

ROYPOW RESS WARRANTY STATEMENT(EU)

Ver A.1

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.

	Manufacturer	Importer
Company name	HUIZHOU ROYPOW TECHNOLOGY CO., LTD	ROYPOW Australia Technology Pty Ltd
Address	ROYPOW industrial Park, No. 16, Dongsheng South Road, Chenjiang Street, Zhongkai High-Tech District, Huizhou City, Guangdong Province, China.	Suite 803a, 18 Orion Road, Lane Cove, NSW, 2066, Australia
Official website	www.roypow.com	www.roypow.com
Email	service@roypow.com	sales@roypowtech.com.au
Tel	+86 (0) 752 327 9099	+61 29185 0814

RoyPow warrants every 'Residential Energy Storage System' it manufactures or distributes under normal use and proper maintenance with a limited warranty against defects in material or workmanship.

1. Warranty Limitations

- 1.1. Warranty rights are limited to the purchaser who directly signs the contract with RoyPow.
- 1.2. The warranty applies to all energy storage systems sold directly by RoyPow or RoyPow authorized dealers, provided that the relevant provisions of this clause have been fully complied with during the service life of the product.
- 1.3. A failure is defined as any quality issue that prevents an energy storage system from functioning as it was designed and intended, excluding normal wear and tear.
- 1.4. If quality problems with materials or workmanship are found within the warranty period, RoyPow will provide replacement parts/products with equivalent functions required to correct the quality problems.
- 1.5. Parts replaced within the warranty period are guaranteed during the remaining warranty period of the original product. If the product is replaced, the replacement product will continue the remaining warranty period of the original product.
- 1.6. RoyPow reserves the right to make any changes to the design and other aspects of the product and does not undertake the obligation to make changes to the sold products.
- 1.7. When the product has quality problems, the buyer should take timely measures to prevent the loss from expanding, otherwise, RoyPow will not be liable for the expanded loss due to the buyer's failure to take timely measures.

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2. Warranty period

The starting time of the warranty period is the production time of the product plus six months. The specific period shall be implemented in accordance with the following terms. If the purchase contract stipulates otherwise or the purchase is made from an e-commerce channel, the corresponding contract provisions shall prevail.

Warranty Coverage	Model	Warranty period
Inverter	SUN3000S-E/I	5 years or 10 years, subject to the provisions in the sales contract
	SUN3600S-E/I	
	SUN4000S-E/I	
	SUN4600S-E/I	
	SUN5000S-E/I	
Battery System	RBmax5.1L	
	2*RBmax5.1L	
	3*RBmax5.1L	
	4*RBmax5.1L	

Note:

- ① During the warranty period, for after-sales products that meet the terms of this warranty, RoyPow will bear the freight and taxes for the replaceable parts with the same functions.
- ② Brackets, screws, terminals and other accessories can be sent free of charge during the warranty period. In principle, they will be delivered with bulk goods outside the warranty period. If they need to be shipped separately, the customer will bear the freight and customs duties.

3. Disclaimer

Faults and damages caused by the following reasons are not covered by the RoyPow warranty.

- 3.1. Failure to properly use, install, dismantle, or maintain the product in accordance with the instructions provided by RoyPow, including but not limited to misuse, accident, negligence, repair, or improper storage, such as:
 - A. Damage caused by short circuit, damage caused by exceeding the standard use environment, etc.
 - B. Deformation, collision, impact, drop, puncture, flooding, etc. caused by improper handling, storage, storage, and transportation.
 - C. Damage caused by impact hammering, rollover, overload, and chemical corrosion, etc.
 - D. When maintenance/stop use is required, the connectors between the inverter and each power supply are disconnected without first turning off the system output, which may cause arcing or damage to the connectors.
- 3.2. Any repairs, alterations or modifications to parts or battery parameters within the scope of the warranty by individuals or institutions not authorized or certified by RoyPow.
- 3.3. Faults caused by privately using non-RoyPow original accessories and components, or combining products and components with third-party products, such as:

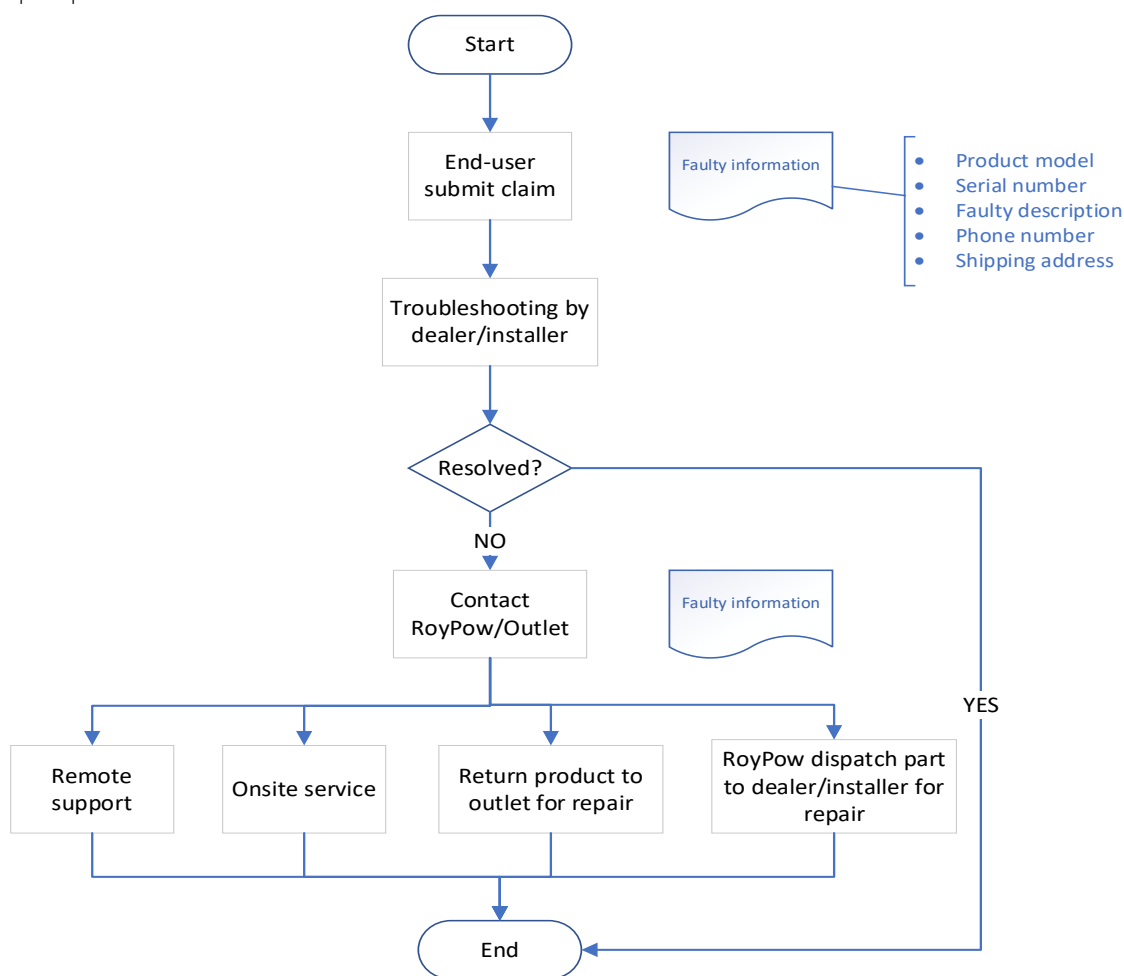
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- A. Non-RoyPow chargers.
- B. Battery failure caused by third-party product accessories wear and tear.
- C. System failure caused by third-party electronic control and communication equipment.
- 3.4. Loss and abnormality of the product due to reasons other than RoyPow.
- 3.5. Defects that cannot be found at the current market technical level at the time of production.
- 3.6. Losses caused by force majeure such as fire, earthquake, flood, hurricane.
- 3.7. The trademark/serial number of the product is worn or lost, making it unrecognizable.
- 3.8. Natural consumption or wear of the product.
- 3.9. The product is beyond the warranty period.
- 4. Repair process



- 4.1. End users first contact the dealer/ installer for preliminary troubleshooting.
- 4.2. If the dealer/ installer cannot solve the problem after initial investigation, provide detailed fault information as required, as well as relevant documents such as warranty card and product purchase invoice.
- 4.3. The dealer/installer submits a repair report to RoyPow or its authorized service provider and provides all necessary information.
- A. Official website: www.roypow.com/support

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B. Email: service@roypow.com (Global)

4.4. RoyPow or authorized service providers choose the following methods for processing according to specific circumstances:

- A. The user sends the faulty product/part to the designated outlet for repair.
- B. RoyPow sends maintenance spare parts to the client and guides the processing.
- C. On-site maintenance by RoyPow or authorized service providers.
- D. Remote technical guidance processing.

5. Customer Responsibilities

5.1. The repair report will be accepted only after the completed " Energy Storage System Fault Information Form " has been reviewed and confirmed by RoyPow or the dealer / installer.

5.2. When the energy storage system breaks down and cannot be used, the accessories switch, plug-in, and plug of the system should be disconnected to prevent product damage and report for repair as soon as possible.

5.3. Before storing the energy storage battery, ensure that the power is not less than 30%, turn it off and place it indoors. If it is stored for more than three months, it must be checked and maintained regularly, and it must be charged at least once every three months. Please refer to the table below for the storage environment temperature and duration.

Operating temperature	Charge	32°F~131°F	0°C~55°C
	discharge	-4°F~131°F	-20°C~55°C
storage temperature	1 month	-4°F~131°F	-20°C~55°C
	3 months	32°F~95°F	0°C~35°C
	1 year and above	59°F~95°F	15°C~35°C

5.4. RoyPow reserves the ownership of defective parts replaced during maintenance, and customers should cooperate with RoyPow for temporary storage and handle them in the manner specified by RoyPow.

5.5. Service fees incurred for routine or necessary maintenance shall be borne by the customer.

6. Disclaimer

RoyPow neither assumes nor authorizes anyone to assume any other obligations or responsibilities for this product that are not in the above terms. In no event shall RoyPow be liable for lost profits, or any special, indirect, incidental, consequential, contingent or punitive damages resulting from RoyPow's performance or non-performance of this statement.

7. This statement is governed by and interpreted in accordance with the laws of the People's Republic of China. Any settlement of disputes arising from or arising from this statement shall be submitted to the people's court where Huizhou RoyPow Technology Co., Ltd. is located.

8. All other rights not stated in this statement are still owned by RoyPow, and RoyPow reserves the right of final interpretation of this statement.

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