WARRANTY CONDITIONS

For the Bytewatt Residential Product Series(Australia&New Zealand)

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1. SCOPE OF WARRANTY

Bytewatt provides the following limited and extended warranty for inverters and Li-ion battery unit including BMS (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Bytewatt. Bytewatt under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy are breached. This Bytewatt Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Bytewatt partners.

The products covered by this clause are listed in the appendix 1. 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. CONTRACTING PARTIES

This Policy is only provided to the original purchaser of the product from Bytewatt (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other-party (End-User) where the product is installed.

3. WARRANTY PERIOD

3.1 Product Warranty

Bytewatt provides 120/144 months warranty for the Products. The Warranty starting from the following date:

The date on which the product was first installed.

3.2 Performance Warranty

Bytewatt warrants that the Product retains at least seventy percent (70%) of its Usable Capacity for 120/144 months from the date the Product is installed at the Product Owner's property. The warranty only applies if the Product is operated under normal use followed by the specification and the manual provided by Bytewatt.

The precondition of the valid Performance Warranty shall be that:

- The ambient temperature during the operation of the Products shall not fall below -10 °C or exceed 50 °C.
- Which is calculated from the date the battery storage system is installed at the Product Owner's property.
- The minimum throughput energy for each product model is shown in Appendix 2.

4. SERVICE REBATE

The Installer may be eligible for a service rebate for the service and replacement of the Product, which has been returned to Bytewatt and deemed defective in workmanship or materials upon testing and inspection by Bytewatt.

If multiple on-site visits are required, the Installer must contact Bytewatt prior to the site visit. The service rebate should be claimed within three months from the date of when the warranty claim is approved. Any claims made on account of the following reasons will not be eligible for the service rebate:

Where the replacement Product(s) offers improved features/functionality not compatible with the remaining components of the PV system;

Compensation for power that was not fed into the grid or consumed;

Delay in receiving the product due to transportation costs or costs incurred due to issues beyond the control of Bytewatt.

5. LIMITED LIABILITY

Claims that relate to defects that are caused by the following factors are not covered by Bytewatt's warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural airflow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start up or operation;
- Improper wiring of the Product causing arching or damage of the Product or its parts;
- Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Where the Installer has not followed the warranty claim process and detailed in section 7, and/or proper evidence of the fault and/or test carried out on site has not been provided to Bytewatt;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual;

- Where authorized Bytewatt personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, Bytewatt under its discretion will;
- Repair of the product on site or service centre;
- Provide the closest Product within its current range of products for the replacement of the faulty or damaged Product;
- The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by Bytewatt. Bytewatt may replace parts with refurbished parts.

6. EXCLUSIONS

This Policy does not cover the components that were not initially sold by Bytewatt as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by Bytewatt.

7. WARRANTY CLAIM PROCESS

It is the duty of the Installer to contact Bytewatt in the event of a fault with the following information.

Name of the Installer:

Product Model No:

Fault Code:

Fault Details:

Contact Details:

Bytewatt may ask for additional details depending on the fault conditions. Bytewatt will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Bytewatt. Once the form is received a unique

ticket number is issued which will be used for tracking the progress of the claim. Bytewatt is obliged to approve and dispatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Bytewatt within a maximum of thirty days of the replacement being received. Failure to do so will forfeit eligibility for the service rebate outlined in section 2.

If an allegedly faulty Product is returned to Bytewatt pursuant to this Policy, and is found by Bytewatt to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Bytewatt will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by Bytewatt in all cases. Any replacement of the Product issued without the consent of Bytewatt will invalidate an associated claim.

8. FURTHER RIGHTS AT LAW

In addition to the warranty provided by Bytewatt, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Bytewatt comes with guarantees that cannot be excluded under consumer law.

9. OUT OF WARRANTY

As for the service for the Products out of Warranty, Bytewatt agrees to provide certain after-sales services to the Product Owner upon the written request addressed to Bytewatt Authorized Service Partner, and all the costs and expenses which include but are not limited to the materials, parts or labour costs, shall be borne by Product Owner. In this case, the Product Owner shall provide a detailed description of defects so that Bytewatt or Bytewatt Authorized Service Partner can detect whether such defect can be cured or not. For the avoidance of doubt, in no event will Bytewatt be

liable for the service out of warranty, and this Section 7 will not constitute the promise of Bytewatt to provide such service out of warranty.

10. DISPUTE RESOLUTION

In case of any dispute in terms of warranty claims, a first-class international testing institute shall be entrusted by Bytewatt and the Product Owner upon mutual consent to provide third-party verification and comments. All fees and expenses shall be borne by the party that demanded such verification procedure unless otherwise agreed. The local courts of China shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Warranty.

In case of a judicial assertion, the Bytewatt Authorized Service Partner is not authorized to send or receive lawsuit documents.

This Warranty shall be governed and construed by the laws of the Commonwealth of China, excluding the Convention on Contracts for the International Sale of Goods.

11. CONTACT US

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12. Australian Importer

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13. Appendix

13.1 Appendix 1

No.	Product Type	Product Name	Warranty Period
1	Single-phase Battery Inverter	BW-INV-SPB5K	10 years
2		BW-INV-SPB8K	
3		BW-INV-SPB10K	
4	Single-phase Hybrid Inverter	BW-INV-SPH3.6K	10 years
5		BW-INV-SPH5K	
6		BW-INV-SPH6K	
7		BW-INV-SPH8K	
8		BW-INV-SPH10K	
9	Three-phase Hybrid Inverter	BW-INV-TPH4K	10 years
10		BW-INV-TPH5K	
11		BW-INV-TPH6K	
12		BW-INV-TPH8K	
13		BW-INV-TPH10K	
14		BW-INV-TPH12K	
15		BW-INV-TPH15K	
16	Battery System	BW-BAT-4.8S	10 years
17		BW-BAT-9.6P	12 years
18		BW-BAT-9.6P I	
19		BW-BAT-9.6P II	
20		BW-BAT-9.6P III	
21		BW-BAT-9.6P IV	
22		BW-BAT-9.6P V	
23		BW-BAT-9.6P VI	
24		BW-BAT-9.6S	
25	Battery System	BW-BAT-10.1P	10 years
26		BW-BAT-10.1P II	
27		BW-BAT-10.1P III	
28		BW-BAT-10.1P IV	
29		BW-BAT-10.1P V	
30		BW-BAT-10.1P VI	

31	Battery System	BW-BAT-14S1	10 years
32		BW-BAT-14S2	
33		BW-BAT-14S3	
34		BW-BAT-14S4	
35		BW-BAT-14S1-H	
36		BW-BAT-14S2-H	
37		BW-BAT-14S3-H	
38		BW-BAT-14S4-H	
39	Battery System	BW-BAT-07S1	10 years
40		BW-BAT-07S2	
41		BW-BAT-07S3	
42		BW-BAT-07S4	
43		BW-BAT-07S5	
44		BW-BAT-07S6	
45		BW-BAT-07S7	
46		BW-BAT-07S8	
47	Single-phase Hybrid Inverter	BW-INV-SPH5KA	10 years
48		BW-INV-SPH6KA	
49		BW-INV-SPH8KA	
50		BW-INV-SPH10KA	
51		BW-INV-SPH12KA	
52	Single-phase Battery Inverter	BW-INV-SPB5KA	10 years
53		BW-INV-SPB6KA	
54		BW-INV-SPB8KA	
55		BW-INV-SPB10KA	
56		BW-INV-SPB12KA	

13.2 Appendix 2

Application	Energy Retention	Operating Limitation	Battery type
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 10 years following initial installation date	Unlimited cycles	BW-BAT-10.1P
Any application not listed above, or any combination of applications that includes one not listed above	70% at 10 years following initial installation date	38.38MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 10 years following initial installation date	Unlimited cycles	BW-BAT-4.8S
Any application not listed above, or any combination of applications that includes one not listed above	70% at 10 years following initial installation date	18.24MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-9.6P I
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	39.36MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-9.6P
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	39.36MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-9.6S
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	115.29MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S1
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	57.64MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S2
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	115.29MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S3
Any application not listed above, or any	70% at 12 years following	172.93MWh of	

combination of applications that includes one not listed above	initial installation date	aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S4
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	230.58MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S1-H
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	57.64MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S2-H
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	115.29MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S3-H
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	172.93MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-14S4-H
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	230.58MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-07S1
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	28.82MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-07S2
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	57.64MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-07S3
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	86.46MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based	70% at 12 years following	Unlimited cycles	BW-BAT-07S4

control[2], and backup[3]	initial installation date		
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	115.29MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-07S5
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	144.11MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-07S6
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	172.93MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-07S7
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	201.76MWh of aggregate throughput[4]	
Solar self-consumption[1] or time-based control[2], and backup[3]	70% at 12 years following initial installation date	Unlimited cycles	BW-BAT-07S8
Any application not listed above, or any combination of applications that includes one not listed above	70% at 12 years following initial installation date	230.58MWh of aggregate throughput[4]	

1 Store the energy generated by the solar array and use the stored solar energy for daily self-consumption.
2 Store energy generated by the grid or solar arrays and use the stored energy for time-of-use load shifting.
3 Store energy generated from the grid or solar arrays and use the stored energy as backup power.
4 Measured at the battery AC output.

No.	Product Name	Nominal Energy	Minimum Throughput Energy
1	BW-BAT-4.8S	4.8kWh	18.24MWh
2	BW-BAT-9.6P I	9.6kWh	39.36MWh
3	BW-BAT-9.6P II	19.2kWh	78.72MWh
4	BW-BAT-9.6P III	28.8kWh	118.08MWh
5	BW-BAT-9.6P IV	38.4kWh	157.44MWh
6	BW-BAT-9.6P V	48kWh	196.8MWh
7	BW-BAT-9.6P VI	57.6kWh	236.16MWh
8	BW-BAT-10.1P	10.1kWh	38.38MWh
9	BW-BAT-10.1P II	20.2kWh	76.76MWh
10	BW-BAT-10.1P III	30.3kWh	115.14MWh
11	BW-BAT-10.1P IV	40.4kWh	153.52MWh
12	BW-BAT-10.1P V	50.5kWh	191.9MWh
13	BW-BAT-10.1P VI	60.6kWh	230.28MWh
14	BW-BAT-9.6P	9.6kWh	39.36MWh
15	BW-BAT-9.6S	9.6kWh	39.36MWh
16	BW-BAT-14S1	14.06kwh	57.64MWh
17	BW-BAT-14S2	28.13kwh	115.29MWh
18	BW-BAT-14S3	42.18kwh	172.93MWh
19	BW-BAT-14S4	56.24kwh	230.58MWh
20	BW-BAT-14S1-H	14.06kwh	57.64MWh
21	BW-BAT-14S2-H	28.13kwh	115.29MWh
22	BW-BAT-14S3-H	42.18kwh	172.93MWh
23	BW-BAT-14S4-H	56.24kwh	230.58MWh
24	BW-BAT-07S1	7.03kwh	28.82MWh
25	BW-BAT-07S2	14.06kwh	57.64MWh
26	BW-BAT-07S3	21.09kwh	86.46MWh
27	BW-BAT-07S4	28.12kwh	115.29MWh
28	BW-BAT-07S5	35.15kwh	144.11MWh
29	BW-BAT-07S6	42.18kwh	172.93MWh
30	BW-BAT-07S7	49.21kwh	201.76MWh
31	BW-BAT-07S8	56.24kwh	230.58MWh