



Findreams Energy Pod Limited Warranty Letter

Applicable Country: Australia and New Zealand

FinDreams Energy Pod

Applicable product types:

Energy Pod 3kW/7.2kWh AC, Energy Pod 4kW/9.6kWh AC, Energy Pod 5kW/12kWh AC, Energy Pod 5kW/14.4kWh AC

This Limited Warranty Letter (hereinafter referred to as "**Warranty**") as described below applies to the residential application with FinDreams Energy Pod (hereinafter referred to as "**Product**") supplied by FinDreams battery company limited (hereinafter referred to as "**FinDreams**") with the types mentioned above to User (User is the buyer who puts the Product into operation for the first time) via the way authorized by FinDreams. FinDreams warrants to the User as follows:

1 Warranty period

1.1 Product warranty

1.1.1 The Product warranty period is Ten (10) years from the installation date or 3 months after the date of arrival at customer's or distributor's or User's warehouse, whichever date comes first and whichever warehouse arrives first.

1.1.2 The warranty period of products which are not registered is Five (5) years, and if not in accordance with the installation guidelines the Product is not covered by the Warranty.

1.2 Battery capacity performance warranty

Application	Energy Retention	Operating Limitation
Solar self-consumption/backup only ¹	70% at 10 years following the initial date mentioned in 1.1.1	Unlimited cycles
Any other application or combination of applications	70% at 10 years following the initial date mentioned in 1.1.1	Throughput energy limitation refer to the table below

Remark: Capacity measurement condition is defined in Appendix 1.

Product Type	Nominal Energy(kWh) ²	Maximum Throughput Energy (MWh)
Energy Pod 3kW/7.2kWh AC	7.2	28.09
Energy Pod 4kW/9.6kWh AC	9.6	37.46
Energy Pod 5kW/12kWh AC	12	46.82
Energy Pod 5kW/14.4kWh AC	14.4	56.18

2 Preconditions for warranty

2.1 The defect of the Product shall occur within the Product warranty period as determined above.

¹ Storing solar energy generated by onsite array, and using that stored solar energy for daily self-consumption and/or for use as backup power

² Measured in accordance with the standard test conditions ("STC") of measuring Capacity referred to in Appendix 1



2.2 Any Product failure, fault or warning which had led to that the system did not work or worked abnormally, and the relative information must be reported in the form of Warranty Claim stated in **Clause 8** below to FinDreams (stated in Clause 8 below) within 2 weeks from appearance of such Product failure, fault or warning.

2.3 Product shall be installed by skilled personnel recognized³ and certified by FinDreams or Partner certified by FinDreams.

2.4 Installer shall correctly operate and use the Product according to User Manual and Installation Guidance, otherwise the Product is not covered by the Warranty...

2.5 User shall provide the proof of the original purchase of the Product by presenting the seller's invoice to the End User to FinDreams.

2.6 The installation of the Product for the User shall be completed within 1 month.

2.7 The operating temperature during the operation of the Product must not exceed -10°C~50°C temperature range and the Product shall not be exposed and stored in a temperature higher than 50°C, and shall not be exposed in an installed area to direct sunlight. The Product installation location must be ventilated in accordance with the requirements of User Manual and Installation Guidance.

2.8 This Warranty covers a capacity equivalent to 1 full cycle⁴ per day. The Product is not suitable for supplying power for life-sustaining medical devices and automotive application.

3 Replacement or Repair

3.1 In the event of any Product covered by this Warranty and confirmed by FinDreams to be defective or non-conforming, FinDreams can replace or repair the defective or non-conforming Product at its sole option and own discretion, and Product may be replaced by a refurbished FinDreams battery of the same type rather than being repaired at FinDreams sole option and own discretion. Refurbished parts may be used to repair the FinDreams battery. Any maintenance or replacement shall not be deemed as extension or recalculation of the warranty period.

3.2 FinDreams will be responsible for the approved documented repair or replacement costs in connection with such non-conforming or defective Product. FinDreams shall become the owner of replaced battery or Products in exchange for the simultaneous transfer of ownership of the replacement battery or Product.

3.3 Provided that FinDreams has discontinued the manufacture of the Product in issue at the time in the related warranty claim which has been confirmed by FinDreams, FinDreams shall, at its sole option, replace it with a different type of Product (of mutually agreed size, colour, shape and/or power) if technically feasible and reasonable.

3.4 Replacement of battery, components or Products may not be brand new but with quality and specification compliant with the Product specifications if FinDreams choose to replace.

4 Exclusions of Warranty

4.1 Warranty period specified above has already expired.

4.2 Product damage and defect caused by End User's improper use, misuse, abuse, which is non-conforming with User Manual.

4.3 Misuse, abuse, neglect or accident during storage, transportation, handling, installation, application and service.

³ Skilled personnel recognized is a trained and qualified electrician or installer defined in installation guidance.

⁴ Full cycle: Discharge the usable 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.



- 4.4 Unauthorized wiring and use with faulty or incompatible devices.
- 4.5 Product arbitrarily modified or its function changed without permission by FinDreams.
- 4.6 Any changes to the installation are not done in accordance with the Installation Guidance.
- 4.7 Product damage caused by maintenance and other services conducted by personnel unauthorized by FinDreams.
- 4.8 End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by FinDreams.
- 4.9 External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- 4.10 Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective Events, including but not limited to war, strike, riot, terrorism or other activities intervened by government, unavailability of suitable and sufficient labour or materials and other events which are out of control of FinDreams) or other third party.
- 4.11 The defect cannot be overcome under the technology condition when the Product has been sold to End User.
- 4.12 Defects of Product arise due to renewal of the national or regional laws or regulations.
- 4.13 Product damage caused by End User deliberately or by willful act.
- 4.14 Product failure is not reported to FinDreams within 2 weeks from appearance.
- 4.15 Purchase and installation of the Product in a country other than Australia.

5 Non-Applicability of Warranty Claim

In case a warranty claim is reported which shows not to be valid, the costs incurred by FinDreams due to this non-applicability of warranty claim shall be covered by User unless this non-applicability was not visible for User according to given circumstances and User has evidence to prove warranty claim.

6 Applicable Law

The product warranty is subject to the laws of Australian. 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 if you can demonstrate there exists major failure and such major failure is solely and directly caused by us and we have no objection towards such identification of major failure. You are also entitled to ask us to repair or replace goods if you have evidence to prove that the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If any provision of this Warranty shall be declared void or unenforceable by any court and administrative body of competent jurisdiction, such provision shall be deemed to be amended to achieve as nearly as possible the same economic effect as the original provisions of this Warranty and the amended provisions and other provisions of this Warranty shall continue in full force and effect.

7 Warranty Restriction

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, FinDreams expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If FinDreams cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as



prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of FinDreams and / or FinDreams Authorized Service Partner is authorized to make any revision, extension or addition to the quality 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.

Unless otherwise specified herein, to the maximum range permitted by applicable law, FinDreams will not be liable for any direct, indirect, special, accidental or derivative losses caused by the 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.

FinDreams'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY USER TO FinDreams FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY. EXCEPTED FROM THIS IS LIABILITY ON THE GROUNDS OF CULPABLE INJURY TO LIFE, PHYSICAL INJURY OR INJURY TO HEALTH AND THE MANDATORY LIABILITY FROM INTENT OR GROSS NEGLIGENCE.



8 Out of Warranty

As for the service for the Products out of warranty, FinDreams can provide certain after sales service to User upon the written request addressed to FinDreams Authorized Service Partner, and all the costs and expenses which include but not limited to the materials, parts or labour costs, shall be borne by User. In case that User gives written notice to request the service out of warranty, User shall provide detailed description of defects so that FinDreams Authorized Service Partner is able to detect whether such defect can be cured or not. For the avoidance of doubt, in no event will FinDreams be liable for the service out of warranty, and this Clause 8 will not constitute the promise of FinDreams to provide such service out of warranty.

9 Warranty Claim

Warranty claim shall be reported to FinDreams in below format:

1	Product Type		
2	Serial Number of Energy Pod PCS		
3	Serial Number of Energy Pod Battery		
4	Serial Number of Energy Pod BMS		
5	Installation Date		
6	Invoice Number		
7	Date of receipt of the Product		
8	Warranty Period		
9	Amount of claimed Product		
10	Defect description of the Claimed Product		
11	Date of discovery of the Claimed Product		

10 Dispute Resolution

In case of any dispute in terms of warranty-claims, a first-class international testing institute shall be entrusted by FinDreams and User upon mutual consents in order to provide third party verification and comments. All fees and expenses shall be borne by the party that has demanded such verification procedure, unless otherwise agreed.

The local courts of Sydney shall have non-exclusive jurisdiction for further disputes about a warranty claim arising from this Warranty.

This Warranty shall be governed and construed in accordance with the laws of the Commonwealth of Australia, excluding the United Nations Convention on Contracts for the International Sale of Goods.

11 Importer information

Importer: Ultra Green Energy Pty Ltd

Address: D11/2A Westall Road, Springvale 3171, Australia

Contact information: info@ultragreenenergy.com.au

Phone number: 03 8813 2182

Website: www.ultragreenenergy.com.au



FinDreams Battery
Company Limited

Public

12 Exporter information

Exporter: FinDream Battery Company Limited

Address: No.3009, BYD Road, Pingshan, 518118, Shenzhen, China

Contact information: Energy.pod@fdbatt.com

Phone number: +86-755-89888888 ext.69399

Website: www.bydenenergy.com



Appendix 1

Capacity measurement condition:

Ambient temperature: 25~28°C

Current and voltage measurement at battery DC side

Charge / Discharge method:

- i. Discharge the battery with Constant current until the battery reach Discharge Cut-off Voltage or battery self-protection automatically.
- ii. Lay aside the battery for 30mins.
- iii. Charge the battery with Constant current and Constant charge voltage until reach the Cut off current or battery self-protection automatically.
- iv. Lay aside the battery for 30mins.
- v. Discharge the battery with Constant current until reach End of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- vi. Calculation formula is: Current Capacity = Discharge time × Constant current value.
- vii. Charge the battery with Constant current and Constant charge voltage until reach the Cut off current or battery self-protection automatically.

Test value list:

Product Type	Discharge Cut-off Voltage(V)	Constant Charge Voltage(V)	Constant Current(A)	Cut-off Current(A)
Energy Pod 3kW/7.2kWh AC	84	108	15	3.75
Energy Pod 4kW/9.6kWh AC	112	144	15	3.75
Energy Pod 5kW/12kWh AC	140	180	15	3.75
Energy Pod 5kW/14.4kWh AC	168	216	15	3.75

FinDreams Battery Company LTD.

No. 3009 Hengping Road, Pingshan, Pingshan New District, Shenzhen 518118 , Guangdong, P.R. China,