Factory Extended Warranty

Extended Product Warranty

Covered Product*	Extended Warranty Period (years)
Sigen Battery Pack	5
Sigen Energy Controller	5
Sigen LoadHub	5

* The sale of extended warranties is limited to the above listed device types. Sigenergy reserves the right to add or remove device types to or from the overview list at any time

i. The extended warranty can only be purchased and activated within the first year after commissioning.
ii. The total duration of the factory warranty period and the warranty extension period may not exceed the max. warranty period of 15 years.

Extended Performance Warranty

Each Sigen Battery Pack will retain sixty percent (60%) of its originally rated Usable Energy for the duration of Product Warranty Period, or until the unit achieves the Minimum Throughput Energy, whichever comes first. Product performance must be measured per **Addendum 1 – Product Testing Conditions**.

Covered Product	Usable Energy (KWh)	Minimum Throughput Energy** (MWh)
Sigen Battery Pack 6.0 US	5.84	24.58
Sigen Battery Pack 9.0 US	8.76	36.87

**The term "Throughput Energy" is the total amount of energy a battery is expected to deliver over its lifetime.

Warranty Conditions

This Warranty is subject to the following Conditions:

i. Equipment storage and operating environment needs to meet the conditions outlined in Addendum 2 – Storage and Operating Conditions.
ii. Sigenergy Home shall be installed by a Sigenergy certified installation company and a skilled and trained professional who has completed the Sigenergy installer training course.
iii. Sigenergy Home installation location should be ventilated in accordance with the requirements detailed in the Installation Guide.
iv. To provide a max. warranty period (Limited Factory Warranty + Extended Warranty) on the inverter and battery, Sigenergy will update your equipment with a remote firmware

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upgrade from time to time. These remote upgrades may briefly disrupt the operation of the appliance. By connecting your equipment to the internet, you agree that Sigenergy may update the firmware of your equipment's features without further notice. If your equipment is not connected to the Internet for an extended period of time, we may not be able to complete such important upgrades. In this case, we may not be able to honor the above extended warranty commitment.

Warranty Obligations

If a valid Warranty Claim is received within the Warranty Period; Sigenergy will, at its own discretion either:

i. Fix the issue by changing device settings or updating software.
ii. Exchange equipment for equipment that is, at minimum, functionally equivalent to the original system.
    - When a Sigenergy service partner replaces equipment, the product's warranty continues for the remaining Original Warranty Period, or 6 Months from the date of the replacement, whichever is greater.
    - Any equipment removed during Warranty Claims process shall become the property of Sigenergy.
    - If the equipment included in a Warranty Claim is found not to be covered by this Limited Warranty, Sigenergy reserves the right to charge handling fees and repair/ replacement costs.

Warranty Coverage

This Limited Warranty covers:

i. Cost of replacement of Sigenergy product included in the Warranty Claim.
ii. Site Service Fee as defined in the Sigenergy Installer Service Agreement.
iii. Approved shipping costs associated with sending replacement hardware for product(s) included in Warranty Claim.
iv. Approved shipping costs associated with returning hardware included in a Field Service Request.

This Limited Warranty does not cover:

i. Any other costs related to site service or any related fees.
ii. Any other costs including but not limited to direct or indirect damages arising from warrantied product.
iii. Any costs associated with loss of electrical power generated during the product downtime.

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Warranty Exclusions

This Limited Warranty does not apply under the following circumstances:

i. Warranty Claims arising from:
   - Damage caused by improper installation or use of the product.
   - Damage caused by willful or negligent conduct of users, installers or any third parties.
   - Disassembly, modification, repairs and replacement of parts by third-party/personnel not authorized by Sigenergy.

ii. Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)

iii. Cosmetic issues, normal wear and tear, issues that do not significantly affect product function. This includes:
   - aesthetic appearance issues that do not affect system operation.
   - rust due to corrosive environments.
   - paint chipping or peeling due to corrosive environments.

iv. Damage caused by use of 3rd party software, 3rd party interfacing, parts or other products not supplied by Sigenergy.

v. Damage caused during transport.

vi. Damage caused by exceeding specified temperature ranges during storage or use.

vii. Damage caused by environmental conditions, smoke, accidents and external influences that exceed specified parameters for use of the product.

viii. Vandalism, engraving, labels, contamination or theft.

Limitation of Liability

Terms outlined in this warranty are any claimant's sole and exclusive remedy against Sigenergy. This Limited Warranty replaces all other Sigenergy warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. To the extent permitted by applicable law(s), Sigenergy does not assume any liability for any loss of data, damage or corruption of data, for any loss of profit, loss of use of products or related functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, Sigenergy's liability shall be limited to the purchase value of the Sigenergy Home.

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Claims Process

System owners should contact their system installer for initial issue troubleshooting prior to submitting a claim to Sigenergy. Start a Warranty Claim by submitting a Service Ticket via the mySigen App.

If a Sigenergy product subject to a Warranty Claim does not have a stable internet connection, the claimant is responsible for conducting an on-site inspection to collect any required data under the instruction of Sigenergy support. Some issues may require an internet connection to resolve.

If the Warranty Claim is approved, Sigenergy shall arrange the replacement of warrantied hardware. The Site Owner is responsible for granting access, making time, and ensuring safe working conditions for any technician from Sigenergy 's service provider.

Please make the claim within 30 days from the initial issue date or risk voiding this warranty.

Submitting a claim via the mySigen App

Follow the instructions and steps in the “Support” section of the mySigen App. The mySigen App claims process will collect the following Claim Details:

i. Contact information of claimant, including name, phone number, email and address.
ii. Information regarding system identification and performance, including model number; serial number; system location; installation date; issue details and issue dates.
iii. Error message(s) and additional information regarding the fault/error.
iv. Descriptions of any trouble shooting action(s) taken in the same timeframe as the failure
v. Detailed device history/device performance data.

Following every claim, Sigenergy shall perform remote diagnosis (if possible); and may modify or update software as needed to resolve the issue. If the product requires additional Field Service, we’ll issue a field Service Request to the system installer and proceed with the RMA process.

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Addendum 1

Performance Testing Conditions

The Battery usage must comply with the operating conditions described on product specification sheets and in the installation manual supplied by Sigenergy. For this Limited Warranty, Usable Energy is measured and calculated using the following testing method and values:

Ambient temperature is between 25~ 28℃:

i. Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage.
ii. Wait for 10 minutes.
iii. Charge the battery at Constant Current described below until the battery reaches End of Charge Voltage or 100% SOC.
iv. Wait for 10 minutes.
v. Discharge the battery at the Constant Current described below until it reaches End of Discharge Voltage described below. Record the amount of electricity released in the process as the Remaining Usable Energy of battery.

Test value list:

Product	End of Charge Voltage (V)	End of Discharge Voltage (V)	Constant Current (A)
SigenStor BAT 6.0 US	15	21.9	62.8
SigenStor BAT 9.0 US	22.5	32.85	62.8

Addendum 2

Storage Conditions

Required equipment storage conditions:

- Storage SOC: 35% to 45%SOC. Charge and discharge the battery every 6 months.
- Storage temperature: -13℉(-25℃) to 140℉(60℃).
- Recharge period:

Storage temperature requirement	Actual storage temperature	Recharge period
-13° F＜T≤ 140° F (-25℃＜T≤60℃)	T≤-13° F (-25℃)	Not allowed
	-13° F (-25℃)＜T≤77° F (25℃)	15 months
	77° F (25℃)＜T≤95° F (35℃)	9 months
	95° F (35℃)＜T≤140° F (60℃)	6 months
	140° F (60℃)＜T	Not allowed

- Storage humidity: 5%RH to 95%RH (no condensation).
- Store the equipment in a cool dry place away from direct sunlight.
- Keep the equipment away from flammable, explosive, and corrosive materials.

Operating Conditions

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Required equipment operating conditions:

- Do not install the battery in damp/moist conditions or where wall condensation is found.
- The ambient temperature during the operation of the products shall not fall below -4℉(-20℃) or exceed 131℉(55℃). The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is 50° F ⩽ T ⩽ 95° F (10° C ⩽ T ⩽ 35° C).
- All other limits as described in installation guide and certification training materials.

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