

# Warranty of CFE Residential ESS

This warranty specified below applies to ESS supplied by CFE, CFE LFP battery to consumer through authorized reseller. The accessories and tool kits provided are not included. If the unit suffers major failure you will be provided with a replacement unit and your warranty will be transferred to the new unit. The units must only be used with controllers or equipment which is explicitly deemed compatible by CFE. In order to supply a high quality service, you should make sure the unit remains connected with Internet so that it can be remotely checked.

## 1. Products

This warranty document adapts to these products :

- CFE-5100, CFE-2400, Power Stream 10, Power Stream 20 series.

## 2. Purpose

The purpose of this warranty is to define the matters related to warranty policy of products.

## 3. Warranty Condition

### 3.1 Warranty Period

The products warranty period is ten(10) years from the sales date as mentioned in the Seller's invoice to the End User("Invoice Date") or six(6) months from the date of manufacturing whichever comes first.

This Warranty period covers a capacity equivalent to 1 full cycle per day. Full cycle:Discharge the nominal capacity of a fully charged battery and fully charge it afterwards.Micro cycles sum up to full cycles according to amount of energy charged and discharged.

Note: Products are unavailable to protect itself from the deep discharge/charging in condition of without communication connection.

The products without communication connection warranty period is 5(five)years(1 full cycle per day) from the sales date as mentioned in the seller's invoice to the End User("Invoice Date")

Regarding Self-discharging degradation,180 days after ex-work is ensured.

### 3.2 Limitation of Warranty scope

Under this Warranty, CFE is responsible for either battery replacement or battery repair. The Period of Performance Guarantee will continue on any repaired unit. In the event of a replacement units then the Period of Performance guarantee will transfer to the replacement unit.

In no event will CFE be liable for any consequential, incidental or punitive damages

(including without limitation of loss of profit, harm to goodwill or business reputation, or delay damages) arising from or out of the Product or its installation, use, performance or non-performance, or any defect or breach of warranty, whether based on contract, warranty, negligence, strict liability, or any other theory. CFE's aggregate liabilities, if any, in damages or otherwise, shall not exceed the purchase price paid by the Original Buyer for the product.

### **3.3 Exclusions of Warranty**

Damage or impairment to the Products resulting from any of following activities are NOT covered by this Warranty:

- Installation or use with any devices not approved as compatible by CFE.
- Failure to install or use the battery in the way intended, or as demonstrated in the installation manual including incorrect-installation of cables and connections.
- Failure caused by charger or inverter unit.
- Incorrect transportation, storage, installation or wiring by consumer or installer; if buyer fails to use the original packing materials provided by seller during the transportation of equipment the products damage or failure shall not fall under the warranty scope of the product.
- Mistreatment of the product including incorrect installation environment, incorrect temperatures or using the units other than in the specified manner.
- Damage caused by any impact, physical trauma to the unit such as dropping or mishandling.
- Attempts to change the functionality of the unit in any way.
- Exposure of the Product to movement or shaking following installation, or temperatures of more than 50°C or below -10°C;
- Using the battery outside of the clearly stated performance criteria for the unit.
- Water ingress, corrosive gas damage or installation in dirty environments causing particles to affect performance.
- Anyone other than those authorized by CFE may not modify, disassemble, repair or replace the product;
- The unit must have clearly identifiable and authentic serial number and labels on the unit.
- Products suffered any external influences including unusual physical force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc)
- Extensive superficial damage to the case demonstrating impact or mishandling or poor protection of the battery.
- Product damage and defect caused by deliberately or willful act.
- Products failure is not reported to seller or CFE authorized service partner within 1 week of appearance.
- The Product not being operated for any period of 6 months or more.
- Unusual physical or electrical stress caused by force majeure, such as power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.;

## 4. Performance Warranty

CFE guarantees that CFE-LFP battery will retain greater than or equal to 70% of output energy capacity for 10 years from the Invoice date and follow the specification and the user manual provided by CFE.

Capacity measurement condition (referenced IEC: 62619)

Ambient temperature:  $25 \pm 2^{\circ}\text{C}$

Total energy/Usable energy measured under specific conditions from CFE 0.2CC-CV at DC side.

If you suspect CFE's verification, the Product must be tested by an EU certified origination or a certified 3rd party testing company. Meanwhile, the cost of any 3rd party evaluation service charge should bear by yourself, unless your claim is proven to be valid, in which case CFE will be responsible for the testing costs.

## 5. Warranty Policy

If on arrival the product is not of acceptable quality the customer is entitled to have the goods repaired or replaced.

## 6. About Service Products/Parts

Service product or accessory could be used as new or refurbished condition and CFE guaranteed which performance is equal to or higher than replaced device.

If the product is no longer sold in the market, CFE would replace it with different kind of product with equal or higher functions and performances, or the residual annual depreciation value of the buyer paid price within the time limit for performance guarantee.

## 7. Claim Policy

Whether to repair or replace the Product will be determined by CFE in its sole discretion.

Claims under this warranty must be made from authorized distributor whom the product was purchased. Meanwhile, you must notify your distributor or CFE of a claim by:

- Give a call or E-mail to your distributor;
- Contact with CFE hotline or Email us directly.  
within 48 hours of a faulty discovered.

The following items must be included:

The original purchase receipt or equal valid document;

Description of the alleged defect(s) to your distributor or CFE after service hot line or send email to CFE;

The product's serial number and the initial installation date.

If you suspect the battery to be faulty, the unit should be returned to appointed distributor

at the cost of the customer at approved costs. Having been checked by designated expert, if the unit is deemed faulty, we will dispatch a REPLACEMENT or FIXED unit and would credit the cost of returning the unit to us for testing (based on standard acceptable logistical costs).

## **8. Out Of Warranty**

In the event the Product is out of warranty, CFE may (in its discretion) provide certain after-sales service to Original Buyer, but all the costs and expenses, such as parts, labour costs and travel expenses, shall be borne by Original Buyer. To request such after-sales service Original Buyer must provide sufficient information about any defects, to enable CFE Partner to determine whether such defects are capable of repair.

# Warranty Card

On behalf to make a faulty claim, please fully read and clarify the warranty terms in advance. Then let the onsite engineer fully fill the information required in this card, sign and send back to CFE or their authorized distributor.

1. Distributor name: \_\_\_\_\_
2. Battery system location: \_\_\_\_\_
3. Battery serial number: \_\_\_\_\_
4. Date of faulty happened: \_\_\_\_\_
5. Faulty description:
  - cannot be turned on,       no communication,       not charging ,
  - not discharging,       ALM on,       others: \_\_\_\_\_
6. Inverter brand and type: \_\_\_\_\_
7. Real time battery information shown on inverter or inverter monitor system APP etc:  
Voltage: \_\_\_\_\_V; Current: \_\_\_\_\_A; SOC: \_\_\_\_\_%; Temperature: \_\_\_\_\_°C
8. How long had the system been used?
  - Dead on arrival , Faulty after installation     Under 6 months,
  - 6 months to 1 year,       1 year to 3 years,       More than 3 years,
9. When did the faulty happen?
  - Morning ,       afternoon,       nightfall,
  - midnight,       other time: \_\_\_\_\_
10. How often did the faulty happen?
  - Once or twice ,     three times or more,     Every day ,     other: \_\_\_\_\_
11. If the customer can see the battery, please check the lights status:

	RUN (Green)	ALM (Red)	SOC lights (Green)					
On	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flashing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Battery power terminal voltage measured by multimeter: \_\_\_\_\_
13. Please attach all necessary photos or videos of, for instance, battery SN label and front panel as evidence to the faulty claim.

**Please attach all the information required above to send back to CFE or their authorized distributor. Fail to submit any information required may lead to a lacking of information of processing the claim.**

Service Manager : \_\_\_\_\_  
Date: \_\_\_\_\_