

Sunergy

Warranty Certificate

Product Name: Sunergy® Lithium iron phosphate battery pack

Model Number: MASON-314-NP

Specification: 16.076kWh

Serial Number:

Name:

Address:

Email:

Date of Purchase:

Phone Number:

Serial Number:

We recommend that you attach a photocopy of your receipt, showing the date of purchase, to this warranty certificate and keep it safe. Please provide receipt or other proof of purchase date when the warranty service is needed.

In the event of a product fault, please call the customer service line or send email to admin@mysunergy.com.au. Please ensure that you have the product details at hand so that we can respond quickly and efficiently.

Importer & Warranty Provider:

Sunergy Renewables Pty Ltd (ABN: 49 685 660 164)

Address: 3/14 George Young St, Auburn, NSW, Australia

Help Desk: +61 41077 7888 admin@mysunergy.com.au

(Operating Hours: Mon-Sat 11:00am to 18:00pm, AEST)

Manufacturer:

Dongguan Seplos Technology Co., Ltd. (USCC: 91441900MA55FUJ99B)

Address: 3rd Floor, No.58, Qingzhang Road, Qingxi Town, Dongguan

Help Desk: +86 150 7980 4024 sales@seplos.com

(Operating Hours: Mon-Sat 10:00am to 17:00pm, Beijing Time, UTC+8)



Warranty Policy

Warranty Coverage and Period (Applicable to All Regions of Australia)

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.

1. Core Performance Guarantee

Within 10 years (120 months) from the date of purchase, if the actual capacity of the battery pack is lower than 70% of its initial rated capacity, free repair or replacement services will be provided. This guarantee covers capacity degradation under normal residential energy storage usage scenarios.

2. Subdivided Warranty for Key Components

Battery Cells: Synchronous with the core guarantee, with a warranty period of **120 months**, covering issues such as bulging and short circuits caused by manufacturing defects;

Rubber gaskets & sealing strips: Warranty period of **60 months**;

Warranty Responsibilities and Obligations

(1) Our Responsibilities

1. Provide **free repair, replacement of parts or the entire unit** for faulty products that meet the terms, **with a repair cycle of no more than 15 working days**. 2. The remaining warranty period of the original product shall apply to the replaced parts/entire unit, or an additional 90-day guarantee shall be provided from the date of replacement (whichever is longer). 3. Strictly comply with the requirements of the Australian Competition and Consumer Commission (ACCC), and shall not directly refuse warranty due to third-party repairs (it is necessary to provide evidence that the fault has a causal relationship with the third-party repair).

(2) User's Obligations

1. Requirements for Regular Maintenance

Regularly remove any thermal insulation materials surrounding the product. Have the cell balance inspected by authorized personnel every two years. **Note:** Damage resulting from improper cleaning or maintenance — including overheating or battery terminal corrosion — is not covered under warranty.

2. Usage Specifications

Installation must be carried out in accordance with the requirements of the BATTERY SPECIFICATION & USER INSTRUCTION (e.g., the battery pack should be kept away from heat sources, the inverter should be properly grounded, and it should be compatible with the residential power distribution system). Unauthorized modification of battery cells, short-circuit protection systems, or replacement of non-original fans is prohibited (faults caused by modification are not covered by the warranty).

Exclusions from Warranty

1. Physical and Environmental Factors

Damages to the battery/inverter housing caused by impact, extrusion, fire, or flood;

Failure of rubber waterproof components due to man-made tearing or chemical corrosion (e.g., detergent residue);

Damages caused by force majeure beyond Australia's extreme climates (such as earthquakes and hurricanes).

2. Human and Third-Party Factors

Faults caused by non-compliance with manual operations (e.g., overcharging/over-discharging of the battery, overloading of the inverter beyond the designed load range of residential energy storage);

Repair/disassembly by unauthorized personnel (warranty refusal is only allowed if we can provide evidence that the fault is directly related to such acts);

Circuit burnout caused by using non-matching residential energy storage charging and discharging equipment.

3. Wear and Tear from Consumption and Aging

Natural aging of fans and rubber components beyond the warranty period.

Normal usage wear of the battery before its capacity degrades to below 70%.

Warranty Application Process

1. Provide the original purchase certificate, warranty certificate, and product serial number (located on the side of the battery pack/bottom of the inverter);

2. Contact the authorized service center, describe the fault phenomenon, and upload the report (testing can be entrusted to independent third party);

3. After review and confirmation that the application meets the terms, we will arrange on-site repair or product delivery (freight within Australia shall be borne by us).

*Schedule to Warranty Terms and Conditions

Product/Component	Energy Storage Battery	Warranty Period
Entire battery pack (core capacity)		10 years (120 months)
Battery cells		10 years (120 months)
BMS board & overcurrent protection components		10 years (120 months)
Power cables & terminal blocks		10 years (120 months)
Rubber gaskets & sealing strips		5 years (60 months)