

# Hiconics ESS Warranty Policy

## 1. Scope of Warranty Policy

Hiconics provides the following limited warranty for its ESS (energy storage system) products (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Hiconics. Hiconics under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This Hiconics ESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Hiconics partners. The Product(s) included in this Policy are:

<b>NO.</b>	<b>Model NO.</b>	<b>NO.</b>	<b>Model NO.</b>
1	MD-HI3.8-SHO	7	MD-BS20.0-HSST
2	MD-HI5-SHO	8	MD-BS30.0-HSST
3	MD-HI6-SHO	9	
4	MD-BS5.0-HSST	10	
5	MD-BS10.0-HSST	11	
6	MD-BS15.0-HSST		

### I. Standard Warranty for Battery Pack

The Standard Warranty for the Battery System is valid for a period of 120 months from the date of installation, or a period of 126 months from the date of manufacture, whichever comes first.

### II. Performance for battery

Hiconics warrants and represents that the Product retains at least 70% of Nominal Energy though 6000 cycles or a minimum energy throughput as per the table below (whichever comes first) for 10 years after the date of the initial installation while the battery system is operated under a normal use according to the specifications outlined in the product manual. The term “Nominal Energy” herein means the initially rated capacity of the Products as printed on the label of the Products. The precondition of the valid 10-year Performance warranty shall be as follows:

- The ambient temperature during the operation of the Products shall not fall below  $-20^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$ ) or exceed  $55^{\circ}\text{C}$  ( $131^{\circ}\text{F}$ )
- Capacity measurement under following conditions:
  - i. Ambient temperature:  $25 \sim 30^{\circ}\text{C}$  ( $77 \sim 86^{\circ}\text{F}$ )
  - ii. Initial battery temperature from BMS:  $25 \sim 30^{\circ}\text{C}$  ( $77 \sim 86^{\circ}\text{F}$ )
  - iii. Current and voltage measurement at battery DC side

A reference for measuring capacity:

1. Set the battery priority mode through the APP to make the battery state of charge (SOC) up to 100%, and record the battery total discharge value displayed on the APP of that day.
2. Set only battery discharge (PV should not participate) through the APP and discharge the battery up to 10% SOC level (Avoid battery damage from a very low voltage). And record the day's total discharge of the battery displayed on the APP at this moment.
3. Subtract the total discharge value in Step 1 from the total discharge value in Step 2. Divide the result by 90% to get the current battery capacity.

Note: Hiconics provide the standard or performance warranty only, whichever comes first.

## **2 . Scope of Warranty**

Hiconics liability under this Policy shall be limited to replacement, repair, refund and compensation. Replaced or repaired products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

Annual inspection is required from the 6th year after battery's commissioning date by a Hiconics authorized suitably qualified technician, and that documented evidence of the inspection is kept on record. Failure to adequately maintain the equipment in the manner described may invalidate any warranty claims.

## **3 . Policy Claim Eligibility**

The only person(s) eligible to claim warranty under this contact are the Installer and Hiconics authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer. Eligibility of a Service Rebate is in accordance with sections 3 of this Policy.

## **4. Limited Liability**

Claims relating to defects caused by the following factors are not covered by Hiconics' warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start-up or operation;
- Improper wiring of the Product causing damage of the Product or its parts;
- Improper use or misuse of the Product(s) by the Installer or End-User, e.g., damage resulting from dropping the Product;
- The storage place is close to the gas station, heat source, fire source, corrosive gas, wet place, etc., resulting in damage of product;
- Battery damage caused by storage for more than three months without at least one full charge and discharge;
- Use of improper connectors or wires, e.g., where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;

- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g., cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Not followed the warranty claim process and detailed in section 10, and/or proper evidence of the fault and/or test carried out on site has not been provided to Hiconics;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual;
- Damage caused by water into the product during maintenance, use and cleaning;
- Loss of capacity caused by product idling for more than three months without at least one full charge and discharge;
- Damage caused by unstable power supply on the local power grid;
- Damage caused by customers using unapproved equipment to charge, discharge, maintain, etc.

## 5. Product Replacement and Compensation

In the event the Products or spare parts are not available anymore, Hiconics, at its option, may replace it with an alternative product with equivalent functions and performance.

## 6. Exclusions

This Policy does not cover the components that were not initially sold by Hiconics as a part of the system. This also includes components of the system purchased by the End-User or Installer which may be of the same manufacturer and/or model as the one provided by Hiconics.

## 7. Warranty claims require information

It is the duty of the Installer to contact Hiconics in the event of a fault with the following information.

**Name of the Installer:**

**Product Model No:**

**Fault Code:**

**Fault Details:**

**Contact Details:**

Hiconics may ask for additional details depending on the fault conditions. Hiconics will run tests on the product and may advise the Installer to take photos for verification purposes. The

Installer is required to submit a document with the evidence and any additional information requested by Hiconics.

If an allegedly faulty Product is returned to Hiconics pursuant to this Policy, which is no defect found by Hiconics that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Hiconics will apply a flat-rate inspection charge for each Product and will seek to recover the full costs of the replacement Product.

**Note:** Any Product replacement has to be approved by Hiconics in all cases. Any replacement of the Product issued without the consent of Hiconics will invalidate an associated claim.

## 8. Further Rights at Law

In addition to the warranty provided by Hiconics, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Hiconics comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed.

## 9. Company Information

**Name:** HICONICS ECO-ENERGY DRIVE TECHNOLOGY CO.,LTD.

NO.3 Boxing 2nd Road, Economic and Technological Development Zone, Daxing

**Add:** District, 100176, Beijing, China

**E-mail:** solar\_service\_au@midea.com

**Tel:** 400-058-6116

**Website:** <https://www.hiconics-global.com/>

## 10. Importer Information

**Name:** Midea Electronics Australia Co Pty Ltd

**Add:** Suite 1 Level 12, 600 St Kilda Road Melbourne VIC 3004,  
Australia

**E-mail:** Cheng4.Wang@midea.com

**Website:** <https://www.midea.com/au>

**Tel:** +61 435 319 378

## 11. Warranty under ACL

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.