

Warranty

This limited warranty (herein after “Warranty”) described below applies to the residential application with Dowell Battery Storage System supplied by Dowell Technology Co., Ltd (herein after “DOWELL”) with the types **iPack LV residential Battery series** (herein after “Products”)

No other voluntary manufacturer’s warranty shall be provided by us. This Warranty does not apply to anyone who has purchased the Products for the purposes of resale.

This Warranty only applies where the Products have been installed by a properly certified and licensed installer.

This warranty only applies to new product. Second hand product may carry partial warranty subject to its previous operation/install/de-install conditions.

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

This warranty only covers the repair or replace of a defective product. Dowell will repair or replace the Product if the Product is defective and returned during the warranty Period. The repair or replaced Product will continue the original remaining warranty period. In either case it shall not justify as a renewal of the warranty period.

1. Warranty Condition

1.1 Warranty Period

Unless otherwise stated in this Warranty, the Performance Warranty period for the Products is Ten (10) years from the purchasing invoice date.

1.2 Performance Warranty

DOWELL warrants that the Product retains either sixty percent (60%) of Usable Energy for Ten (10) years from the nvoice date, or for a Minimum Through Output Energy in table below which is calculated from invoice date, whichever comes first.

Product Type	Usable Energy(kWh)	Minimum Through Output Energy (MWh)
iPack C3.3	3	13.5
iPack C6.5	6	27

1.3 Capacity measurement

Condition Ambient

Temperature: 25±2°C

Initial temperature detected by BMS/BMS: 25±2°C

Charge/Discharge conditions:

Charge: 0.2C CC/CV (charges at a constant voltage of 56.8V till the current reaches 2A)

Discharge: discharge at 0.2C till the voltage reaches 48V, 0.2C current: iPack C3.3(12.8A), iPack C6.5(25.6A)

2. Preconditions for Warranty

- The Products must have been installed and correctly commissioned by an authorized and licensed 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 Product must 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, except where such disassembly is carried out by the supplier.
- The terms of this Warranty cannot be amended except in writing by one of our authorized officers.
- This Warranty only applies to Products purchased by an end-user from us directly or a reseller where the Products have been sold to the reseller by us directly.
- This Warranty does not extend to any ESS that is not set up internal communication correctly, is not working normal since beginning due to wrong setting, wrong cable connection etc.
- There must have been a commissioning report signed by the end-user and the installer for product commissioning and handling instructions.

3. Exclusion of Warranty

- To the extent permitted by law, DOWELL excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:
- Battery damage caused by external factors, including but not limited to inverter or charger failure.
- The Product being installed with inverters or charger which have not been certified by DOWELL.
- Battery has not been operated properly according to the product manual.
- 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.
- Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item.
- Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than DOWELL or a DOWELL's certified installer.
- 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 DOWELL.
- Any attempt to extend or reduce the life of the product without written confirmation from DOWELL, whether by physical means, programming or others.
- Removal and reinstallation at another place from the original installation without the written confirmation from DOWELL.
- Water, conductive dust or corrosive gas.
- The Product has been connected with different type battery modules.

- Battery have been connected with battery not from DOWELL.
- Failure to install, operate or maintain the product in accordance with the Product Manual.
- Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product.
- Theft or vandalism of the Product or any of its components. Out of the storage temperature range : -30°C to -20 °C, +45 °C to +60°C (within 7 days); -20°C to +45°C (within 6 months).
- Out of the range of operating environmental requirements: -10°C to +50°C; humidity range 5% to 90% no condensation, installation altitude should be less than 2000 meters.

Additional Exclusions In addition to the above, this Warranty shall not apply under the following circumstances:

1. Failures caused by inverter or charger malfunction, or failures of other system components.
2. Product used beyond its real-time limit values.
3. Product exposed to direct sunlight or rain. The Product must be installed in a well-ventilated location in accordance with the User Manual.
4. Systems consisting of the Product and inverter must be connected to the Internet to enable after-sales service. If the Product is not connected to the Internet, the Warranty shall be void.
5. In case of failure during the warranty period, the owner must isolate the Product from the energy source (disconnect the breaker between battery and inverter), stop using the Product/system, and notify Dowell or the distributor within 48 hours (the distributor must contact Dowell within 24 hours). Otherwise, the Warranty shall be void.
6. Products or systems without proper maintenance.
7. Products not installed within 180 days from the purchase date.
8. This Warranty does not cover:
 - Any costs incurred by the end-user or installer during normal or periodic maintenance;
 - Other costs such as transportation, travel, or accommodation expenses of on-site service personnel.

4. Warranty Restriction

- For any non-applicable warranty claim which indicates invalid, costs incurred by DOWELL or installer shall be covered by end user only if this non-applicability was invisible to end user according to given circumstances.
- This Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. No distributor, agent or staff of DOWELL is authorized 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.
- DOWELL is not responsible in any way for any claims, damages, losses, expenses, costs or liabilities whatsoever (including, without limitation, any direct or indirect damages for loss of profits, business interruption) resulting or arising directly or indirectly from your purchase or use of products and its system.