

Lithium Battery Warranty Agreement

Document description:

1. This document applies only to Huawei CNBG, EBG and Digital Power lithium batteries.
2. The bold contents in red and italics and highlighted in yellow in this document are supplementary descriptions or examples. Please delete them before sending this document to customers.

Agreement No.:

This agreement is signed by _____ (Party A) and _____ (Party B) in accordance with the principle of mutual benefit and common development to ensure product quality. This agreement shall come into effect as of the date when it is signed.

1 Definitions

1.1 Lithium Battery Quality Issues

A lithium battery is deemed to be problematic when:

1. There is acid leakage.
2. The capacity is lower than 70% of the rated capacity (C5).

1.2 Temperature Conditions

1. Class 1 (normal): The battery operating temperature is less than 40°C all year round; or the battery operating temperature is within the range of 40°C to 50°C for less than 300 hours in a year.
2. Class 2 (harsh): The battery operating temperature is greater than 40°C for 300 hours or longer in a year.

1.3 Application Environment (***Change Based on the Actual Model***)

XX lithium battery: The charge/discharge current is less than or equal to 0.5C10, and the depth of discharge (DOD) is less than or equal to 80%.

1.4 Power Grid Condition

1. Class 1 power grid: The average monthly duration in which AC input power failure occurs is less than 10 hours.
2. Class 2 power grid: The average weekly duration in which AC input power failure occurs is less than 10 hours.
3. Class 3 A power grid: The average daily duration in which AC input power failure occurs is greater than or equal to 2 hours and less than 4 hours.
4. Class 3 B power grid: The average daily duration in which AC input power failure occurs is greater than or equal to 4 hours and less than 8 hours.

5. Class 4 power grid (grid power is unavailable): The average daily duration in which AC input power failure occurs is equal to or greater than 8 hours.

Class 3 (types A and B) and Class 4 power grids are harsh power grid environments.

2 Warranty Commitments

2.1 Warranty Service Definition

The warranty service is the product assurance service provided within the product warranty scope to resolve lithium battery quality issues.

The service includes help desk, remote troubleshooting, and lithium battery spare parts replacement.

Help desk is an interface and platform for providing technical support for Party A and can be used to handle and trace service requests from Party A.

Remote troubleshooting refers to the technical consultation and fault rectification services for Party A. Technical consultation services are to answer questions (involving device functions, specifications, operations, and configurations) raised by Party A during routine operation and maintenance. Fault rectification services are to analyze fault causes and provide solutions based on fault questions raised by Party A.

Faulty parts replacement: During the warranty period, if an individual failure is caused by the lithium battery quality problem of Party B, Party B is responsible for delivering qualified parts to the receiving place agreed by both parties within the committed service level agreement (SLA).

Party A shall bear the expenses incurred in sending faulty parts and receiving good parts, including transportation, customs duties, and customs clearance expenses.

2.2 Start Date of the Warranty

The warranty start date of lithium batteries cannot be later than six months (outside China) or three months (in China) after the **battery delivery date**.

Scenario 1: Party B is responsible for product installation. The product warranty starts from the date when the preliminary acceptance certificate is issued, the date when the product is put into commercial use, or the date when the product is put into operation on the network, whenever earlier.

Scenario 2: Party B is responsible for product installation. The product warranty starts from no later than three months after the product arrival or no later than six months after the product shipment. Two parties negotiate to specify the start date based on project conditions.

Scenario 3: If Party B is responsible for product installation, and it is specified that Party B needs to fulfill the warranty responsibilities during the trial run, the product warranty starts from the trial run.

Scenario 4: Party B is not responsible for product installation. The product warranty starts from no later than three months after the product arrival or no later than six months after the product shipment. Two parties negotiate to specify the start date based on project conditions.

2.3 Warranty Period

The standard warranty period of lithium batteries is one year. **If extended warranty is required, consult the SSD and evaluate the maximum service life of lithium batteries based on the battery**

model and application environment. Extended warranty can be provided within the service life and needs to be quoted.

Warranty SLA

Lithium Battery Standard Warranty Service			
Help desk	5 x 8 (legal working hours)		
Remote troubleshooting	Severity	Response Time	Resolution Time
	Major	Not committed in SLA	Not committed in SLA
	Minor	Not committed in SLA	Not committed in SLA
	Warning	Not committed in SLA	Not committed in SLA
	Consulting	Not committed in SLA	Not committed in SLA
Faulty parts replacement	Subject to the feedback from the local spare parts contact person.		

Note: The SLA in the table is the standard warranty services. Warranty improvement services can be provided and quoted based on requirements of Party A.

2.4 Disclaimers

Party B shall not be liable for any damage to lithium batteries due to force majeure (such as earthquakes, volcanic eruptions, mudslides, lightning strikes, fires, and wars).

- The operating temperature requirements are not met, the power grid condition is poor, power outages frequently occur, the site capacity is expanded, or lithium batteries cannot be fully charged for a long time.
- The lithium battery is damaged, broken, or leaks due to improper operations or incorrect connection.
- Party A does not recharge the batteries in time and the batteries are stored longer than the storage term, which causes capacity loss or irreversible damage to the batteries.
- After the batteries are installed and connected to the system, Party A does not power on the batteries in time, which causes the batteries to be overdischarged and thus causes damage to the batteries.
- Damage is caused to batteries because they are not accepted in time due to Party A's reasons.
- Damage is caused to batteries because the battery operating environment or external power parameters do not meet environment requirements. Examples include operating temperature beyond the specified range, frequent power grid outages, frequent overdischarge due to improper maintenance, and long-time low battery capacity due to capacity expansion.
- **Party A changes the application scenario of lithium batteries and uses the backup power models as cycling ones without notifying Party B. For example, use the backup power models in the PV + storage scenarios and peak staggering scenarios.**
- Damage is caused by Party A or third parties to batteries, for example, by relocation and installation of lithium batteries without complying with Party B's requirements.



- Party A does not correctly set battery operating parameters including but not limited to battery capacity, number of batteries, equalized charge voltage, float charge voltage, charge current limiting coefficient, and disconnect voltage.
- Party A does not maintain batteries based on the operation guide for the required devices onsite. For example, Party A does not periodically check whether battery terminal screws are tightened.
- Party A connects extra loads to batteries.
- Party A uses ESMs with other lithium batteries, causing acceleration of capacity decrease. For example, Party A uses ESMs together with lithium batteries of other vendors, with lithium batteries of different rated capacity, or old and new batteries are mixed.
- Batteries are stolen.
- The warranty period of batteries has expired.

Party A: _____
Representative: _____
Position: _____

Party B: _____
Representative: _____
Position: _____

