

Shoto Warranty Letter

Shuangdeng Group Co., Ltd. (hereinafter referred to as Shoto) provides warranty for **SDC10-Box5/HP10-Box5 Pro/HP-B10** series batteries under the following conditions.

This warranty applies to Shoto energy storage lithium battery products purchased and installed after June 1st, 2023 (model: SDC10-Box5/HP10-Box5 Pro/HP-B10). Shoto 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 Period

Model : The warranty period for the battery module is 5 years, with 3000 cycles @ $25 \pm 2^{\circ}\text{C}$ 80% DOD and an EOL of 70%, which meets the requirements of Whichever comes first.

The warranty period starts from the earlier of:

- 1) The installation date of the product.
- 2) One month after the production date of the product.

Note: The warranty period is limited by clauses 2 and 3. The Battery Management System has a free warranty for the first five years and a warranty for the next five years Paid maintenance. The warranty scope does not include accessories, vulnerable parts (such as fuses), and tools provided with the product.

2. Warranty Conditions

The product warranty only applies to the following situations:

- 1) Purchase from Shoto or its authorized distributor in the region.
- 2) The QC label is intact and the battery pack has not been disassembled.
- 3) Installed in an indoor environment and not subjected to liquid spraying or immersion.
- 4) Install, operate, and maintain according to the User's Manual.
- 5) Only used in home storage system, recommended for use at $25 \pm 2^{\circ}\text{C}$.
- 6) Having a formal Shoto serial number and identification.

If the defect or malfunction of the product is caused by your incorrect use, abuse, accident, or failure to comply with the product usage regulations, warranty will not apply.

3. Warranty Exclusions

To the extent permitted by law, Shoto excludes all liability for any defects or damage to the product caused by:

-
- 1) Inverter or charger malfunction.
 - 2) Install inverters or chargers that have not been confirmed or certified by Shoto.
 - 3) Install in an environment that exceeds the requirements specified in the product user manual.
 - 4) Failure to properly operate the battery according to the Product User's Manual.
 - 5) Not using the product under the environmental conditions specified in the User's Manual, or treating the product improperly in other ways, including but not limited to rough handling of the product.
 - 6) Damage caused during transportation, including but not limited to falling, trampling, deformation, impact, or being pierced by sharp objects.
 - 7) Storage, installation, debugging, or repair of products shall be carried out by non Shoto employees or non Shoto approved installation personnel.
 - 8) Events or force majeure events caused by abuse, misuse, negligence, accidents, including but not limited to lightning, floods, fire, extreme cold weather, or other events beyond Shoto's reasonable control.
 - 9) Any attempt to extend or shorten the product's service life by modifying software or other means without written confirmation from Shoto.
 - 10) Damage caused by corrosive gases such as immersion in water, conductive dust, or salt mist.
 - 11) The product is connected to different types of battery modules.
 - 12) Connect the battery to a non Shoto battery.
 - 13) Failure to install and maintain the product according to the product manual.
 - 14) Normal wear and aging, surface defects, dents or marks.
 - 15) The product or any of its components has been stolen or damaged.

4. Claim

You can request warranty from the authorized distributor who purchased the product or directly from Shoto. If you find any issues with the product, you must notify Shoto within 24 hours to request a warranty. The method is as follows:

- 1) Contact Shoto's authorized dealer and provide after-sales feedback form and product certificate.
- 2) Provide on-site product installation information for taking photos from different angles.

In order to claim under this Warranty, You must:

- 1) Present the original warranty statement.
- 2) Submit invoices for purchased products, indicating the delivery date.

3) Provide system log data recorded by the product to show whether the minimum capacity has been reached (but this is not conclusive).

To make a claim to Shoto directly, please contact:

Address: No. 999 Tianmu West Road, Jiangyan Economic Development Zone, Taizhou City, Jiangsu Province;

Postal code: 225500;

Tel: +0086 523-88529865

Email: marketing@chinashoto.com

RUL: <https://www.shuangdeng.com.cn/>

Shoto may contact you for more information. Shoto may require you to complete product analysis and testing to provide evidence to support the claim. The final certification claim decision will be made by Shoto.

If you think that Shoto has objections to the certification of the claim, the product must be tested by a testing laboratory recognized by the local government or approved by CNAS accredited third-party testing institutions for evaluation. You are required to bear the cost of any third-party evaluation services (unless your claim is proven to be valid).

If the product capacity needs to be tested, it must be tested under the following conditions:

- a) The testing is based on a single SDC10-Box/HP10-Box/HP-B 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 pack must be $25^{\circ}\text{C} \pm 2^{\circ}\text{C}$.
- d) Charge at a constant current (0.2C) and a constant voltage (56.4V) until the voltage of a single battery cell exceeds 3.65V or when charged, the flow is less than 0.05C.
- e) Discharge at a constant current (0.2C) until the battery is protected against low voltage.

If the product is no longer in production, Shoto can use the same Functional and performance refurbished products, replacement of different products or components.

5. Definition

In this document:

- 1) Authorized distributors refer to retailers or distributors approved by Shoto in this field.
- 2) The minimum capacity refers to reaching at least 60% of the rated capacity of the product during the warranty period.

- 3) Rated capacity refers to the initial rated capacity of the product printed on the product label.
- 4) The product refers to the SDC10-Box series, HP10-Box series, and HP-B series battery systems manufactured by Shoto.
- 5) User Manual refers to the instructions and manuals released by Shoto along with the product, which explain the installation and operation of the product.
- 6) Shoto refers to Shuangdeng Group Co., Ltd. located at No. 999 Tianmu West Road, Jiangyan Economic Development Zone, Taizhou City, Jiangsu Province.
- 7) You refer to the natural person who purchased the product.

Note:

- 1) Within Five or ten years from the warranty start date, the product will retain sixty percent (60%) of its available energy, provided that the operation mode of the product complies with the user manual provided by Shoto.
- 2) 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.

Importer Company Name	Shengding Pty Ltd
ABN	90 603 714 656
Trading Address	25 Lenore Street Springvale 3171 VIC
Contact Person Name	Yong Qin Song
Contact Person Number	M0435390666
Contact Person Email	songyongqin2018@gmail.com
Phone	0435390666
RUL	https://www.shengding.com.au/

Shuangdeng Group Co., Ltd.

June 2023