



# ZOE Limited Warranty

(for Z Box-P Series product)

## WARRANTY

Subject to the terms and conditions detailed as below, ZOE provides a product warranty (the Warranty) to customers for the following products (the products):

- Z Box-P products, including Battery Strings and BMS;
- Auxiliary parts of the system, including Primary and Secondary Controls, Container, HVAC, and Fire Extinguisher

This warranty only applies to the new product.

This warranty only applies to the products installed by a properly certified installer and installers authorized by ZOE.

## General Terms

ZOE shall repair or replace (at our option) a product or any part in a system if such product is found with a manufacturing defect within 60 months from the purchase date (when the product is sent out of the factory).

## SPECIFIC WARRANTY TERMS

ZOE takes irrevocable, total responsibility for the product quality warranty within 60 months from the purchase date for products that are proven with manufacturing defects. This quality warranty will exclude faulty products due to misuse (use not adherent to the technology agreement and the product user manual). Costs to perform the quality warrant include replacement component(s) purchase, transportation, labor for remote technical support, accommodation and travel expenses for a business trip(s), and commissioning and guidance on site (if necessary) shall be borne by ZOE. Costs incurred in the reinstallation of a new component(s), removal of faulty part(s), cabling, and relevant mechanic work, and electric work shall not be borne by ZOE.

After 60 months from the purchase date, ZOE takes limited quality warranty responsibility for components (excluding batteries in the system, as the Warranty for batteries is 60 months) with manufacturing defects. The quality warranty does not include costs of replacement(s) of the part(s) with manufacturing defect, transportation, labor for remote technical support, accommodation, and travel expenses for a business trip(s), commissioning and guidance on site (if necessary), re-installation of a new component(s), removal of faulty part(s), cabling and relevant mechanic work,



electric work.

ZOE shall replace products with identical replacements when possible. However, due to technological development, the identical replacements may not be available. In this case, ZOE will supply another type of product with the same function, although the replacement product may have a different size, shape, color, and capacity.

If a product is replaced within the 60 months warranty period, the remaining warranty period of the old product shall resume with the replacement, meaning the customer will not receive a new warranty.

For long-term warranty service, all systems must be connected to the internet for fault monitoring and data backup. For systems without connection to internet, the Warranty will be **12 months only**. For a warranty claim for a system without an internet connection, the installer or the end user shall organize qualified personnel to conduct an onsite inspection and data collection under the instruction of ZOE for further technical support.

ZOE shall monitor systems and inform end customers of products with manufacturing defects within the warranty period. For systems without an internet connection, the customer shall notify ZOE ASAP of products with manufacturing defects for repair or replacement as per the warranty agreement.

## CONDITIONS

This warranty is subject to the following conditions:

- All operation data of the system belongs to the client. However, the client agrees to give irrevocable access to ZOE European cloud service platform for operation data of the subsystem within the energy storage system hardware and authorize ZOE service engineers fully to read and collect these data for analysis purposes. ZOE shall not make any changes to the system operation without written consent from the client.
- SIM card or wired network required for remote data connection shall be provided by the installer or end user. And the installer or end user needs to make sure of a stable and reliable network in the project location. Data traffic charges may be confirmed by a separate long-term service agreement between the parties.
- In the case that remote connection fails for unknown reasons, Installer or end user shall ensure that at least one professional is on-site to cooperate with ZOE for troubleshooting.
- The products shall be installed and correctly commissioned by an authorized and licensed installer. Proof may be required of correct commissioning of the product (such as a certificate of compliance). This warranty does not cover claims for failures due to incorrect installation or commissioning.



- The product shall have its original serial number, and rating labels shall remain intact and readable.
- This warranty does not apply to any entirely or partially disassembled modified Product unless ZOE carries out such disassembly.
- The terms of this warranty cannot be amended unless in writing by one of ZOE's authorized parties.
- This warranty only applies to products purchased by an end-user from ZOE directly or a ZOE authorized distributor.
- Any warranty claim under this warranty shall meet the requirements in the "HOW TO MAKE A WARRANTY CLAIM" section.
- A commissioning report signed by the end-user and the installer for product commissioning and handling instructions is required.
- Regular maintenance and inspection reports are required for operating systems for over 3 months.
- Information on the system, installation, commissioning, location and application shall be reported to ZOE before the operation to ensure warranty claims align with the actual projects' plans.

## **SERVICE PROVISION**

ZOE shall provide online and onsite services during the 60 months warranty service:

When a system is put in operation, the client will receive an email monthly for guidance and reminders about the system.

- ZOE service engineers will make calls to the client quarterly for communication on the system operation status and maintenance guidance and preventative and improvement measures
- One ZOE engineer will be sent to the site every nine month for an inspection and communication with the client with free consultation, advice, and guidance.
- ZOE gives free access to the energy storage system cloud platform to the client for 12 months. During these 12 months, the client can have full authorization to check, track, and export data. This platform was designed and developed by ZOE; However, ZOE will keep updating the platform for better service, and clients do not have the right to demand that ZOE to customize the platform to their requests.
- After 12 months, ZOE will start charging the client for access to the platform with services. Detailed services will be specified in the long-term service agreement.

## **EXCLUSION**



This warranty will not apply when one or more of the below situations:

- Storage, handling, installation (or removal and re-installation), or commissioning of the product not based on ZOE's instructions. Lack of safety regulations or adequate care, including incorrect installation.
- Operation, use, or maintenance of the Product not based on ZOE's instructions or lack of adequate care (including failure to maintain/ clean the product by recommendations in instruction/ product manuals);
- Accidental damage, theft vandalism, or use of the product for a purpose or under circumstances the products are not designed for. Use of the Product beyond the specified or regular operating ranges;
- Malfunctions caused by changes in the operation environment, for instance, contamination (e.g., dirt, smoke, salt, chemicals, and other impurities), water entry, exposure to excessive heat or solvents, or insufficient ventilation (the maximum operation temperatures specified in the manual), exposure to solid vibrations, exposure to a strong magnetic field or damage as a result of Force Majeure event;
- Wear and tear; Replacement or repair of parts as part of regular maintenance and service of the product; the damage is only to surface coating and painting;
- Repair, alterations, or modifications to the Product performed by a third party unauthorized by ZOE;
- The nameplate or serial number of the product is modified, altered, or not readable;
- other damages not affecting energy generation

This warranty does not apply to damage caused by continuous use of the product after a manufacturing defect has been detected.

## **CUSTOMER ASSISTANCE**

Following the receipt of the replacement unit, the customer shall bear the allegedly defective unit in the same packaging material as the replacement unit. All allegedly faulty units shall be returned within 10 (10) working days of receiving the replacement unit. A qualified installer shall be arranged for the unit exchange and re-commissioning.

## **DISTRIBUTOR RESPONSIBILITY**

In the event of an equipment failure or fault, the distributor is responsible for working directly with ZOE Service Center to limit the return of non-faulty equipment. ZOE Service Center will work with the distributor to rectify the fault or fault message through online support or with direct PC links.

Note: To be qualified for further compensation and a replacement unit, the distributor/installer



shall fulfill first contact ZOE and the distributor/installer's responsibilities under Section "HOW TO MAKE A WARRANTY CLAIM"

## **WRONG DELIVERY AND TRANSIT DAMAGE**

Wrong deliveries, incorrect or damaged packing, and transit damage are not warranted.

## **HOW TO MAKE A WARRANTY CLAIM**

If a product fails within the warranty period, the customer shall immediately stop using the product or the system in which the product is installed. The product or system should be disconnected from electricity, too. Make a claim as soon as possible and follow all instructions provided by ZOE, or our representatives or distributors.

The end-user shall contact ZOE via email [service@zoeess.com](mailto:service@zoeess.com) Below information shall be included in the email:

- Name, address, and a phone number
- Proof of purchase with the date and address of the vendor
- Installation date and installation address
- Signed commissioning report or protocol
- Contact details of the installer
- A complete and detailed list of faults observation and other information is necessary.
- A complete and detailed operation steps before the fault
- Maintenance and inspection records

## **DEADLINE FOR SUBMITTING WARRANTY CLAIMS**

Correction of a quality issue is regarded as a top priority for ZOE. Early investigation and immediate corrective action measures to prevent the re- occurrence of failures. Therefore, a warranty claim shall be submitted as soon as possible, no later than three months after a loss took place. Any warranty claims after the three months shall be regarded as invalid.

## **PRODUCT LIABILITY AND PRODUCT SAFETY**

ZOE shall be informed immediately of any potential product safety concerns within and beyond the warranty period. ZOE will give advice and guidance accordingly to ensure product safety standards are met to avoid possible injury, loss, and damage.

## **MISCELLANEOUS**

This warranty shall be part of the purchase contract between ZOE and the customer.

## **CONTACT DETAILS**

Shanghai ZOE Energy Storage Technology Co., Ltd.



This warranty is offered by Shanghai ZOE Energy Storage Technology Co., Ltd., Building 2, e-Tong World Hua Xin Park, No. 1777 Hualong Road, Qingpu District, Shanghai, P.R. China.

For any questions, please contact (86) 21-52965907 or email [service@zoeess.com](mailto:service@zoeess.com).