



## **OLiPower Residential Energy Storage Lithium Batteries Warranty**

### **Warranty:**

This Limited Warranty (hereinafter referred to as the "Warranty") applies exclusively to OLiPower Residential Energy Storage Lithium Batteries (hereinafter referred to as "BRE"), specifically models BRE-B-10K, and the accompanying accessory components (collectively referred to as the "Products"), provided by OLiPower Energy & Automatic Technology Ltd. (hereinafter referred to as "OLiPower") to the End User through an Authorized Reseller.

### **Important Notice:**

This Warranty is governed by the laws of the Australian State. In accordance with the Australian Consumer Law, our products are accompanied by guarantees that cannot be excluded. Customers are entitled to a replacement or refund in the case of a major failure, as well as compensation for any other reasonably foreseeable loss or damage. Additionally, customers have the right to have the products repaired or replaced if the products fail to meet acceptable quality standards, provided the failure does not constitute a major failure.

The rights and remedies provided to consumers under this Warranty are supplementary to any other rights and remedies available under applicable laws in relation to the goods or services covered by this Warranty. This Warranty is applicable solely to buyers who have purchased the Products for personal use.

### **Warranty Terms:**

We warrant that we will, at our discretion, repair or replace a Product or any part thereof if it is found to be faulty or defective in manufacturing or materials within a period of ten (10) years from the date of installation. If the BRE-B-10K is exclusively used for self-consumption of solar energy generated by an on-site array and for storing that energy for backup power, there is no restriction on the number of charging and discharging cycles within this ten-year period.

We will make every effort to replace defective Products with identical items. However, due to technological advancements, identical Products may no longer be available. In such cases, we will provide a replacement product of equivalent or higher value and standard. The replacement product may differ in size, shape, color, and/or capacity. Furthermore, due to these technological advances, replacement parts or components may not be compatible with the previously installed components. Costs incurred due to system incompatibility are not covered under this Warranty.

If a Product is replaced during the warranty period, the remaining warranty period will automatically transfer to the replacement Product. A new warranty certificate will not be issued in such cases.



Battery Performance Guarantee: For systems operating under self-consumption mode and with an active internet connection, we guarantee that each battery module will retain at least seventy percent (70%) of its usable capacity for one hundred and twenty (120) months from the date of installation at the end user's property.

**Cumulative Discharging Energy Throughput table:**

Product Model	Nominal Energy (kWh)	Usable Battery Capacity DOD 90% (kWh)	Cumulative Discharging Throughput Energy (MWh)
BRE-B-10K	9.6	8.6	27.84

\*Measured at the battery output at inverter side, under the standard capacity test conditions (See Appendix)

\*Minimum warranted cumulative energy throughput is equivalent to 3.23 MWh per kWh of usable battery capacity

This Warranty exclusively covers the repair or replacement of defective products. It does not cover: Any costs incurred by the end-user or installer for the normal or scheduled maintenance of the Product. Any additional costs, such as transportation, travel, or accommodation expenses for personnel. Subject to applicable laws, any damage to property, personal injury, direct or indirect losses, consequential losses, or other expenses arising from a breach of this Warranty.

**Warranty Conditions:**

This Warranty is subject to the following conditions: The Products must be installed and properly commissioned by an authorized and licensed installer. Proof of correct commissioning, such as a certificate of compliance, may be required. Claims for failures resulting from incorrect installation or commissioning are not covered under this Warranty.

If a Product or part thereof is replaced or repaired under this Warranty, the remaining period of the original Warranty will continue to apply. The replacement product or part(s) will not carry a new voluntary warranty. The Product must retain its original serial number and rating labels, which must remain intact and legible.

This Warranty does not apply to any Products that have been fully or partially disassembled or modified, except where such actions are carried out by OLiPower.

The terms of this Warranty can only be amended in writing by an authorized officer of the company. This Warranty is applicable only to Products purchased by an end-user directly from OLiPower or through a reseller to whom OLiPower has sold the Products directly.

To make a warranty claim, the requirements outlined in the "How to Make a Warranty Claim" section must be met. Additionally, the commissioning report must be signed by both the end-user and the installer to confirm product commissioning and handling instructions.



## **Warranty Exclusions**

This Warranty does not apply to defects or faults arising under the following conditions: Storage, handling, installation (including removal and reinstallation), or commissioning of the Product not conducted in accordance with our provided instructions, applicable safety regulations, or without reasonable care. This includes instances where the Product installed is of an inappropriate size or type for its intended purpose. Operation, use, or maintenance of the Product not performed according to our instructions or without reasonable care. This includes failure to maintain or clean the Product as recommended in the instruction or operation manual, accidental damage, theft, vandalism, or use of the Product for purposes or in environmental conditions for which it was not designed or sold. It also includes usage outside the specified or normal operating ranges of the Product. Changes in the condition or operational performance of the Product due to climate or other environmental influences, contamination by foreign materials (e.g., dirt, smoke, salt, chemicals, or other impurities), water ingress, exposure to excessive heat or solvents, insufficient ventilation (especially when exceeding the maximum temperatures specified in the operating manual), strong vibrations, strong magnetic fields, or Force Majeure events. Normal wear and tear, or situations where replacement or repair of parts falls under regular maintenance or service of the Product. This includes damage limited to surface coatings, varnish, or enamel. Repairs, alterations, or modifications performed by third parties not authorized by us. Use of spare parts not manufactured, sold, or approved by us for the repair or replacement of the Product. Interconnection of the Product with components from another manufacturer or other defective or malfunctioning parts within the system into which the Product has been installed. Modification, alteration, or illegibility of the Product's nameplate or serial number. Damage occurring during transportation. Superficial damage that does not impact energy generation, such as surface scratches.

This Warranty also does not cover damage caused by continued use of the Product after it is known, or should have been known through regular servicing, to be defective.

## **Warranty Claim**

If a product fails within the warranty period, the end-user must immediately stop using the product or the system in which it is installed, as applicable. The product must be disconnected from any energy source to ensure safety. The end-user should then promptly submit a warranty claim and follow all instructions provided by the company, its representatives, or agents. To file a warranty claim under this voluntary warranty, the end-user must contact the company through the online customer feedback system available at [www.olipower.cn](http://www.olipower.cn) or via email at [batteryservices@olipower.cn](mailto:batteryservices@olipower.cn).

Upon receiving the replacement unit, the customer is required to return the allegedly faulty unit in the same packaging as the replacement unit. OLiPower will provide all necessary labels, documentation, and freight details for the return of the faulty unit. The faulty product must be returned within ten business days of receiving the replacement unit. A qualified installer must be present to handle the unit exchange and recommissioning. The replacement unit will be covered by the original warranty terms of the faulty unit for the remaining warranty period.



For invalid claims under this Warranty, the end-user will bear all costs associated with making the claim, including transport or return freight costs. For valid claims, the end-user will not be charged for reasonable costs associated with the claim, including warranty processing costs, the cost of replacement parts or freight, and labor costs for the removal and installation of the product. Reimbursement for necessary and reasonably incurred costs or expenses related to valid warranty claims may be sought. Reimbursement for labor costs will be limited to a maximum of AUD 150 plus GST per claim, with documentary evidence required to support the claim.

All claims under this Warranty must be submitted promptly after the product fails and, in any case, no later than three months from the date the issue is discovered. Claims submitted beyond this period will not be considered. Genuine quality problems will be addressed as a priority, with investigations into the cause of the defect and immediate corrective actions taken to prevent recurrence.

### **Product Liability and Product Safety**

We must be informed immediately of any potential product safety concerns, regardless of whether they arise within or outside the warranty period. We fully recognize our obligations and responsibilities concerning product liability and safety. Our objective is to uphold appropriate product safety standards to prevent injuries, losses, and damages caused by defects in any product.

### **Miscellaneous**

This Warranty forms part of the purchase contract for the Product between us and the end-user and must be adhered to by both parties. No other voluntary manufacturer's warranty is provided by us. This Warranty does not apply to individuals or entities who have purchased the Products for resale purposes. The Warranty is non-transferable, except in cases where the Products are installed in a building. In such cases, the Warranty will transfer to any subsequent purchaser of the building or the Products, provided the Products remain installed. This Warranty is only applicable if the Products have been installed by a properly certified battery installer (CEC approved) and in strict accordance with the installation manual.

### **Effective Date:**

28 Oct. 2024



## Appendix: Standard Capacity Test Condition

For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values:

- Ambient temperature is between 25~ 28°C:
- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV") or its self-protective voltage.
- Wait for 30 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 30 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage. Record the current, voltage and time.
- The remaining Usable Energy is the integral of discharge time, current and voltage.

Test Value Table:

Product Model	End of discharge voltage (V)	End of charge voltage (V)	Constant current (A)
BRE-B-10K	42V	57.75V	100A

## Contact Details

This warranty is offered by OLiPower. For any questions,

please contact: Email: [batteryservices@olipower.cn](mailto:batteryservices@olipower.cn)

Phone: +86-755-26508686

Address: 10F, Block A, Building 2, Shangzhikeji Park, No. 380 Guangming Avenue, Tangwei Community, Fenghuang Street, Guangming District, Shenzhen, China

## Australian Importer Information

Importer Company Name: Ocean Energy Pty Ltd

Trading Address: Unit 1, 23-25 Burchill Street, Loganholme QLD 4129

Website: [www.ocean-energy.com.au](http://www.ocean-energy.com.au)

Phone: 0451 013 682

Email: [sales@ocean-energy.com.au](mailto:sales@ocean-energy.com.au)