

## Limited Warranty

### 质保协议

#### 1. Warrantor 质保人

Warrantor is Uhome Smart Energy (Wuxi) Co.,Ltd (the Company or Uhome) with its registered address of No.1 Qianluo Road Huishan District Wuxi City Jiangsu Province PRC.

质保人为优鸿蒙智慧能源(无锡)有限公司(以下简称“公司”或“Uhome”),其注册地址为中国江苏省无锡市惠山区钱洛路1号。

#### 2. What Products are covered 质保产品范围

This following warranty applies to the Products listed in Appendix 1 which were

- manufactured by the Company;
- sold by the Company directly or through the authorized resellers as new products, and were installed and commissioned by a certified installer.

以下质保条款适用于附录1所列的产品且符合以下条件

- \* 由公司制造;
- \* 由公司直接或通过授权经销商销售的全新产品;
- \* 由专业的安装人员安装和调试。

#### 3. Warranty 质保

Our company distinguishes between the warranty periods for batteries and inverters:

- As for the battery, our company provides a 10 - year warranty for the capacity retention.

The company warrants at least 65% of nominal battery capacity, up to 10 years(capacity measurement condition: ambient temperature range  $25 \pm 2^{\circ}\text{C}$ , 0.2CC charge, 0.2CC discharge. 1 full cycle charge and discharge per day);

- As for the inverter, our company provides a 5-year warranty.

Within the warranty period, if there have product quality problem (Quality issues identified and recognized by our technical personnel and quality department), including BMS, accessories, even batteries. The freight incurred during the warranty process shall be negotiated with the responsible party based on the actual situation.

本公司对于电池和逆变器的质保期限有所区分:

- \*对于电池, 我司提供10年(十年)的可用容量保证。本公司保证至少有65%的额定电池容量, 最长10年(容量测量条件: 环境温度范围 $25 \pm 2^{\circ}\text{C}$ , 0.2CC充放电, 每天1次完整的循环充放电);
- \*对于逆变器, 我司则提供5年(五年)的质保服务。

在质保期内, 若出现产品质量问题(经我司技术人员、品质部门鉴定认可的), 包括BMS、相关配件甚至是电池, 提供免费更换服务, 质保过程中发生的运费, 根据实际情况协商具体承担方。

In the following situations, the buyer is responsible for all shipping costs incurred during the warranty process.

- Returning products for any reason other than a proven defect;
- Buyer's accidental returns;
- Returning personal items;
- Returning items claimed to have defects but found by Uhome quality control to be in working condition;
- The transportation method did not adopt the agreed upon plan with our company, resulting in excess freight or product damage;
- Costs associated with unauthorized returns (any returns made outside of the approved warranty process).

在以下情况下，需要买家自行承担质保过程中发生的所有运费：

- \*除已获得我司证实的产品缺陷/质量外，因任何原因退回产品；
- \*买方意外退货，或在无任何质量问题的情况下蓄意退回；
- \*退回个人物品，退回产品与我司产品不一致；
- \*退回声称有缺陷，但经Uhome质量检测部门检测，发现其处于正常运行状态的产品；
- \*运输方式未采用和我司协商一致的方案，导致运费超额或者产品受损；
- \*未经我司授权同意的退货（在批准的保修流程之外进行的任何退货）；

The warranty period commences from the earlier of the date of initial installation or the 180th day after the date which the Product was manufactured.

质保从开始安装之日起或者产品自工厂生产后的180天起。

Within the warranty period, the products will under conditions as specified in Appendix2 Usage and Transportation Requirements, be free from defects in workmanship and materials, under normal application, installation, use and service conditions as specified in the Company's user manual, and subject to the conditions listed below.

在我司的质保期内，按照附录2使用和运输条例，且在本公司提供的用户手册中规定的正常使用、安装、使用和服务条件下，不存在工艺和材料方面的缺陷。

Products are unavailable to protect itself from the deep discharge/charging in condition of without communication connection. The warranty period for products used without communications is 3 (three) years.

在没有通信连接的情况下，产品无法保护自身免受深度放电、充电及其它的影响。在没有通信的情况下使用的产品质保期为3年。

#### 4. Preconditions for Warranty 质保先决条件

This warranty is subject to the following conditions:

- The Products have been installed and correctly commissioned by a certified installer. Proof may be required of correct commissioning of the Product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- The Products have its original serial number and rating labels intact and readable.
- This Warranty does not extend to any Products that have been completely or partially disassembled or modified unless such disassembly is carried out by the Company.
- Any warranty claim under this Warranty must meet the requirements set out below in the "Claim Procedure" section.
- The Products shall be correctly operated and used according to User Manual and conditions set out in this Warranty
- The operating temperature for the Product must not exceed  $-10^{\circ}\text{C} \sim 55^{\circ}\text{C}$  range and the Product shall not be exposed to and stored in a temperature higher than  $50^{\circ}\text{C}$ , and shall not be exposed in an installed area to direct sunlight.
- The Product installation location must be ventilated in accordance with the requirements of User Manual.
- The Product must be operated with compatible inverters recognized by UHOME.
- The product must be transported, installed and operated in accordance with the requirements in **Appendix 2 - Usage and Transportation Requirements**.

质保具有以下先决条件受以下条件约束:

\*产品已由专业的安装人员进行安装和调试, 并提供正确调试产品的证明(如合格证书)。由于不正确的安装或调试造成的故障索赔不在本质保范围内。

\*用户需要提供电池的序列号, 保证电池上的评级标签完好无损且可识别。

\*本质保书不适用任何已经完全或部分拆卸或修改的产品, 除非这种行为是由公司人员安排组织的。

\*用户提出的任何索赔项目必须符合"索赔程序"章节中规定的要求。

\*产品应根据用户手册和本质保书中规定的条件下正确操作和使用。

\*产品的工作温度在 $-10^{\circ}\text{C} \sim 55^{\circ}\text{C}$ 范围内, 产品不得暴露于或储存于高于 $50^{\circ}\text{C}$ 的温度下, 不得被阳光直接照射和雨水的侵入。

\*产品必须根据《用户手册》的要求安装在处于通风性良好的位置。

\*该产品必须与UHOME认可的逆变器一起运行。

\*该产品的运输、安装和操作必须符合**附录2-使用和运输要求**的规定。

## **5. Warranty Obligations 质保义务**

During the warranty period for product, the Company, will, at its option, repair or replace the Products or any part thereof, if such Products are faulty or defective in workmanship or materials.

在整机质保期内，如果产品在工艺或材料上有缺陷，本公司将自行选择修理或更换产品或其部件。

The Company will endeavor to replace any Products which require to be replaced under this Warranty with products of equivalent appearance, size, and functionality on a like for like basis.

本公司将尽力以相同的外观、尺寸和功能的产品更换任何根据本质保下需要更换的产品。

Replacement of Products may not be brand new but with quality and specification compliant with the Product specifications. Where this is not feasible, due to technical improvement, the Company will supply another type of product of at least the same value and standard, although it may be of different size, shape, color and/or capacity.

替换的产品可能不是全新的，但其质量和性能与已经购买的产品一致。如果由于技术迭代，老产品不再生产，本公司将提供至少相同价值和标准的另一种类型的产品，可能存在尺寸、形状、颜色和/或容量的差异。

If the Products are replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the replacement products.

如果在质保期内更换了产品，剩余的保修期将自动转移到更换后的产品上。

In respect of valid claims under this Warranty, the owner of Products will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts and freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from the Company. Documentation in support of such claim will be required.

关于本质保书协议下的有效索赔，将不对产品所有者收取与提出索赔有关的费用，包括处理费用、更换零件的费用及运费。对于根据本质保书下进行有效的索赔所产生的必要和合理的费用，可以向本公司提出索赔并需提供相关的证明文件。

## **6. Excluded Warranty Claims 免责申明**

The Company makes no warranties, either expressed or implied, orally, or in writing, with respect to any other warranty coverage except those expressly stated in this Limited Warranty.

**THIS WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE PRODUCTS.**

本公司对其他任何明示或暗示、口头或书面的协议不作保证，在本质保书中明确规定的除外。本质保书是与产品有关的唯一的明示保证。

This limited warranty does not cover any problem that is caused by conditions, malfunctions or damage not resulting from defects in material or workmanship.

本质保不包括任何由材料或工艺缺陷以外的原因造成的状况、故障或损坏。。

The warranty does not apply to any defects or faults to the extent to which one or more of the following conditions arises

- abuse, misuse or negligence;
- as a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event outside the reasonable control of UHOME;
- storage, installation, commissioning, modification or repair of the Product, or opening of the external casing of the Product, that is performed by none authorized installer or rather than UHOME;
- failure to operate or maintain the Product in accordance with the user manual;
- any attempt to modify the Product, whether by physical means, programming or otherwise, without the express written consent of UHOME;
- removal and reinstallation of the Product at a location other than the original installation location, without the express written consent of UHOME;
- due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Product were not designed for or sold, or use of the Product outside the specified or normal operating ranges for such Products;
- use of an incompatible inverter, rectifier or PCS.

本质保书不适用于出现以下一种或多种情况引起的缺陷或故障：

\*滥用、误用或过失；

\* 由于气候或其他环境影响、外来物质污染（如灰尘、烟雾、盐、化学品和其他杂质）、进水、暴露于过热（特别是根据使用手册规定的最高限制温度）、溶剂、通风不足、暴露于强烈振动、强磁场或由于 UHOME 控制之外的不可抗力事件而导致的产品状况或运行性能的变化；

\* 由非专业的或者非授权的安装人员或 UHOME 以外的人员对产品进行储存、安装、调试、修改或维修，或打开产品的外壳；

\*未能按照用户手册操作或维护本产品；

\*未经 UHOME 明确的书面同意试图通过物理手段、程序或其他方式修改产品；

\*未经 UHOME 明确的书面同意在原安装地点以外的地方重新安装本产品；

\* 由于意外损坏、盗窃或恶意破坏，或将产品用于非设计或销售目的的环境条件，或在此类产品的指定或正常操作范围之外使用产品；

\*使用不兼容的逆变器、整流器或 PCS。

This Warranty does not cover cosmetic defects that do not directly influence function or performance of the Products, nor does it cover noise or vibration that is not excessive or uncharacteristic and does not impact the performance of the Products.

本质保不包括不直接影响产品功能或性能的外观上的缺陷，且不包括不过度或不典型的且不影响产品性能的噪音或振动。

This Warranty does not cover:

- . any costs incurred by the end-user or the installer in normal or scheduled maintenance of the Products;
- . any other costs such as transportation (other than delivery costs of parts or Products replaced under this Warranty to the owner of Products), travelling and accommodation cost of persons for on-site support etc.;
- . subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty.
- . any costs in making the warranty claim, which is invalid under this Warranty.

本质保不包括

- \*终端用户或安装人员在正常或定期维护产品时所产生的任何费用；
- \*其他费用，如运输（除根据本质保向产品所有者运输更换配件或产品时所产生的运费），现场支持人员的交通和住宿费用等；
- \*在不违反任何法律的情况下，因违反本质保而产生的任何财产损失、人身伤害、直接或间接的损失等其他费用。
- \*任何无效的质保索赔。

This Warranty does not cover any damage caused directly or indirectly by or during the opening, modification, repair, processing, replacement, or installation of any Product or product part, or any other work has been performed in relation to or that affects any Product, by a non-certified or otherwise unauthorised person.

本质保书不包括未经认证或授权的人员在打开、修改、修理、加工、更换或安装产品或产品部件期间直接或间接造成的任何损害，或进行与产品有关的任何其他工作造成产品的损害。

Claims that go beyond the scope of this Warranty, including but not limited to (i) claims for compensation for direct or indirect damages arising from the defective device, (ii) claims for compensation for costs arising from disassembly and installation, or (iii) claims for loss of profits, are expressly NOT covered by this Warranty.

In no event will the Company be held responsible or liable for any personal injuries arising out of or connected with the use or misuse of the Product, or for any other damages, whether direct, indirect, punitive, incidental, or consequential; even if the Company has been advised of such damages.

超出本质保范围的索赔，包括但不限于(i)对因设备的缺陷引起的直接或间接损失的索赔，(ii)因拆卸和安装引起的费用的索赔，(iii)利润损失的索赔，都明示地不在本质保范围内。

在任何情况下，公司都不会对因使用或误用产品而引起的或与之相关的，无论是直接的、间接的、惩罚性的、偶然的或继发性的任何人身伤害或任何其他损害承担责任，即使本公司已被告知此类损害。

#### **7. Exclusion for Failure to Connect to the Internet 未连接网络情形排除**

It is required that all Products have internet connection for service purpose. If the Product has no internet, please contact the Company ASAP or organize qualified personnel to conduct an on-site inspection and data collection under the instruction of UHOME. Without connecting to the Internet, the Company may not be able to provide important remote firmware upgrades and the warranty period is reduced to 3 (three) years.

所有的产品都必须连接互联网，以达到售后服务的目的。如果产品没有连接互联网，请尽快与本公司联系，或在UHOME的指导下组织合格人员进行现场检查和数据收集。如果不连接互联网的情况下使用公司产品，公司可能无法提供重要的远程固件升级等服务，产品的质保期将缩短为3年。

#### **8. Warranty Restriction 限制规定**

Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, UHOME expressly reject any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Uhome cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of Uhome and/or Uhome Authorized Service Partner is authorised to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

无特殊说明，在法律允许的范围内，本质保书是唯一的，并取代所有其他口头、书面、明示或暗示的保证。UHOME明确拒绝任何所有法定的或隐含的保证，包括但不限于对适销性、特定用途的适用性以及隐性或潜在缺陷的保证。如果UHOME不能放弃法律规定的默示保证或法律规定的



保证，所有这些质保协议应限制在法律规定的默示保证或法律规定的范围内，并应根据法律强制适用。任何经销商、代理商或Uhome和/或Uhome授权的工作人员都无权对质量担保进行任何修改、扩展或补充。如果本协议中的任何条款被判定为非法或不可执行，则本协议其余条款的合法性和可执行性不受影响或损害。

UHOME'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY END USER TO UHOME FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

在任何情况下，Uhome因任何原因所承担的责任金额均不超过最终用户购买该产品时向Uhome支付的价格。

#### **9. Limitation on Use 产品使用条款**

The Product is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury to persons or loss of life or catastrophic property damage. To the extent permitted by law, UHOME disclaims any and all liability arising out of any such use of the Product.

本产品不得用作生命支持系统等其他医疗设备的主要或备用电源，或用于可能导致人员受伤或生命损失或灾难性财产损失的任何其他用途。在法律允许的范围内，UHOME不承担因使用本产品而引起的任何和所有责任。

#### **10. Claim Procedure 索赔程序**

##### **a) Who can make a claim?**

Warranty claims can only be made by the owner of the Products.

##### **b) Claim process**

If any Products fail within the Warranty period, the owner of the Products must stop using the Products or the system in which the Products are installed as the case may be by isolating the Products from any energy source, and make a claim within 48 hours of products failure following all instructions provided by Uhome, or the resellers from whom you have purchased the Products.

##### **a)谁可以提出索赔？**

质保索赔只能由产品的所有者提出。

##### **b)索赔程序**

如果产品在质保期内出现故障，产品所有者必须将产品与能源隔离，停止使用该产品或安装该产品的系统（视情况而定），并在产品出现故障的48小时内向Uhome或您购买该产品的经销商申请或提出索赔。

To make a warranty claim under this warranty, please contact the Company or the resellers from whom you have purchased the Products.

根据本质保书提出索赔，请联系本公司或你所购买产品的经销商。



When contacting Uhome by Email, please include the following information:

当你通过电子邮件的方式联系Uhome时,请提供以下内容:

- Your contact details including name, address, postcode and telephone number
- 您的联系方式, 包括姓名、地址、邮政编码和电话
- Model name and serial Number of the Product\*
- 产品型号及序列号\*
- Installation Date and installation address
- 安装时间及地址
- Proof of purchase
- 购买证明
- Hardware Version\*
- 电池的硬件版本号\*
- Software Version\*
- 电池的软件版本号\*
- Inverter Model\*
- 逆变器型号\*
- Hardware Version of Inverter
- 逆变器的硬件版本
- Software Version of Inverter
- 逆变器的软件版本
- Working Mode
- 工作模式
- Information about the use of the Product in reasonable detail
- 产品使用的合理细节信息
- Information about the defect in reasonable detail
- 产品故障的合理细节信息
- Contact details of the installer
- 安装商的联系方式
- Any other information which could help with analysis of the defect such as videos, photos etc.
- 任何有关产品的其他信息, 可以协助分析产品问题, 例如视频、照片等

Contact details of the Company:

UHOME Service

Address: No.1 Qianluo Road Huishan District Wuxi City Jiangsu Province PRC

Email: [service@uhomeenergy.com](mailto:service@uhomeenergy.com)

Web : [www.uhomeenergy.com](http://www.uhomeenergy.com)

公司的联系方式:

UHOME售后服务

地址: 中国江苏省无锡市惠山区钱洛路1号

邮箱: [service@uhomeenergy.com](mailto:service@uhomeenergy.com)

网站: [www.uhomeenergy.com](http://www.uhomeenergy.com)

## Appendix 1 Applicable situation description 附录1 适用情况说明

This Limited Warranty only applies to the products listed in the following table.

这份质保协议仅适用于下表所列明的我司产品。

Product Type 类型		Product model 型号	Warranty period 质保期
Battery 电池		LFP 2400	10 年 (10 years)
		LFP 2500	
		LFP 5376M/6028M	
		LFP 5000C	
		LFP 5000S	
		LFP 14336/16076	
		LFP 5000	
		LFP 5000A	
		LFP 5000B	
		LFP 5000DM	
		LFP 2600/HV	
		LFP5000 HV	
		LFP 10240MP	
		LFP 5000S/5000SM	
		LFP5000S HV	
		LFP 5120M-10240M	
一体机 All-in-one	Single Phase 单相	Uhome-CINV10-B20	<b>5-year Warranty for inverter</b> (逆变器质保 5 年)  <b>10-year warranty for battery</b> (电池质保 10 年)
		<b>Inverter 逆变器:</b> Uhome-HB-1P3K6L1 Uhome-HB-1P5K0L1 Uhome-HB-1P6K0L1 Uhome-4K6HB-120(60) Uhome-5KHB-120(60) Uhome-6KHB-120(60) Uhome-HB-1P5K0L1 Uhome-HB-1P3K6L1 <b>Supporting Battery 配套电池:</b>	

		LFP5.4-16.2kWh LFP 4.8kWh LFP 5.1kWh
Three Phase 三相	<b>Inverter 逆变器:</b> Uhome-HB-3P5KH1 Uhome-HB-3P6KH1 Uhome-HB-3P8KH1 Uhome-HB-3P10KH1 Uhome-HB-3P12KH1 Uhome-INVT-3P-4~12kW <b>Supporting Battery 配套电池:</b> LFP6.14kWh LFP 10.86-16.29kWh	
CIESS 小型工商储	CIESS 60kWh/120kWh (Battery: LFP 5000C) CIESS 68kWh (Battery: LFP 5000B) <b>Note: The warranty period of the inverter is subject to the warranty period of the selected brand</b>	
Balcony Storage 阳台经济	Uhome-DINV024-B3	
Energy Storage System 能量立方	Uhome-EINV125H3-B215	

**Appendix 2 附录 2****Usage and Transportation Requirements 使用和运输要求**

The Products include Lithium iron phosphate battery and other Accessory Components. In order to be entitled to this warranty, the following requirements should be strictly complied with during transportation and use of Products. Any Products failure or damage caused by violation of the following requirements is not covered by this Warranty.

产品包括磷酸铁锂电池和部件。为了享受本质保，在产品的运输和使用过程中应严格遵守以下要求。任何因违反以下要求而造成的产品故障或损坏都不在本质保范围内。

**1. Operating Environment Requirements 运行环境要求**

- The battery should be stored at an ambient temperature of -10~50℃;
- The battery should work in the environment temperature of -10~55℃;
- Working humidity: 5%~85% RH
- Do not expose the battery to direct sunlight for extended periods of time;
- Ensure reliable grounding;
- Do not reverse the polarity;
- No conductive dust and corrosive gas
- Installation location should be away from the sea to avoid brine and high humidity environment.
- The ground is flat and level.
- There is no flammable explosive near to the installation places.
- Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

\* 电池应存放在-10~50℃的环境温度下；

\* 电池应在-10~55℃的环境温度下工作；

\* 工作湿度：5%~85%RH；

\* 不要将电池长时间暴露在阳光直射下；

\* 确保可靠的接地；

\* 请勿颠倒正负极；

\* 无导电灰尘和腐蚀性气体；

\* 安装地点应远离大海，避免盐水和高湿度环境；

\* 地面平坦、平整。

\* 安装地点附近无易燃易爆物品；

\* 远离灰尘和杂乱地带，远离水源和热源，防止设备进水和过热。

**2. Storage Environment Requirements 存储环境要求****a) Short-term storage environment:**

- Within 3 months of temperature range is -20~45℃ .
- Relative humidity <85%RH. No corrosive gases.

**b) More than 3 months long-term storage environment:**

- temperature range for -20~20℃
- Relative humidity <65% RH
- No corrosive gases

**DURING STORAGE.**

- c) If long-term storage is required, it should be recharged every 6 months, and no less than 80% of SOC should be charged.
- d) Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating.

**a)短期储存环境:**

\*3个月内的温度范围为-20~45℃

\*相对湿度<85%RH，无腐蚀性气体

**b)3个月以上的长期储存环境:**

\*温度范围为-20~20℃

\*相对湿度<65%RH

\*无腐蚀性气体

c)如果需要长期存放，应每6个月充电一次，且电量不得低于SOC80%。

d)远离灰尘和脏乱地带，远离水源和热源，防止设备进水和过热。

**3.Transportation Requirements 运输要求**

The Products should be transported with the Company's original packaging materials. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 6 layers.

产品应使用本公司的原始包装进行运输。如果需要海运等长途运输，应采取额外的包装措施以确保产品运输安全。运输中，产品堆放不超过6层。

If the Product does not use the Company's original packaging material transportation, buyer shall fully consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.

如果产品不使用公司的原包装运输，买方应充分考虑运输过程中的振动、跌落和碰撞风险，并采取充分的产品保护措施。