This limited warranty replaces all other Ampaura warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), Ampaura does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of energy storage systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, Ampaura's liability shall be limited to the purchase value of the energy storage system. The above limitations shall not apply in case of gross negligence or intentional misconduct of Ampaura or in case of death or personal injury resulting from

Ampaura's proven negligence.

**Important Note: Australian Consumer Law**

This warranty is provided in addition to other rights and remedies held by a consumer at law. 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

**China Contact Information**

Company: Energywave Technology Inc.

Address: NovaStar Park, 3rd Yunshui Road, Xi'an, Shaanxi, China

Email: [support@ampaura.tech](mailto:support@ampaura.tech)

[www.ampaura.tech](http://www.ampaura.tech)

Tel: +86 (029) 68216000

**Australia Importer Information**

Company: Ampaura Australia Pty Ltd.

Address: 502-504 South Road, Kurralt Park, SA 5037.

Email: [Tom@ampauraaustralia.com.au](mailto:Tom@ampauraaustralia.com.au)

[www.ampauraaustralia.com.au](http://www.ampauraaustralia.com.au)

Tel: +61475070231

\*Limited warranty is a basic warranty promise from Ampaura to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by Ampaura's local distributor; should any claims arise in this respect, please direct them to the local distributor.