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SAJ Limited Warranty for CHS2 energy storage system

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1. Applicable for Product

This Limited Warranty applies to Guangzhou Sanjing Electric Co., Ltd. (hereinafter referred to as SAJ) CHS2 Series (All in One) energy storage system, which is used for IP55 solution, and related EMS (Energy Management System).

Products covered as below:

Main Device (Including But Not Limited To)	
Product Type	Product Model
ESS	CHS2-29.9K-T4-X CHS2-30K-T4-X CHS2-50K-T6-X
	CB2-57.3-HV5 CB2-71.6-HV5 CB2-85.9-HV5 CB2-100.3-HV5
eManager	eManager C1-Pro
Smart meter	DTSU666
Communication dongle	AIO3
Other accessories	Cables & Connectors.
*Note: SAJ's main equipment will be updated from time to time, please refer to the latest version.	

Notes:

1. ESS (battery energy storage system) including Li-ion battery unit, Air conditioner, BMS and inverter.
2. -X indicates the Battery Rated Voltage/Rated Capacity/Usable Energy.

This SAJ ESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized SAJ partners.

2. Limited Warranty

2.1. Warranty Start Date

Generally, Warranty Start Date is the first day after six (6) months from the date of product shipment from SAJ, or the date of completion of commissioning, whichever is earlier. The

system must comply with the operating conditions under the specification and the installation manual supplied by SAJ.

2.2. Battery Performance Warranty

SAJ guarantees that the battery part retains seventy percent (70%) of Nominal Energy for 10 years from the commissioning date (no more than one hundred and twenty-six (126) months from the date of product shipment from SAJ), or reach the Minimum Throughput Energy, whichever comes first. The 10-year battery performance warranty is subject to the condition that the product remains continuously connected to the SAJ elekeeper platform; if the product is not continuously connected to the elekeeper platform, the battery performance warranty period is 5 years from the commissioning date (no more than 66 months from the date of product shipment from SAJ).

The Minimum Throughput Energy means the total output energy of the Product recorded in the monitor system of SAJ, which is opened to customer. The Minimum Throughput Energy depends on the number of battery packages. The Minimum Throughput Energy of one battery package is 61MWh, and The Minimum Throughput Energy of total system equal to the Minimum Throughput Energy of one battery package multiplied by the quantity of Battery Packages.

2.3. Inverter Warranty

a. The inverter is covered by a standard warranty of 5 years.

b. CH2 needs to work together with the SAJ battery cabinet CB2.

2.4. EMS and communication dongle Warranty

a. Standard Three years' warranty for the eManager C1-Pro.

b. Standard Two years' warranty for the AIO3.

c. EMS and dongle accessories are not covered by warranty.

2.5. Smart Meter

a. Standard Two years' warranty for the smart meters.

b. Smart meter accessories are not covered by warranty.

2.6. Air Conditioner Warranty

a) The air conditioner is covered by a standard warranty of 5 years.

b) The customer shall perform regular maintenance on the air conditioner, including but not limited to:

- Regularly clean the air vents;
- Keep the air inlet and outlet channels unobstructed.

Faults of the air conditioner caused by failure to perform the required regular maintenance are not covered by this warranty.

2.7. Other Miscellaneous Parts Warranty

a) Other miscellaneous parts are covered by a standard warranty of 5 years.

b) Other miscellaneous parts include but are not limited to:

- Cables;
- Various sensors;
- Other parts not separately specified.

2.8. Standard capacity test condition

Ambient temperature: 20-25℃;

Charging the battery at 0.2C ;

wait for 10 minutes;

Discharge the battery at 0.2C;

Measurement of current and voltage at battery DC terminals.

3. Extension of Warranty

Extension of warranty is available for cooling system and inverter of CHS2. The purchaser should extend the warranty period within 12 months from the date of installation or 18 months from the date of shipment from SAJ, whichever is earlier, by providing the serial number of the unit and purchased receipt. Customer can purchase the warranty extension for 5 years.

Please refer to the Warranty Extension Order Form for more details. Once the purchase of the warranty extension goes into effect, SAJ will send the warranty extension certificate to the customer for confirming the extended warranty period. SAJ will update the warranty extension price annually. The updated price will not affect previously completed contracts.

4. Warranty clause

4.1. The defect of product occurs within the warranty period as determined above. SAJ will provide spare parts service to customers when the product fails to meet the specification function.

4.2. If the covered product has failures or warnings which leads to system not working or working abnormally, the relative information must be reported to your distributor within 30 days of appearance. Or please call the SAJ service phone number for record and send the warranty card to SAJ Service Center by fax or email within 30 days of appearance.

4.3. Covered product should be installed and commissioned by a professional installer.

4.4. End user shall operate and use the product properly according to User Manual.

4.5. The installation of battery part for the end user shall be completed within 6 months from

the date of product shipment from SAJ. If the equipment is not to be installed or used immediately, please ensure that the storage environment meets the following requirements:

a) Pack the equipment using a packing box and put some desiccant in the box before sealing.

b) Put the equipment back to the packing box if it is not to be installed in 3 days afterunpacking.

c) Shiped SOC: 50%. Storage SOC: 30%~50%. Charge and discharge the battery every 6 month.

d) Recommended storage temperature: 15℃~25℃.

e) Recommended storage humidity: 0%~95%RH(no condensation). Do not install the battery if any moist or condensation is found.

f) Place the equipment in a cool place where away from direct sunlight.

g) Keep the equipment away from inflammable, explosive, and corrosive matters.

h) Keep the equipment away from the rain.

4.6. The operation temperature of CHS2 battery system must NOT exceed -30℃~50℃. The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.

4.7. The Battery system is not suitable for supplying life-sustaining medical devices or mobile applications.. When used for UPS functions, this system is not applicable to power-failure-sensitive scenarios such as data centers and banking systems.

4.8. Covered storage system shall only contain compatible inverter and battery. If you want to use any other brand inverter or battery system, please check with SAJ to make sure it’s compatible in advance.

4.9. It is required that all the storage systems have internet connection for SAJ monitoring and remote firmware upgrades. Because the system is not connected to the SAJ elekeeper platform, SAJ cannot provide services in time, and the consequences arising therefrom will not be borne by SAJ.

4.10. SAJ only provides troubleshooting technical support and spare part services in the countries covered by our service capabilities. For issues not included in our designated country list, customers are responsible for troubleshooting and purchase of spare parts.

4.11. Products that are not installed in a country covered by our service capabilities must be sent to SAJ designated country for fault analysis. Customers are responsible for the transportation costs.

4.12. If the customer requires SAJ Electric to conduct on-site troubleshooting and it is ultimately confirmed that the problem is not caused by SAJ Electric's equipment, the customer must bear the travel expenses of SAJ Electric's service personnel.

4.13. Onsite engineering operations are completed by the customer, and SAJ is not responsible for onsite replacement.

4.14. After the spare parts request is confirmed, SAJ is responsible for the transportation of spare parts and the faulty parts within the warranty period.

4.15. SAJ spare parts (excluding batteries) shall be delivered within two working days after the service request is confirmed. After receiving the spare parts, the asset ownership of the faulty parts will be transferred to SAJ. The customer shall return the faulty parts to SAJ within 30 working days. If the faulty parts cannot be returned, the customer must compensate SAJ for the loss.

4.16. If the customer does not provide sufficient information or the spare parts are replaced without SAJ's confirmation when the actual equipment is free of fault, the customer shall bear the freight.

5. Claiming Process

In the event of a fault, please contact the installer or distributor who sold you the equipment to arrange preliminary troubleshooting and contact SAJ if necessary.

To make a claim under this warranty. End user must:

5.1. Provide all the information requested in the Warranty Card accompanying these Terms.

5.2. Provide the serial number of the faulty device and installation date.

5.3. Provide the proof of the original purchase of the product and any subsequent ownership transfer.

5.4. Provide description of alleged defect(s).

6. Warranty Service Description

Standard Warranty Services

Category	Service	Description
Remote Technical Support	Hotline	9*5 The SLA signed in the contract is subject to the information provided by SAJ official Web site: https://www.saj-electric.com/
	Remote troubleshooting	China: 10*7 Other countries: 9*5
	Online technical support	24*7
Software Support	Software update authorization	24*7

Hardware Support	Spare parts return for repair	/
	Pre-replacement of spare parts (Non-hazardous)	9*5*2 BD-S
	Pre-replacement of spare parts (Hazardous)	9*5*2 BD-S For countries or regions where dangerous good (such as batteries) cannot be delivered, the spare parts response time must be separately specified in the contract. For details about the spare parts delivery time, consult the regional spare parts contact person.
On-site Support	Onsite Hardware Replacement	/
	Onsite fault diagnosis	/
	On-site spare parts recovery	

Terminology:

- 9X5: Workdays, 9:00-18:00, excluding legal holidays
- 24X7: Mon-Sun, 00:00-24:00
- BD: Business Day(Workday)
- 2BD-S: SAJ will ship spare parts within 2 business days after confirming the hardware replacement email.

Remote Support Services

Remote technical support refers to the technical support provided by SAJ by telephone or email for SAJ product problems. Including SAJ hotline, remote technical support, and online technical support, multi-channel technical support.

Hotline

Receives and tracks service requests based on the service interface platform.

For details about the hotline number, see the official SAJ website. If there is no hotline in a country, please contact the hotline of a neighboring country.

Email: Services vary by region, please refer to the publicity of official website.

Remote technical support

Including technical consultation and problem handling. Technical consultation refers to the technical guidance for non-actual problems. Problem handling refers to provides solutions to customers within the promised service time for product-related problems.

Online Technical Support

SAJ provides website access support services. Customers can log in to (https://www.saj-electric.com/), and provide O&M experience introduction, cases, and technical documents related to products.

Multi-channel support

Customers can add SAJ official account on the multimedia platform to obtain more technical support information.

Software Support Services

If necessary, SAJ provides software update guidance services for customers free of charge within the warranty period.

SAJ guarantees that the Products are in good operation status but does not guarantee that the Software is error-free or uninterrupted, nor that SAJ will correct all program errors.

Hardware Support Services

Hardware is a prerequisite for the stable running of the product. SAJ hardware support service ensures the stable operation of the products.

7. Remedy

7.1. If the covered product is confirmed by SAJ or authorized service partner to be defective or non-conformity, SAJ will replace or repair the defective or non-conforming product at its sole discretion. If the product is repaired or replaced under this warranty, the remaining warranty period of the original product will apply to the repaired or replacement product.

7.2. SAJ will be responsible for providing spare parts, or on-site repair at SAJ's discretion. The replaced battery or product in exchange will become SAJ's property immediately. The replaced device shall be returned to SAJ within 30 working days.

7.3. If the product/parts are not manufactured anymore, SAJ, at its option, may replace it with a different type of product with equivalent function and quality to the origin product/ part or refund the market price of an equivalent product at the time of the warranty claim in proportion to the remaining time.

7.4. The replacement battery or accessories may not be a brand new item, but the quality and specification are in accordance with product specification.

8. Exclusion of Liability

Product problems caused by the following conditions are not covered by the warranty. (SAJ authorized dealers and distributors are responsible for the following investigations).

8.1. Normal wear and tear (including, without limitation, wear and tear of batteries).

8.2. Warranty period specified above has already expired (excluding additional agreements of

warranty extension).

8.3. End user fails to provide all the information required for Claiming Process.

8.4. Failure to notify distributor, dealer or SAJ of defective products within 30 days of appearance.

8.5. If the system does not run for a long time or has been shut down for more than three months, the initial capacity SOC is lower than 50%, causing serious battery attenuation.

8.6. Attempt to modify product, whether by physical means, programming or otherwise, without the permission from SAJ or by personal unauthorized by SAJ.

8.7. Equipment damage and defect caused by improper installation, commissioning, use and operation by end user or personal unauthorized by SAJ, which fails to comply with any/all user manuals.

8.8. Damage to equipment during transportation, incorrect installation, exceedance of working temperature range during use and improper use.

8.9. Improper storage or handling cause product damage. For example, store the battery to an environment below -20 degree Celsius or above 40 degrees Celsius.

8.10. Use of incompatible PCS (inverter, DC/DC converter etc.).

8.11. Insufficient ventilation of Battery.

8.12. The effects of other objects and force majeure (including but not limited to floods, lightning, earthquake, grid overvoltage, bad weather, fire, etc.).

8.13. Vandalism, engraving, labels, irreversible marking or contamination or theft.

8.14. Faults or damage caused by other factors not related to battery system.

8.15. Removal and reinstallation of the product without the permission from SAJ.

8.16. Any rust that appears on the device’s enclosure caused by harsh environmental conditions, accidents, and external influences. Faults or damage caused by exposure to seacoasts/saltwater or other aggressive atmospheres or environmental conditions without SAJ’S written confirmation/approval prior to the installation.

8.17. Cosmetic defects on the enclosure that does not affect the normal operation of battery.

8.18. Product damage caused by the intentional or gross negligence of the end user.

8.19. Defects of product arise due to amendment or modification of national or regional laws or regulations.

Non-applicability of Warranty Claim

If the claimants do not conform to the above warranty terms, SAJ will claim for all other expenses incurred by the claimants.

9. Warranty Limitations and Disclaimer

Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and above remedies shall be exclusive and replace all other guarantees, remedies, and conditions, whether oral, written, statutory, expressed or implied. To the extent permitted by applicable law, SAJ expressly disclaimed all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and any warranties against latent or potential defects. If SAJ cannot disclaim implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, SAJ limits the duration of and remedies for such guarantees and warranties to durations and remedies described in this Limited Warranty.

No distributor, agent, or staff of SAJ and / or SAJ authorized service partner can modify or waive any part of this 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.

To the greatest extent permitted by law, SAJ will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

To the greatest extent permitted by law, SAJ's liability from any cause whatsoever under this warranty shall not exceed the amount of the purchase price paid by end user to SAJ for such product. Some countries and regions do not allow, or restrict, the exclusion or limitation of damages, including incidental or consequential damages, so the above limitation or exclusion may not apply to you, or may only apply to a limited extent.

10. Out of Warranty

If the warranty is expired, customers can purchase a single service from SAJ. SAJ will charge the end user for on-site service expense, parts expense, labor expense and logistics expense. Please see the table below for detailed standards:

	Send back to the factory for repair	On-site service
No need to replace parts	Labor costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees
Need to replace parts	Labor costs + parts costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees + parts costs

Note:

On-site service expense: Travel cost of technicians present at the site.

Parts expense: Cost of replacement parts (including any freight/management fees).

Labor expense: The labor cost of technicians, including personnel who repair, maintain, install (hardware or software) and debug faulty equipment.

Logistics expense: Logistics costs for delivery of defective products from customer to SAJ and replacement products from SAJ to customer, including customs duties and other derivative charges.

Contact us:

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