

## Residential ESS Battery Limited Product Warranty For Australia Market Only

The Residential ESS Battery Limited Product Warranty (the “**Limited Warranty**”) in this document issued by the Ginlong Energy Storage Co., Ltd. (“**Ginlong Storage**”) covers the batteries (including those batteries contained in an all-in-one storage product) and its components in Appendix A attached hereto (collectively, the “**Products**”), when a claim for service under this Limited Warranty (a “**Claim**”) is made by a Claimant (as defined in Section B, below), provided all of the applicable terms and conditions herein have been satisfied.

This Limited Warranty constitutes an integral part of the sales contract (the “**Main Contract**”) and forms an attachment to the Main Contract with equal legal force. If Ginlong Storage and the Claimant (collectively, the “**Parties**”) have not executed a Main Contract, this Limited Warranty shall apply independently and constitute the complete agreement between the Parties regarding the Limited Warranty.

### Important Notice:

This Limited Warranty covers ESS Products as specified herein. Inverters (including those contained in an all-in-one storage product) are covered under a separate warranty policy. This Limited Warranty is limited to the ESS battery module range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by ESS may be covered by a separate warranty policy.

Different Products are subject to different Limited Warranty Periods. Please carefully read all the terms and conditions of this document as well as the tables in the Appendices, and pay close attention to the applicable Limited Warranty Periods.

If the following conditions are not met, the Limited Warranty will be invalidated:

- i) the Products can not be used for commercial purpose. The Products under this Limited Warranty are solely designed for consumer or household use. For the purposes of this Limited Warranty, “consumer or household use” refer to the installation and use of the Products at the consumer’s place of residence, which does not include any installation or use at commercial premises. For the avoidance of doubt, any use of the Products primarily for business, income-generating, leasing, sharing, or other commercial purposes shall be deemed being used for commercial purpose;
- ii) the Products used in consumer or household scenarios under this Limited Warranty are subject to a maximum charging and discharging cycle limit of fifty (50) cycles<sup>1</sup> per calendar month.

Ginlong Storage assumes no consumer-protection obligations if the Customer (as defined in Section B, below) uses the Products for commercial purposes. If the Products are intended for commercial use, the Customer shall promptly notify the reseller or installer, and shall enter into a separate warranty policy applicable to such use. In the absence of such notification and execution of a separate warranty policy, Ginlong Storage shall not assume any obligations or liabilities under this Limited Warranty. This Limited Warranty does not affect the statutory rights of consumers under applicable local laws. This Limited Warranty may extend a Customer’s statutory rights and cannot be construed so as to diminish such statutory rights.

Nothing in this Limited Warranty is intended to exclude, restrict or modify any rights or remedies that cannot be excluded under the Australian Consumer Law or other applicable legislation.

### A. The Limited Warranty

Ginlong Storage warrants that the Products will be free from defects and workmanship within the Limited Warranty Period set forth in Appendix A, below.

The Limited Warranty under this document is available on and from February 9, 2026 (the “**Warranty Validation Date**”). Unless otherwise agreed in writing, the Limited Warranty under this document is not

<sup>1</sup> A single cycle is defined as a full discharge from a state of full charge down to a 90% depth of discharge (DOD) of the battery’s remaining usable capacity.

applicable to any Products produced prior to the Warranty Validation Date. The date of production of each Product could be determined by its serial numbers<sup>2</sup>. For the avoidance of doubt, the original warranty terms and conditions supplied with that Product will continue to apply for any Product produced prior to the Warranty Validation Date.

## **B. Limited Warranty Eligibility**

### Who may submit a Claim?

A “**Customer**” is a natural person acting for personal or household use, who purchases the Products from an authorised reseller or installer, provided that such authorised reseller or installer has lawfully acquired the Products from Ginlong Storage and made no modifications to the Products.

A “**Warranty Holder**” may be:

1. a Customer; or
2. a transferee who receives a Product from a Customer and who has followed the proper process set forth in Section F, below, to transfer the Limited Warranty.

A “**Claimant**” may be:

1. a Warranty Holder; or
2. a third party designated by the Warranty Holder for the purpose of submitting a Claim on the Warranty Holder’s behalf.

Only a Claimant may submit a claim.

### When must a Claim be submitted?

Any Claim must be received by Ginlong Storage within the Limited Warranty Period set forth in Appendix A.

## **C. Limited Warranty Period**

The Limited Warranty Period commences at the earlier of:

1. the date the Products are commissioned at installation; or
2. six (6) months after the Products are dispatched from the Ginlong Storage factory.

(as applicable, the **Limited Warranty Commencement**).

The Limited Warranty Period of residential energy storage batteries (excluding its components and accessories) starts from the Limited Warranty Commencement and ends upon the earlier of the two points set forth in Appendix A.

The Limited Warranty Period for any Product that has been replaced or repaired under this Limited Warranty shall be the greater of:

1. the remaining Limited Warranty Period of the defective Product; or
2. three (3) months from repair/replacement.

## **D. Limited Warranty Claim Procedure**

To make a Claim, the Claimant shall notify Ginlong Storage within two (2) weeks upon detection that the Products are non-conforming or defective. If the Products were purchased through a reseller, the Claimant may submit the Claim directly to the reseller. To determine if the Product is covered by this Limited Warranty,

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<sup>2</sup> Regarding the serial numbers of a Product, the 8th and the 9th digits indicate the production year, the 10th digit indicates the production month (“A” indicates October, “B” indicates November, and “C” indicates December), and the 11th and the 12th digits indicate the production date.

the Claimant shall notify Ginlong Storage's service department in writing via the official Ginlong Storage website. Such notice shall include:

1. Detailed information about the defect;
2. Submit Warranty Claim Form, which can be obtained from a service agent via the website<sup>3</sup>;
3. Product Model i.e.Battery:IntelliHome-5kWh-OD) and Product Serial Number (i.e.Battery: 1059001259080001);
4. Copy of the Product invoice;
5. Copy of the installation report/certificate;
6. Local data of the Ginlong Storage Product (applicable only when the Product is not connected to SolisCloud during operation, including Product usage data such as battery cycles, discharge capacity, etc.).

After receiving notice from the Claimant, Ginlong Storage will determine whether or not the reported defect is eligible for coverage under the Limited Warranty. If Ginlong Storage determines, in its sole discretion, that the reported defect is not eligible, Ginlong Storage will notify the Claimant accordingly and will explain the reason why such coverage is not available. See Limited Warranty Exclusions in Section E, below, for details.

Note that the product label must be completely undamaged and legible and properly attached to the Product. If the aforementioned requirements are not fully met, Ginlong Storage has no obligations under this Limited Warranty. If Ginlong Storage was not informed within two (2) weeks, the Limited Warranty will be invalidated.

If the Product is eligible for coverage under the Limited Warranty, Ginlong Storage shall, in its sole discretion, elect to provide any one of the following services:

1. Ginlong Storage directs the Warranty Holder to return the Product(s)/parts to Ginlong Storage for repair or replacement in accordance with Ginlong Storage's procedures; or
2. Ginlong Storage dispatches after-sales service staff or instructs an authorized service provider to go to the location of the Warranty Holder for on-site replacement or repair of the faulty components; or
3. Ginlong Storage replenishes the consumed capacity of the energy storage cabinet to the nominal capacity corresponding to the relevant State of Health (SOH)<sup>4</sup> by means of hardware; or
4. Ginlong Storage compensates the Warranty Holder based on the "Sales Price". The "Sales Price" refers to the EXW factory price of the Product(s)/parts at the time of purchase or at the time of compensation (whichever is lower), and its specific calculation method is detailed in the formula set out below in Section D; or
5. Ginlong Storage provides whole battery of the original model or whole battery with the same capacity for replacement. All such battery comply with all factory testing requirements specified by Ginlong Storage.

Ginlong Storage will provide instructions for proper return or disposal of the defective Product(s)/parts. Any replacement provided by Ginlong Storage may be, at Ginlong Storage's sole discretion, new or factory refurbished. Any replacement provided by Ginlong Storage will be at least functionally equivalent in feature, function, and compatibility to the Product(s)/parts. A replacement may have cosmetic defects that have no influence on energy production or safety compliance.

Ginlong Storage may repair or replace faulty parts at its discretion. If the Products or any parts are replaced by Ginlong Storage under this Limited Warranty, all of the rights, title and interests in the returned Products/parts shall vest in Ginlong Storage upon replacement.

The Warranty Holder must return the Products/parts in the original packaging or equivalent. "Equivalent" means sturdy, equivalent packaging sufficient to protect the Products/parts from damage during normal transportation. If the replaced Products/parts are not received by Ginlong Storage within thirty (30) days from the date the Warranty Holder receives the replacement, the Warranty Holder will be charged for the Products/parts at the current price for new Products/parts.

Ginlong Storage may, in its sole discretion, elect to ship replacement Products/parts either prior to or after receipt of the Product, or after prepayment of the value of the replacement Product and delivery costs.

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<sup>3</sup> <https://solisstorage.com/en/contactus>

<sup>4</sup> Shall be subject to the internal system data of Ginlong Storage as confirmed by it.

Ginlong Storage may choose to ship replacement Products/parts after receiving prepayment of the value of replacement Product and delivery-related costs.

If Ginlong Storage selects not to repair or replace the Defective Product(s)/parts, it will refund the corresponding amount to the Claimant. In the event that the Product was purchased from a reseller, the application for the corresponding refund<sup>5</sup> shall be submitted in writing to Ginlong Storage via the reseller. Ginlong Storage may select one of the following three calculation methods for compensation in its sole discretion:

- i) Refund = "Sales Price" \*(warranted useable capacity - useable capacity) / warranted usable capacity;
- ii) Refund = "Sales Price" \*(warranted energy Throughput - energy Throughput recorded in the Solis Cloud of the Product) / warranted energy Throughput;
- iii) Refund = "Sales Price" \*(the total number of months under the Limited Warranty Period - number of months since Limited Warranty Commencement) / The total number of months under the Limited Warranty Period.

No claim for compensation may be made for any loss of profit or use (including but not limited to, energy that has not been fed into the grid, energy that has not been used for self-consumption, losses arising from system downtime or failures, or reductions in system power output, etc.) In no event, whether in contract, tort, or otherwise, shall the maximum compensation for the Warranty Holder's losses caused by a Product(s)/parts exceed the amount paid by the Customer for the purchase of the Product(s)/parts. After the refund is made, this Limited Warranty shall automatically terminate, and the Claimant shall be responsible for disposing of the relevant Product(s)/parts at its own expense.

Ginlong Storage's shall have no obligation to render on-site replacement services in locations where Ginlong Storage, in its sole discretion, deems the location or circumstances too risky to render such services.

If any Claim made pursuant to this Limited Warranty is determined to be unfounded (i.e. the returned Product(s)/parts is not faulty), Ginlong Storage will charge the Warranty Holder for all costs incurred, including but not limited to freight charges, customs clearance fees, labour costs, and expenses caused by travel and delivery to and from the Warranty Holder.

Ginlong Storage will notify the Claimant of any costs to be borne by the Warranty Holder prior to repair/replacement of the Product(s)/parts. Such the costs must be paid in advance. If the Warranty Holder declines to pay such costs, Ginlong Storage reserves the right to withhold repair/replacement services.

If the Warranty Holder has received training or authorization from Ginlong Storage, and is able to perform component replacement under Ginlong Storage's guidance, Ginlong Storage reserves the right to send components or parts in place of a replacement (Consumers need to provide a commitment to compliant operation).

## **E. Limited Warranty Exclusions**

Ginlong Storage shall not be responsible or have any liability for failure to fulfil service commitments within the committed period of time when such failure is caused by events beyond Ginlong Storage's reasonable control.

This Limited Warranty does not apply to damage (to hardware or data), costs or fees, or performance limitations/failures related to:

- Access, labour or transport costs;
- Loss or damage occurring whilst in transit;
- Items ancillary to installation not supplied by Ginlong Storage;
- Duties, import/export fees or costs and other general administrative costs;
- Consequential damages including but not limited to loss of revenue;
- Fault caused by any other circumstance, event or matter, including another component in the Claimant's photovoltaic system, or any other event, device or appliance at the installation site;
- Defect unable to be identified upon examination of Products at the time of purchase or installation;
- Force majeure, including but not limited to: extreme weather, lightning strikes, natural disasters;

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<sup>5</sup> "the application for the corresponding refund shall be submitted in writing to Ginlong Storage via the reseller" which shall be calculated on the basis of the "Sales Price" between the reseller and Ginlong Storage.

power surges, fire, insect infestation; war, general labor disturbances (including strikes, lockouts, slowdowns); governmental actions, changes in law, expropriation, embargoes; and epidemics, pandemics, etc.;

- Non-conformity with local certification requirements because of their changes during the Limited Warranty Period;
- Actions of third parties, event or accident outside Ginlong Storage's reasonable control and not arising under normal and standard operating conditions;
- Normal wear and tear;
- Improper handling, transportation, storage, or repackaging by anyone other than Ginlong Storage;
- Failure to initially purchase the Products from Ginlong Storage or the authorised reseller of Ginlong Storage;
- Failure to return the replaced Product(s)/parts to Ginlong Storage or the authorised reseller in time;
- Failure of the Customer to pay in full all amounts owing to Ginlong Storage by the Customer;
- Expiry of the Limited Warranty Period;
- Failure to comply with Product manuals or other applicable documentation;
- Failure to meet system requirements, including but not limited to ambient environment (as defined in user manual) or external electricity parameter settings, as stated in any applicable written documents;
- Improper system design, including insufficient protection from lightning or other environmental conditions;
- Accident, negligence, misuse, abuse, neglect, or intentional damage;
- Failure to observe safety regulations;
- Improper site preparation, installation, commissioning, or maintenance;
- Failure to have the Products installed correctly by a local grid company qualified installer and as per the installation instructions supplied with the Products or installed by Ginlong Storage or the authorised reseller;
- Movement of the Product(s)/parts for any reason after they have been installed (regardless of whether the Products/parts are subsequently reinstalled or moved back to the same location) unless the Product(s)/parts are reinstalled at the same location by a qualified installer and they are stored during any interim period in accordance with the Product manual;
- Repairs or attempted repairs by anyone other than Ginlong Storage or its authorised representative;
- Product(s)/parts opened, modified, or disassembled without Ginlong Storage's prior written consent;
- Adjustment, change, or removal of identification marks not in compliance with Ginlong Storage's requirements or instructions;
- Problems in Warranty Holder's premises;
- Use in combination with software, equipment, and batteries not certified and listed on Ginlong Storage's approved list for operation in the applicable territory with Ginlong Storage's inverters;
- Use of the batteries (whether sold separately or as part of an integrated system) with: i) any inverter not manufactured by Ginlong Technologies; or ii) any inverter manufactured by Ginlong Technologies but not compatible with or not expressly approved for use with the relevant batteries.
- Damage due to failure to recharge the battery within six(6) months from the date of production, or failure to perform any charging or discharging operation within three(3) months after installation;
- Failure to report a Product(s)/parts fault within two (2) weeks of its occurrence; provided that if the applicable local law prescribes a reasonable period for such notification, the mandatory provisions of the local applicable law shall prevail.
- Unauthorised access to or integration of the Product with Warranty Holder's own platform or third-party platforms resulting in unintended use or misuse.
- To the extent necessary to comply with regional regulatory requirements and to maintain system security operations, activate and maintain Ginlong Storage's Limited Warranty, Customer's device must remain connected to Solis Cloud for essential firmware updates. If the Product fails to connect to the Solis Cloud, or remains disconnected from the Solis Cloud for a cumulative period exceeding one (1) year, the Limited Product Warranty shall be adjusted to five (5) years.

This Limited Warranty does not apply to cosmetic defects that do not impact energy production, or degrade form, fit, or function, or Products that were described in a quotation or delivery note as 'ex-display' or 'reconditioned' (A separate Warranty extension may have been issued to cover such Products).

To the greatest extent permitted by law, Ginlong Storage will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this purchase or use of Products, 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 property damage that is not caused by Product(s)/parts defect, or the indirect or derivative loss or damage (including lost labour costs, liability for breach of third-party energy supply commitments, costs for resumption of production, dispute resolution expenses, replacement of equipment and property, and all other related expenses arising from the resumption of production, etc.) caused by any reasons.

The resellers of the Product or any other individual shall have no right to make any warranty commitments on behalf of Ginlong Storage that go beyond the content of this document, nor shall they have the right to extend the Limited Warranty Period beyond the time limit specified in this document. The resellers of the Product shall ensure that their customers are aware of, accept, and comply with the terms of this Limited Product Warranty, and shall not make any statements, representations, or guarantees to their customers that are inconsistent with this Limited Warranty; otherwise, any liability, cost, or dispute arising therefrom shall be borne solely by the resellers, and Ginlong Storage shall not be held liable.

If any term or provision of this Limited Warranty is held to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

## **F. Transferring the Limited Warranty**

The Limited Warranty may be transferred from the Customer to another party after obtaining Ginlong Storage's written approval. Ginlong Storage will initiate the transfer of the Limited Warranty. A transferred Limited Warranty will be valid for the remainder of the Limited Warranty Period. Customer shall discuss the transfer details with Ginlong Storage to ensure the Limited Warranty is properly transferred and not void or voided. If the Customer fails to fulfill the aforementioned discussion and cooperation obligations, or if the transfer becomes invalid due to the Customer's unilateral reasons (including but not limited to unauthorized transfer without approval or provision of incorrect information), Ginlong Storage shall be exempt from liability therefor. The limited warranty shall be deemed never to have been transferred, and Ginlong Storage reserves the right to refuse to provide any after-sales service to the transferee.

## **G. Data Protection**

If the Warranty Holder seeks warranty service provided by Ginlong Storage, the Warranty Holder shall allow Ginlong Storage to access, collect, and process information related to failure, detection, identifying, and debugging to the extent necessary when providing the services. Such information will only be used to provide warranty services. Because the Warranty Holder is the controller of such information, Ginlong Storage cannot confirm whether such information contains Warranty Holder confidential information or personal data.

The Warranty Holder shall responsibility and ensure that they will obtain and retain all necessary consent, permission, and authorisation ("**Consent**"), in accordance with applicable legal requirements, for Ginlong Storage to provide such service, so that Ginlong Storage will not violate applicable legal requirements, Warranty Holder's privacy policies, or Warranty Holder's user-agreements in providing services.

Ginlong Storage will take reasonable measures to ensure the security of Warranty Holder's information, but Ginlong Storage is not responsible and shall have no direct or indirect liability related to the acquisition, processing, and/or loss of such information in the process of providing services.

If the Warranty Holder returns Products to Ginlong Storage, it indicates that the Warranty Holder has backed up any confidential, private, personal, or other information stored in the Products and has completely deleted such information from the Products. It further indicates that the Warranty Holder authorises Ginlong Storage to transfer the Products to the Ginlong Storage service center in other countries for maintenance. The Warranty Holder shall be solely responsible for deleting the above information before delivering the hardware to Ginlong Storage. The Warranty Holder shall indemnify, defend, and hold Ginlong Storage harmless from and against any and all claims, liabilities, obligations, costs, expenses, penalties, fines, confiscations and rulings imposed by any government agency or third party as a result of Ginlong Storage's failure to comply with applicable laws and regulations in transferring and disposing of the above information.

## **H. Out of Warranty**

In the event of the Product is out of warranty, Ginlong Storage can at its discretion provide certain after-sales

service to the Customer, but all costs and expenses, such as components, labor costs, and travel expenses, shall be borne by the Customer. In order to request such after-sales service, the Customer must provide sufficient information about any defects so that Ginlong Storage can determine whether these defects can be repaired.

## **I. Australian Consumer law**

Under section 102 (1) of the Australian Consumer Law, we are required to draw to your attention to the following, which applies where Customer acquires goods as a consumer (as defined under the Australian Consumer Law):

"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."

## **J. Governing Laws and Dispute Resolution**

If the parties have executed a Main Contract, the governing laws and dispute resolution of this document shall be consistent with the Main Contract.

If the parties have not executed a Main Contract, or if the Main Contract does not contain relevant provisions, this document shall be governed by the laws of the People's Republic of China. Any dispute arising from or in connection with this document shall be resolved through friendly consultations between the parties. If no settlement can be reached through consultation, either party shall have the right to institute legal proceedings before the competent people's court in the locality where Ginlong Storage is domiciled.

## Appendix A

Appendix A

| Standard Limited Warranty Period For Residential Energy Storage Battery |                                                                                                                            |                                                                                                                             |                                                                                                                                                                           |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Devices                                                                 | Product Series or Components                                                                                               | Limited Warranty Period                                                                                                     | Limited Warranty Commencement                                                                                                                                             |
| Battery                                                                 | IntelliHome-5kWh-OD                                                                                                        | The earlier of :<br>i) 10 years after the Limited Warranty Commencement or<br>ii) Energy Throughput <sup>6</sup> 19.62 MWh; | The earlier of<br>i) the date the Products are commissioned at installation, or<br>ii) six (6) months after the Products are dispatched from the Ginlong Storage factory. |
|                                                                         | IntelliHome-14kWh-OD                                                                                                       | The earlier of :<br>i) 10 years after the Limited Warranty Commencement or<br>ii) Energy Throughput <sup>5</sup> 39.24 MWh; |                                                                                                                                                                           |
|                                                                         | IntelliHome-16kWh-OD                                                                                                       | The earlier of :<br>i) 10 years after the Limited Warranty Commencement or<br>ii) Energy Throughput <sup>5</sup> 83.72 MWh; |                                                                                                                                                                           |
|                                                                         | FlexHome-BAT5kWh-L                                                                                                         | The earlier of :<br>i) 10 years after the Limited Warranty Commencement or<br>ii) Energy Throughput <sup>5</sup> 19.62 MWh; |                                                                                                                                                                           |
|                                                                         | FlexHome-BAT5kWh-H                                                                                                         | The earlier of :<br>i) 10 years after the Limited Warranty Commencement or<br>ii) Energy Throughput <sup>5</sup> 19.62 MWh; |                                                                                                                                                                           |
|                                                                         | FlexHome-Controller Box                                                                                                    | 10 years                                                                                                                    |                                                                                                                                                                           |
|                                                                         | Cabinet and accessory,Including but not limited to cabinet mechanical parts, documents, installation accessories and tools | No warranty, not applicable                                                                                                 |                                                                                                                                                                           |
| Consumables                                                             | Including but not limited to lamps,fuses and cables between cabinets                                                       | No warranty, not applicable                                                                                                 |                                                                                                                                                                           |

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<sup>6</sup> i)The data displayed on the Solis Cloud shall prevail; ii)The Throughout is defined by standard test conditions: The battery is within 70%SOH, charge and discharge at a constant current (0.2C) and an ambient temperature range of 25℃±2℃. A single cycle is defined as a full discharge from a state of full charge down to a 90% depth of discharge (DOD) of the battery's remaining usable capacity.The Limited Warranty shall become void if the Product is operated under non-standard test conditions including temperature and charge discharge rates.

## Appendix B

### Manufacturer and Importer Information

#### Manufacturer

Company Name: Ginlong Energy Storage Co., Ltd.

Address: 【No.57 Jintong Road, Binhai Industrial Park, DongChen, Xiangshan, Ningbo, 315712 Zhejiang P.R. China】

Email: 【info@ginlong.com】

Phone: 【(+86) 574 5900 0069】

Website: www.solisinverters.com】

#### Importer

Company Name: 【Solis Australasia Pty Ltd】

ABN: 【89 145 320 181】

Address: 【 5 / 109 Tulip Street, Cheltenham, Victoria, 3192】

Email: 【[service@solisinverters.au](mailto:service@solisinverters.au)】

Phone: 【1800928995】

Website: 【[www.solisinverters.au](http://www.solisinverters.au)】