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### 1. Consumer Laws

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If you acquire the Product from an Authorized Reseller in European Union and the Consumer Law applies, including Great Britain, the Product comes with guarantees that cannot be excluded under the EU Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

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### 2. Product Warranty

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Master Battery warrants that the Product will be free of defects caused by improper workmanship or defective materials.

This warranty commences the period of Seven (7) years from the earlier of:

1. the date of installation of the Product; or
2. six (6) months after the date the Product was manufactured,

**(Warranty Period)** subject to the conditions in clause 3 and the Exclusions in clause 5. This warranty does not include any accessories and tool kit items provided with the Product.

Master Battery will repair or replace the Product if the Product is defective and returned during the Warranty Period.

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### 3. Warranty Conditions

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The warranties in respect of the Product only apply if the Product:

1. is purchased from Master Battery or an Authorized Reseller in the Territory;
2. has the official Master Battery serial number;
3. is installed in a battery module in the Territory;
4. is installed, operated and maintained in accordance with the Product Instructions; and
5. be used on a daily cycle basis and only for energy storage system,

**(Warranty Conditions)**.

The warranty would be inapplicable if the defect in or failure of the Product's performance is attributable to your misuse, abuse, accident or non-observance of the Product.

### 4. Claim

Claims can be made to the Authorized Reseller from whom the Product was purchased or from Master Battery directly.

You must, within 48 hours of a defect being discovered, notify Master Battery of a claim by:

1. if You registered the Product, complete the claim by Master Battery's email; or
2. if You did not register the Product, completing the warranty card provided with the Product at the time of purchase and either emailing a copy to Master Battery at the below email address, or delivery or emailing the warranty card to the Authorized Reseller from whom the Product was purchased.

In order to claim under this Warranty, You must:

1. present the certificate of warranty declaration in its original form;
2. submit the invoice for the procurement of the Product indicating the date of delivery; and
3. provide the Master Battery system log data recorded by the Product as an indication of whether or not the Minimum Capacity has been achieved (but this would not be determinative).

To make a claim to Master Battery directly, please contact:

**Address:** Paseo de Extremadura, 39 - Madrid (Spain);  
**Post Code:** 28935 Móstoles  
**Telephone:** (+34) 918 021 649  
**Fax:** (+34) 917 750 542  
**Email:** info@masterbattery.es

Master Battery may contact You for further information regarding a defect. Master Battery may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by Master Battery.

If You dispute Master Battery's verification of the claim, the Product must be evaluated by an EU government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Master Battery will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions:

- a) The test is based on single UE-H series battery module.
- b) The ambient temperature of the Product must be  $25^{\circ}\text{C} \pm 2^{\circ}\text{C}$
- c) The initial temperature of the battery pods must be  $25^{\circ}\text{C} \pm 1^{\circ}\text{C}$
- d) Constant voltage (54V), constant current (10A) charge till all the cell voltage above 3.50VDC or till charge current less than 1A.
- e) Constant voltage (44V), constant current (10A) discharge till battery low voltage protection cut-off.

If the Product is no longer available, Master Battery may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.

### 5. Exclusions of Warranty

To the extent permitted by law, Master Battery excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. Inverter or charger failure;
2. The Product being installed with inverters or charger which have not been certified by Master Battery;
3. Battery has not been operated properly according to the product manual;
4. You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Instructions;
5. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
6. Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Master Battery or a Master Battery's certified installer;
7. Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Master Battery;
8. Any attempt to extend or reduce the life of the product without written confirmation from Master Battery, whether by physical means, programming or others;
9. Removal and reinstallation at another place from the original installation without the written confirmation from Master Battery;
10. Water, conductive dust or corrosive gas;
11. The Product has been connected with different type battery modules;
12. Battery have been connected with battery not from Master Battery;
13. Failure to install, operate or maintain the product in accordance with the Product Instructions;
14. Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
15. Theft or vandalism of the Product or any of its components.

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## 6. General provisions

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This warranty is subject to the law of the EU.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed, and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

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## 7. Definitions

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### In this document:

1. **Authorized Reseller** means an approved Master Battery retailer or distributor in the Territory.
2. **Consumer Law** means: EU Consumer Law.
3. **Minimum Capacity** means at least 70% of the Nominal Energy during the Warranty Period.
4. **Nominal Energy** means the initially rated capacity of the Product as printed on the label of the Product.
5. **Product** means UE-48Li2400WH and UE-48Li3600WH battery system manufactured by Master Battery;
6. **Product Instructions** means the instructions and manuals issued by Master Battery with the Product that set out how the Product should be installed and operated.
7. **Master Battery** means Master Battery, S.L. of Paseo de Extremadura, 39 - 28935 Móstoles - Madrid (Spain).
8. **Territory** means all the countries in European Union, depending on where the Product was purchased.
9. **You** means the natural person that acquired the Product.

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## Note

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Warranty Period could be extended to Ten (10) years **FOR FREE** by successfully register your product on Master Battery, and the Minimum Capacity / Remaining Capacity in this document would be not less than 60% of the Nominal Capacity at the end of Warranty Period.

The Battery Module has a time value replacement guarantee for a period of 10 years. In this case, if the Battery Module is defective, the time value of the batteries is replaced. The fair value is calculated on the basis of a linear depreciation over a period of 10 years. That means a minimum of 80% of the usable capacity over a period of 10 years.

**Héctor Plaza**

CEO, Master Battery, S.L.