



ZRGP PowerBase Limited Warranty Letter

Applicable Area: Australia or New Zealand

Applicable to sales from: 1st, Feb., 2022

ZRGP PowerBase Energy Storage System

Applicable product types:

Product	Product module	Usable Energy (kWh) ¹	Minimum Throughput Energy (MWh)
PowerBase Mate	ZR-PBML-5S	5.12	15.05 per module
	ZR-PBML-10S	10.24	
	ZR-PBML-15S	15.36	
	ZR-PBML-20S	20.48	
	ZR-PBML-25S	25.6	
	ZR-PBML-30S	30.72	
	ZR-PBML-35S	35.84	
	ZR-PBML-40S	40.96	

Remark: For battery systems consisting of multiple modules (i.e. Power Base Mate and PowerBase Pro series), the warranted Throughput Energy is per module.

This limited warranty letter (herein after "Warranty") as described below applies to the energy storage application with ZRGP battery modules, enclosures, racking and related accessories ("Product") supplied by Zhongrui Green Energy Technology (Shenzhen) Co., Ltd. (herein after "ZRGP") with the types referenced above to End-User (End User is the buyer who puts the Product into operation for the first time) via the way authorized by ZRGP. ZRGP warrants to the End User as follows:

1 Warranty Period

1.1 Product warranty

The Product warranty period is ten (10) years from the sales date as mentioned in the seller's invoice to the End User ("Invoice Date").

1.2 Capacity Performance warranty

ZRGP warrants that the Product retains either sixty percent (60%) of Usable Energy for ten (10) years from the Invoice Date, or for a Minimum Throughput Energy which is calculated from the Invoice Date, whichever comes first.

Remark: Capacity measurement condition is defined in Appendix 1.

1.3 Capacity performance warranty for subsequent increase in battery module

The subsequent increase battery module is purchased after finishing the initial installation ("Subsequent Product").

ZRGP warrants that the Subsequent Product retains sixty percent (60%) of Usable Energy for ten (10) years from the Invoice Date of the Subsequent Product.

¹ Measured in accordance with the standard test conditions of measuring Capacity referred to in Appendix 1



2 Preconditions for Warranty

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

2.2 Any Product failure, fault or warning which had led to system failure or working abnormally, the relative information must be reported in the form of a Warranty Claim as stated in Clause 8 below to ZRGP's Authorized Service Partner (stated in Clause 8 below) within 2 weeks of appearance.

2.3 Product shall be installed by a skilled professional² or Partner certified by ZRGP.

2.4 End User shall correctly operate and use the Product(s) according to User Manual and Installation Guide provided with the Product(s).

2.5 End User shall provide original proof of purchase of the Product by presenting the seller's invoice to the End User to ZRGP Authorized Service Partner.

2.6 The installation of the Product at the End User chosen location shall be completed within maximum 1 month from the Invoice Date.

2.7 The End User should register the Product in ZRGP's after-service website within three months after Invoice Date. End User register website: www.zruipower.com

For the Product fail to register within three months with ZRGP or distributors, contrary to Clause 1 the following warranty periods shall apply:

(a) Five (5) years product warranty (material and workmanship) from the Invoice Date.

(b) Capacity performance warranty retains sixty percent (60%) of Usable Energy for Five (5) years from the Invoice Date.

2.8 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 to direct sunlight. The Product installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.

2.9 This Warranty covers a capacity equivalent to One (1) full cycle³ per day. The Product is not suitable for supplying life-sustaining medical devices and automotive applications.

2.10 Product must be operated with compatible inverters which are listed in the ZRGP Compatible Inverter List⁴ and the system configuration shall comply with the ZRGP Compatible Inverter List.

3 Replace or Repair

3.1 In the event that any Product covered by this Warranty and confirmed by ZRGP Authorized Service Partner to be defective or non-conforming ZRGP will choose to replace or repair it on its own according to the specific situation. Any maintenance or replacement shall not be deemed as extension or recalculation of the warranty period.

3.2 ZRGP will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective Product. ZRGP shall become the owner of the replaced battery or Products in exchange for the simultaneous transfer of ownership of the replacement battery or Product. Unless otherwise agreed by ZRGP Authorized Service Partner, the replaced battery or Products shall be returned by End User

² Skilled professional is a trained and qualified electrician or installer in accordance with local government or industry training and accreditation requirements.

³ 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 ZRGP Compatible Inverter List is indicated in the Master Control Module 's BMS software, or available on www.zruipower.com.



to the place designated by ZRGP Authorized Service Partner in the same or similar package within 4 weeks after the replacement date. The costs for the return to ZRGP will be paid by ZRGP or ZRGP Authorized Service Partner.

3.3 Provided that ZRGP has discontinued the manufacture of the Product in issue at the time the related warranty claim which confirmed by ZRGP, ZRGP shall, at its sole discretion, replace it with a different type of Product (of mutually agreed size, color, shape and/or power) if technically feasible and reasonable or refund the purchase price paid by End User as shown in the seller's invoice. The refund shall be calculated as follows:

Refund = Invoice Price / Warranty Period * Unused Period * Refund Rate

* Invoice Price: Price as shown in the seller's invoice

* Warranty Period: Actually effective warranty time according to this letter

* Unused Period: The effective date of warranty claim to the date of effective warranty end.

* Refund Rate: 1.2

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

4 Warranty Exemption Conditions

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 instruction provided in the User Manual.

4.3 Damage caused during transport, incorrect product installation, removal, exposure to excessive temperature range during use or storage, improper use.

4.4 Unauthorized wiring and use with faulty or incompatible devices.

4.5 Product arbitrarily modified or its function changed without permission by ZRGP.

4.6 Any changes to the installation which wasn't done in accordance with the Installation Guide.

4.7 Product damage caused by maintenance and other services conducted by personnel unauthorized by ZRGP.

4.8 End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by ZRGP.

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 flooding, war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events which are out of control of ZRGP) or other third party.

4.11 The defect cannot be overcome under the technology condition when the Product sold to End User.

4.12 Non-compliance of the Product arising 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 ZRGP Authorized Service Partner within 2 weeks of appearance.

4.15 Purchase and installation of the Product in an area other than Australia or New Zealand.



5 Non-Applicability of Warranty Claim

In case a warranty claim is reported which shows not to be valid, the costs incurred by ZRGP or ZRGP Authorized Service Partner due to this non-applicability of warranty claim shall be covered by End User unless this non-applicability was not visible for End User according to given circumstances.

6 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, ZRGP 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 ZRGP 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 ZRGP and / or ZRGP Authorized Service Partner is authorized to make any revision, extension or addition to the performance 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, ZRGP 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.

ZRGP's liability from any cause whatsoever shall in no event exceed the amount of the purchase price paid by end user to ZRGP 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.

7 Out of Warranty

As for the service for the Products out of warranty, ZRGP agrees to provide certain after sales service to End User upon the written request addressed to ZRGP Authorized Service Partner, and all the costs and expenses which include but not limited to the materials, parts or labor costs, shall be borne by End User. In case of End User give written notice to request the service out of warranty, End User shall provide detailed description of defects so that ZRGP Authorized Service Partner is able to detect whether such defect can be cured or not. For the avoidance of doubt, in no event will ZRGP be liable for the service out of warranty, and this Clause 7 will not constitute the promise of ZRGP to provide such service out of warranty.



8 Warranty Claim

Warranty claim shall be reported to ZRGP Authorized Service Partner in below format:

1	Product Type		e.g. PowerBase Pro-20
2	Serial Number of Battery Cabinets		
3	Serial Number of Master Control Module		
4	Serial Number of Battery Module		
5	Serial Number of Accessories		
6	Installation Date		
7	Invoice Number		
8	Invoice Date		

ZRGP Authorized Service Partner:

JOULE POWER PTY LTD

ABN 55 655 162 486

Tel: 1300 441 611

Address: 18 Douglas Avenue, Chelsea, 3196 Victoria, Australia

Email: info@joulepower.com.au

Website: www.joulepower.com.au

9 Dispute Resolution

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

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

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 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.

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



Appendix 1

Capacity measurement condition:

Ambient temperature: 23~27°C, humidity: 25%~85%, atmosphere: 86kPa~106kPa

Charge / Discharge method:

- i. Discharge the battery with Constant current (0.2C) until the battery reaches End of discharge voltage (48V) or battery self-protects automatically.
- ii. Lay aside the battery for 10mins.
- iii. Charge the battery with Constant current (0.2C) and Constant charge voltage (56V) until battery self-protects automatically.
- iv. Lay aside the battery for 10mins.
- v. Discharge the battery with Constant current (0.2C) until reach End of discharge voltage (48V) or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- vi. Calculate formula is: Current Capacity = Discharge time × Constant current value.
- vii. Charge the battery with Constant current (0.2C) and Constant charge voltage (56V) until battery self-protects automatically.

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