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SAJ Limited Warranty for CM2 battery energy storage system

September 21, 2026 Version：2.1

1. Scope of Warranty

This Limited Warranty applies to Guangzhou Sanjing Electric Co., Ltd. (hereinafter referred to as SAJ) CM2 Series (All in One) battery energy storage system, Products covered as below:
CM2 BESS related product:

Product Type	Model	Subsystem composition
CM2	CM2-99.9K-261	Li-ion battery unit, Cooling system, Fire System, PCS, CM2-EMS
	CM2-110K-261	
	CM2-125K-261	

Notes: 1. BESS (battery energy storage system) including Li-ion battery unit, liquid cooling system, Fire system component, Power Conversion System (PCS), Energy Management System (EMS) and others.
2. Subsystem warranty are different.

This SAJ ESS Warranty Policy (herein referred to as the Policy) is applicable in Australia and New Zealand region where the product is sold through recognized SAJ ESS partners.

2. Limited Warranty

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) Battery Warranty

SAJ warrants the Battery Cells and BMS have (**i**) a Ten Years Standard Warranty of retaining seventy percent (70%) of its Usable Energy, requiring customers to maintain a continuous online connection with the SAJ management system, otherwise it can only provide a Two-year warranty; or (**ii**) reach the Minimum Throughput Energy, whichever comes first, on the condition that the product is operated under a normal use followed by the manual provided by 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 of CM2 is 1592MWh（which equal 8000 cycles).

Standard capacity test condition :

Ambient temperature: 20-25°c;

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.

The warranty is based on an assumption of 2 cycles per day.

Customer must implement annual inspection. The cooling system is guaranteed to Five Years. Customer should make a reasonable operation strategy to extend the battery system and related device's life.

3) Power Conversion System (PCS) Warranty

a. SAJ provides a Five-years warranty for the Power Conversion System (PCS), requiring customers to maintain a continuous online connection with the SAJ management system, otherwise the CM2 system can only be warranted for two years.

b. SAJ provides a Five-years warranty for cabinet electrical components.

4) Liquid cooling system Warranty

a. SAJ provides a Five-year warranty for the Liquid cooling system.

b. Customers must perform regular maintenance on the Liquid cooling system according to the maintenance manual.

5) Fire System Warranty

a. SAJ provides a Five-year warranty for the Fire System.

b. Customers must perform regular maintenance on the Fire System according to the maintenance manual.

6) Energy Management System (EMS) Warranty

a. Standard Three years' warranty for the CM2-EMS.

b. Non-SAJ EMS will not be covered.

3. Extension of Warranty

Extension of warranty is available for cooling system, Energy Management System (EMS) and Power Conversion System (PCS) of CM2 system. 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 conditions

1. Purchasing and installation

   The ESS products are purchased from SAJ or through recognized SAJ ESS partners and be installed

in countries or regions where SAJ has approved its installation and use.

2. Online Requirements

Products covered by this policy must remain online throughout the warranty period to ensure warranty validity.

If a product goes offline due to network issues or other reasons not authorized by SAJ ESS, the cumulative offline time within a 12-month period must not exceed 6 months.

Furthermore, warranty claims must be submitted within 3 months of the last online connection; otherwise, this policy will expire.

5. Warranty Clause

- 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.
- 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.
- Covered product should be installed and commissioned by a professional installer.
- End user shall operate and use the product properly according to User Manual. 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: -20°c ~0°c or 35°c ~55°c (less than three month) or 0°c ~35°c (less than six month).

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

  g) Keep the equipment away from inflammable, explosive, and corrosive matters.
- The operation temperature of CM2 battery system must NOT exceed -30°c ~50°c. The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
- This Warranty covers a capacity equivalent to two full cycles per day. The Battery system is not suitable for supplying life-sustaining medical devices or automotive application.
- 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.
- It is required that all the storage systems have internet connection for SAJ monitoring and remote firmware upgrades. If the system is not connected to SAJ network, SAJ therefore cannot provide services in time, and the consequences arising therefrom will not be borne by SAJ.
- Onsite engineering operations are completed by the customer, and SAJ is not responsible for

onsite replacement.

- After the spare parts request is confirmed, SAJ is responsible for the transportation of spare parts and the faulty parts within the warranty period.
- 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 15 working days. If the faulty parts cannot be returned, the customer must compensate SAJ for the loss.
- 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.
- The battery system is not scalable. Battery capacity is not allowed to be expanded after installation.
- 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.

To avoid warranty reduction caused by internet connection failure, please contact your distributor if there is an internet connection failure or outage lasting for one month or more.

6. 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:

- Provide all the information requested in the Warranty Card accompanying these Terms.
- Provide the serial number of the faulty device and installation date.
- Provide the proof of the original purchase of the product and any subsequent ownership transfer.
- Provide description of alleged defect(s).

7. 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 shall issue spare parts within two days after confirmation of necessary to replace the hardware and provide the 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.

8. Remedy

- If the warranty 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. Any maintenance or replacement shall not be deemed as extension or recalculation of warranty period.
- SAJ will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective products. The replaced battery or product in exchange will become SAJ's property immediately. The replaced device shall be returned to SAJ within 3 months.
- 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.
- 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.
- The replacement battery or accessories may not be a brand new item, but the quality and specification are in accordance with product specification.

9. 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).

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

- Warranty period specified above has already expired (excluding additional agreements of warranty extension).
- End user fails to provide all the information required for Claiming Process.
- Failure to notify distributor, dealer or SAJ of defective products within 30 days of appearance.
- 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.
- Attempt to modify product, whether by physical means, programming or otherwise, without the permission from SAJ or by personal unauthorized by SAJ.
- 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.
- Damage to equipment during transportation, incorrect installation, exceedance of working temperature range during use and improper use.
- Improper storage or handling cause product damage. For example, store the battery to an environment below -20 degree Celsius or above 40 degrees Celsius.
- Use of imcompatiable PCS (inverter, DC/DC converter etc.).
- Insufficient ventilation of Battery.
- Vandalism, engraving, labels, irreversible marking or contamination or theft.
- Faults or damage caused by other factors not related to battery system.
- Removal and reinstallation of the product without the permission from SAJ.
- 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.
- Cosmetic defects on the enclosure that does not affect the normal operation of battery.
- Product damage caused by the intentional or gross negligence of the end user.
- Defects of product arise due to amendment or modification of national or regional laws or regulations.
- Specifically for force majeure events， the manufacturer's liability under this warranty shall be excluded or limited only if:
  (a) The failure to fulfill obligations is directly caused by a force majeure event, defined as an unforeseeable, unavoidable, and external natural disaster (including but not limited to floods, earthquakes, extreme weather events meeting official meteorological thresholds, or wildfires attributed to natural causes);
  (b) The manufacturer demonstrates that it had implemented industry-standard measures (e.g., IEC 62485-5:2020) to mitigate such risks;
  (c) The event does not relate to non-compliance with EU safety, performance, or sustainability requirements under Regulation (EU) 2023/1542.
  In such cases, the manufacturer shall notify affected consumers within 14 days and propose alternative remedies where feasible.

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.

10. 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.

11. Out of Warranty

If the warranty is expired, 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.

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Version:2.1 September 21, 2026