



ZHONGNENG TECHNOLOGY

Product Warranty

Product Model : _____ LBB051100A

Date : _____ 09/12/2019

Add: 245, BINKANG RD., CHANGHE ST., BINJIANG DISTRICT, HANGZHOU, ZHEJIANG
/ZHEJIANGNO.799,YAOCHENG AVENUE, CMC, TAIZHOU CITY, JIANGSU
Tel: 0523-82713786 **Fax:** 0523-86226716 **Mail:** csm@znnewtech.com



1. Consumer 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.

2. Product Warranty

ZNTECH warrants that the product will be free of defects caused by improper or defective materials. This warranty commences the period of Five years from the earlier of:

- (1) The date of installation of the Product; or
- (2) Six months after the date the Product was manufactured,

This warranty does not include any accessories and tool kit items provided with the Product. ZNTECH will repair or replace the Product if the Product is defective and returned during the Warranty Period. ZNTECH offers another Five years of performance guarantee after the 5-year warranty expires. You can have ZNTECH repair the product at cost.

3. Warranty Conditions

The warranties in respect of the Product only apply if the Product:

The product shall fall within the warranty period.

- (1) Is purchased from ZNTECH or an Authorized Reseller in the Territory;
- (2) Has the official ZNTECH serial number;
- (3) Is installed in the Territory;
- (4) Is installed, operated and maintained in accordance with the Product Manual; and
- (5) Be used on a daily cycle basis and only for energy storage system.

Any Product failure, fault or warning information must be reported in the form of Warranty Claim stated in Clause 10 to ZNTECH or ZNTECH authorized service partner within 2 weeks of appearance.

The warranty would be inapplicable if the defect in or failure of the product's performance is attributable to your misuse, abuse, accident or non-observance of the Product.

4. Warranty Claim

If a Product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

To make a Warranty claim under this voluntary warranty, the end-user must contact us at:

Address: NO.245, BINKANG RD., CHANGHE ST., BINJIANG DISTRICT, HANGZHOU, ZHEJIANG/NO.799, YAOCHENG AVENUE, CMC, TAIZHOU, JIANGSU

Post Code: 310000

Telephone: -86-523-82713786 **Fax:** +86-523-86226716



Email: csm@znnewtech.com

To make a claim to Local responsible supplier (Shine Hub) , please contact:

Shine Hub Pty Ltd

End User Service Mailbox: info@shinehub.com.au

Person: Alexander Georgiou

Telephone: 1800 898 381 M:0413 092 988

Website: www.shinehub.com.au

Trading Address: Level1 530 Botan Rd Alexdandria NSW 2015

When contacting us by email, please have the following information to hand:

- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the Product (you can find both on theProduct)
- Proof of purchase with date and address of the vendor
- Installation date and installation address
- Signed commissioning report or protocol
- Contact details of the installer
- A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications)

ZNTECH may contact You for further information regarding a defect. ZNTECH may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by ZNTECH.

If You dispute ZNTECH's verification of the claim, the Product must be evaluated by an Territory government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case ZNTECH will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions

- (1) The test is based on single us series battery module.
- (2) The ambient temperature of the Product must be $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$
- (3) The initial temperature of the battery pods must be $25^{\circ}\text{C}\pm 1^{\circ}\text{C}$
- (4) Constant voltage(54V) constant current (10A) charge till all the cell voltage above 3.50Vdc or till charge current less than 1Amps.
- (5) Constant voltage(44V) constant current (10A) discharge till battery low voltage protection cut-off.

If the Product is no longer available, ZNTECH may, at its discretion, replace the Product with a refurbished

5. Exclusions of Warranty

To the extent permitted by law, ZNTECH excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

- (1) Warranty period expires.
- (2) Inverter or charger failure;
- (3) The Product being installed with inverters or charger which have not been certified by ZNTECH;



- (4) The Product being installed in an outdoor environment, or an environment out of the operation temperature range listed in the Product Manual;
- (5) Battery has not been operated properly according to the product manual;
- (6) You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Manual;
- (7) Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
- (8) Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than ZNTECH or a ZNTECH's certified installer;
- (9) Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of ZNTECH;
- (10) Any attempt to extend or reduce the life of the product without written confirmation from ZNTECH, whether by physical means, programming or others;
- (11) Removal and reinstallation at another place from the original installation without the written on confirmation from ZNTECH;
- (12) Water, conductive dust or corrosive gas;
- (13) The Product has been connected with different type battery modules;
- (14) Battery have been connected with battery not from ZNTECH;
- (15) Failure to install, operate or maintain the product in accordance with the Product Manual;
- (16) Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product;
- (17) Theft or vandalism of the Product or any of its components.

Non-Applicability of Warranty Claim

In case a warranty claim is reported which shows not to be valid, the costs incurred by ZNTECH or installer due to this non-applicability of warranty claim shall be covered by End User unless this non-applicability was not visible for End User according to given circumstances.

Update of Warranty

To the extent permitted by the applicable law, ZNTECH reserve the right update this warranty from time to time, and such update may be published on the official website of ZNTECH or sent by email or to the address of End User (If provided by End User when purchase the Products). The Warranty expires automatically upon the updated version of warranty standard issued by ZNTECH.

Out of Warranty

As for the service for the Products out of warranty, ZNTECH agrees to provide certain after sales service to End User upon the written request, and all the costs and expenses which include but not limited to the materials, parts or labor costs, shall be borne by End User. In case of End User give written notice to request the service out of warranty, End User shall provide detail description of defects so that ZNTECH is able to detect whether such defect can be cured or not. For the avoidance of doubt, in no event will ZNTECH be liable for the service out of warranty, and this clause 9 will not constitute the promise of ZNTECH to provide such service out of warranty.

6. General provisions



If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed, and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

7. Definitions

In this document:

- (1) Authorized Reseller means an approved ZNTECH retailer or distributor in the Territory.
- (2) Consumer Law means: Territory Consumer Law
- (3) Minimum Capacity means at least 80% of the Nominal Energy during the Warranty Period.
- (4) Nominal Energy means the initially rated capacity of the Product as printed on the label of the Product.
- (5) Product means LBB051100A battery system manufactured by ZNTECH;
- (6) Product Manual means the instructions and manuals issued by ZNTECH with the Product that set out how the Product should be installed and operated.
- (7) ZNTECH means ZHONGNENG TECHNOLOGY (HANGZHOU) CO., LTD of NO.245, BINKANG RD., CHANGHE ST., BINJIANG DISTRICT, HANGZHOU, ZHEJIANG.
- (8) Territory means the country where YOU purchased the Product, except European Union, United States, Canada, Australia, New Zealand, Japan, Mexico, South Africa, Ukraine, Russia, Belarus.
- (9) You means the natural person that acquired the Product.

ZNTECH Authorized Service Partner:

Shine Hub Pty Ltd

End User Service Mailbox: info@shinehub.com.au

Person: Alexander Georgiou

Telephone: 1800 898 381 M:0413 092 988

Website: www.shinehub.com.au

Trading Address: Level1 530 Botan Rd Alexandria NSW 2015