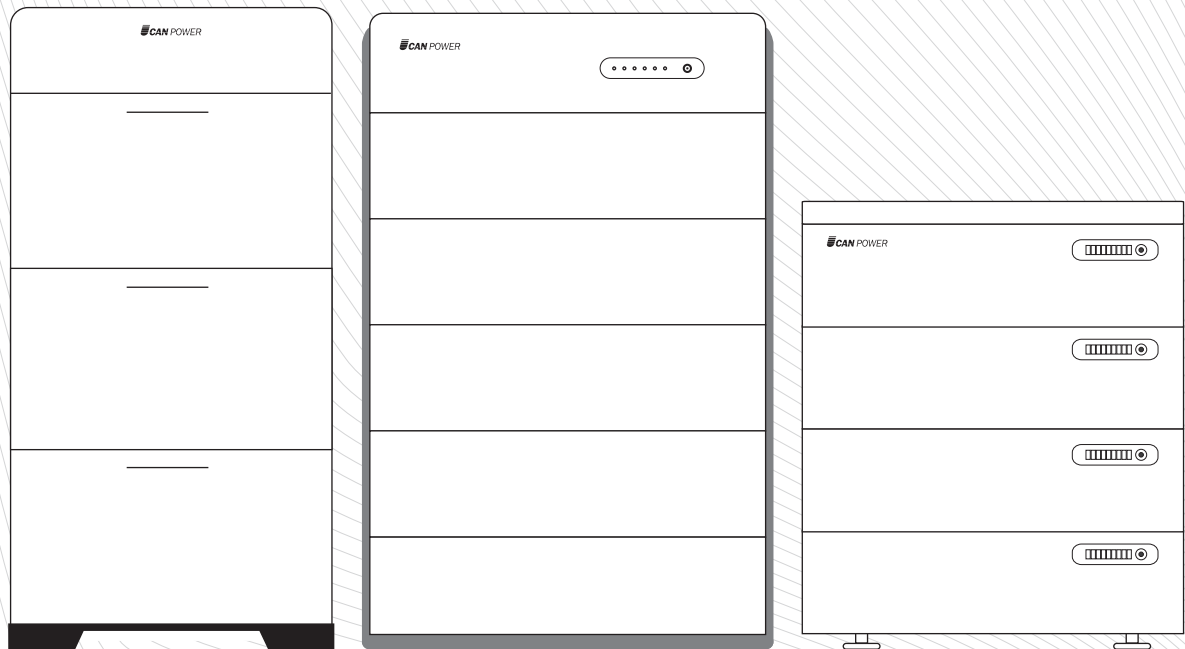


UHB & ULB

Li-ion Storage Battery System Limited Product Warranty



UHB&ULB Li-ion Storage Battery System Limited Product Warranty

Applicable Area: Global

Applicable to market from: 1st, Dec., 2022

Product model: UHB512/ UHB768/ UHB1024/ UHB1280/UHB1536/ UHB1792/ UHB2048/UHB2304/UHB2560

ULB-2560/ULB-5120/ULB-5120MT

1. Purpose

The primary purpose of this warranty is to clearly define the matters related to warranty policy of Product.

2. Warranty Period

Upower warrants that the Product listed below will be free of defects caused by improper workmanship or defective materials, and the Product retains either seventy percent (70%) of rated energy for ten (10) years starting from the date of manufacturing of Upower Electric Co., Ltd, or for a Minimum Output Energy which is calculated from the Warranty commences, whichever comes first.

Remark: Capacity measurement condition is defined in Appendix 1.

Model	Warranty Period(years)	Cycle Index	Remaining Capacity	Minimum Output Energy (MWh)
UHB512	10	6000	70%	18.7
UHB768	10	6000	70%	28
UHB1024	10	6000	70%	37.4
UHB1280	10	6000	70%	46.7
UHB1536	10	6000	70%	56
UHB1792	10	6000	70%	65.4
UHB2048	10	6000	70%	74.8
UHB2304	10	6000	70%	84
UHB2560	10	6000	70%	93.4
ULB-2560	10	6000	70%	9.34
ULB-5120	10	6000	70%	18.7
ULB-5120MT	10	6000	70%	18.7

Note:

This Warranty does not include any accessories and tool kits provided with the Product.

In case the product quality has any problems, Upower Electric Co., Ltd will repair or replace the Product if the Product is defective and returned during the Warranty Period. Repaired or replaced Product will continue for the remainder of the original warranty period. Under no circumstances will the warranty period be recalculated.

3. Warranty Conditions

The warranty in respect of the Product only applies if the Product:

- 1) is purchased from Upower or an Authorized Reseller in the Territory.
- 2) has the official Upower serial number.
- 3) is installed in indoor environment.
- 4) is installed, operated and maintained in accordance with the Product Instructions.
- 5) is used on a daily cycle basis and only for energy storage system, (Cycle life per year: Must be below 600 times) .

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

4. Exclusion of Warranty

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

- 1) Warranty period specified above has already expired.
- 2) Inverter or charger failure (Upower energy storage inverter

products are excluded).

- 3) The Product being installed with inverters or charger which have not been certified by Upower.
- 4) You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature.
- 5) Transportation, including but not limited by dropping, trampling, deforming, impacting or spearing with a sharp item.
- 6) Storage, installation, commissioning, modification or repair of the Product that has been performed by a person who is not certified installer.
- 7) 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 Upower.
- 8) Any attempt to extend or reduce the life of the product without written confirmation from Upower, whether by physical means, programming or others.
- 9) Removal and reinstallation at another place from the original installation without the written confirmation from Upower.
- 10) Water, conductive dust or corrosive gas.
- 11) The Product has been connected with different type battery modules.
- 12) Battery have been connected with battery not from Upower.
- 13) Product damage and defect caused by End User's improper use, misuse, abuse, which non-conforming with User Manual.
- 14) Normal wear and tear or deterioration, or superficial defects, dents or marks that not impact the performance of the Product.
- 15) Theft or vandalism of the Product or any of its components.
- 16) Fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by Upower.
- 17) The Product is not suitable for supplying life-sustaining medical devices and automotive application.
- 18) Product damage caused by external force, force majeure (such as unforeseeable, unavoidable and insurmountable

objective events, including but not limited to war, civil war, strike, riot, terrorism or other activities intervened by government, which are out of control of Upower).

5. Claim Payment

Claims can be made by Authorized Reseller from whom the Product was purchased. To process the Warranty Claims must follow below items

- 1) Invoice for the procurement of the Product
- 2) Product serial number and initial installation date
- 3) Provide the log data recorded by the Products to indicate whether to achieve the minimum capacity (but this would not be determinative).

Upower may contact buyer for further information regarding the defect.

Upower may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Upower.

Upower reserves the right to refuse exchange requests where adequate information is not provided.

To request the replacement of product, you must contact the Upower service center.

Email: service@ucanpower.com

If you dispute Upower's verification of the claim, the Product must be evaluated by local 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 Upower will be responsible for the testing costs),

If the Product is no longer available, Upower may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available. Replacement of battery, components or Products may not be brand new but with quality and specification compliant with the Product specifications.

6. General provisions

Upower respects local safety standards and regulations. Due to the large differences in safety standards and regulations from place to place. Upower cannot guarantee that the product will meet all applicable requirements for the customer's

installation location in each region, and it is the customer's responsibility to comply with the product's shipping, sales, or compliance with such safety standards and regulations in that region. Before purchasing and using any product, customers should review the product's application, state and local laws and regulations, and must verify that the product's use and installation comply with these regulations.

This warranty is subject to the law of local government.

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.

7. Applicable Law

This warranty is subject to the law of local government. Product comes with guarantees that cannot be excluded under the Local Government Consumer Law. The Buyer is entitled to a replacement for a major failure for any other reasonably foreseeable damage. The Buyer is also entitled to have the goods repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure but it will affect the normal use of the product. Terms and conditions Limited to Upower Electric Co., Ltd

8. Definitions of nouns

In this document:

- 1) Warranty means Li-ion storage battery limited warranty.
- 2) Authorized Reseller means an approved Upower retailer or distributor in the Territory.
- 3) Consumer Law means: Local Consumer Law.
- 4) Minimum Capacity means at least 70% of the rated energy during the warranty period.
- 5) Rated energy means the initially rated capacity of the Product as printed on the label of the Product.
- 6) Product means UHB/ULB Li-ion storage battery system manufactured by Upower;
- 7) Product Instructions means the instructions and manuals issued by Upower with the Product that set out how the Product should be installed and operated.
- 8) Upower means Upower Electric Co., Ltd
- 9) Territory means all the countries around the world, depending on where the Product was purchased.

10) You means the natural person that acquired the Product.

Appendix 1

Capacity measurement condition:

Ambient temperature: 25~28℃

Charge / Discharge method:

- i. Discharge the battery with Constant current until the battery reach End of discharge voltage or battery self-protection automatically.
- ii. Lay aside the battery for 10mins.
- iii. Charge the battery with Constant current and Constant charge voltage until battery self-protection automatically.
- iv. Lay aside the battery for 10mins.
- v. Discharge the battery with Constant current until reach End of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- vi. Calculate formula is: Current Capacity = Discharge time × Constant current value.
- vii. Charge the battery with Constant current and Constant charge voltage until the battery automatically reaches the End of discharge current or battery self-protection state.

Test value list:

Model	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)	End of discharge current(V) (A)
UHB512	89.6	115.2	25	0.5
UHB768	134.4	172.8	25	0.5
UHB1024	179.2	230.4	25	0.5
UHB1280	224.0	288.0	25	0.5
UHB1536	268.8	345.6	25	0.5
UHB1792	313.6	403.2	25	0.5
UHB2048	358.4	460.8	25	0.5
UHB2304	403.2	518.4	25	0.5
UHB2560	448.0	576.0	25	0.5
ULB-2560	44.8	57.6	25	0.5
ULB-5120	44.8	57.6	50	0.5
ULB-5120MT	44.8	57.6	50	0.5