

FelicityESS Warranty Policy

CONTENTS

1. APPLICABLE PRODUCT TYPE	1
2. PRODUCT WARRANTY	1
3. WARRANTY CONDITION	2
4. HOW TO CLAIM	3
5. EXCLUSIONS	3
6. CONTACT INFORMATION	4

1. APPLICABLE PRODUCT TYPE

High Voltage Battery Cluster Controller	LUX-Y-48100HCG01
Lithium Iron Phosphate Battery	LUX-Y-48100HMG01
Lithium Iron Phosphate Battery System	LUX-Y-48100HG01M4
	LUX-Y-48100HG01M5
	LUX-Y-48100HG01M6
	LUX-Y-48100HG01M7
	LUX-Y-48100HG01M8
	LUX-Y-48100HG01M9
	LUX-Y-48100HG01M10
	LUX-Y-48100HG01M11
	LUX-Y-48100HG01M12

2. PRODUCT WARRANTY

IMPORTANT NOTICE FOR AUSTRALIAN CONSUMERS

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.

2.1 Warranty Start Date Definition

For the lithium battery with this warranty card you purchased, you receive a FelicityESS warranty valid for 10 years from the date of installation and no more than 10 years and 3 months from the delivery date from Felicity ESS

factory or overseas warehouse;

2.2 Battery Warranty

2.2.1 Period of Warranty

The parties agree that if any product is found defective during the warranty period, the product shall be repaired or replaced. The battery shall have the following warranties:

For the batteries (LUX-Y-48100HCG01,LUX-Y-48100HMG01,LUX-Y-48100HG01M4,LUX-Y-48100HG01M5,LUX-Y-48100HG01M6,LUX-Y-48100HG01M7,LUX-Y-48100HG01M8,LUX-Y-48100HG01M9,LUX-Y-48100HG01M10,LUX-Y-48100HG01M11,LUX-Y-48100HG01M12) branded with the FelicityESS logo, the following policies are applicable:

- In the first year, if there is an issue with the battery cells, they will be directly replaced with new ones;
- From the second to the seventh year, the Battery will be repaired first, and if the repair is unsuccessful it will be replaced;
- From the eighth to the tenth year, only free inspections are provided, excluding labor charges and parts fees.

3. WARRANTY CONDITION

If a device becomes defective during the agreed FelicityESS warranty period and provided that it will not be impossible or unreasonable, the device will be,

as selected by FelicityESS:

- repaired by FelicityESS, or
- repaired on local maintenance center, or
- exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new certificate since your entitlement is documented at FelicityESS.

4. HOW TO CLAIM

- Please report the defective device to your supplier with this warranty card and pre commissioning completed.
- Supplier is required to send the warranty claim form to FelicityESS or Authorized service partner with all the necessary information.
- Customers must present this warranty card, purchasing & Installation invoice, and other related materials as well if required.
- Please note felicity reserve the ultimate explanation right on this warranty card.

5. EXCLUSIONS

Damage to the Products resulting from any of following activities is not

covered by this Limited Warranty:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

6. CONTACT INFORMATION

- Company / Manufacturer Name: Guangdong Felicity New Energy Co., Ltd
(Felicity ESS)
- Company / Manufacturer Website: www.felicityess.com
- Tel / WhatsApp: +86 18022876286
- Email: service@felicityess.com

Australia Importer Contact Information:

- Australian Importer Company Name: FELICITY SOLAR AUSTRALIA PTY LTD
- Website: www.felicitysolar.com.au

- Registered Address: 706 160 GOULBURN STSURRY HILLS NSW 2010
- Contact Number: 0412862116