

Ginlong Energy Storage Co., Ltd.

Add: No. 57 Jintong Road, Binhai Industrial Park, Xiangshan, Ningbo, Zhejiang, 315712, P.R.China

Tel: +86 574 65802188 | Web:www.solisstorage.com | E: service@solisstorage.com



## LIMITED PRODUCT WARRANTY

The Ginlong Energy Storage Co., Ltd. (“**Ginlong Storage**”) Limited Product Warranty (the “**Limited Warranty**”) in this document covers the batteries (and its components), the inverters and accessories listed in Appendix 1 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:

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.

The Products covered under this Limited Warranty are intended solely for commercial use and not applicable to any consumer or household scenarios. Ginlong Storage assumes no consumer-protection obligations if the Customer (as defined in Section B, below) uses the Products for household, personal, or other non-commercial purposes. If the Products are intended for household or personal use, the Parties may execute a separate contract applicable to such use.

### 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 1, below. This Limited Warranty is subject to the terms and conditions in this document. This Limited Warranty may extend a Customer’s statutory rights and cannot be construed so as to diminish such statutory rights.

The Limited Warranty under this document is available on and from October 28, 2025 (the “**Warranty Validation Date**”). Unless otherwise agreed in writing, the Limited Warranty under this document is not 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>1</sup>. For the avoidance of doubt, the original 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 anyone who purchased the Products:

1. directly from Ginlong Storage; or
2. from an authorised reseller who acquired the Products from Ginlong Storage legitimately and made no modifications to the Products.

A “**Warranty Holder**” may be:

1. a Customer; or

---

<sup>1</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.

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 1.

### **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 commercial and industrial (“**C&I**”) energy storage system (“**ESS**”) batteries starts from the Limited Warranty Commencement and ends upon the earlier of the two points set forth in Appendix 1.

The Limited Warranty Period of C&I ESS battery components, inverters and accessories is the timeframe from the Limited Warranty Commencement until the expiration of the applicable Limited Warranty Period set forth in Appendix 1.

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

1. Detailed information about the defect;
2. Completed Warranty Claim Form, which can be obtained from a service agent via the website<sup>2</sup>;
3. Product Model (i.e. Battery: EverCore-(100-120)kWh, Inverter: S6-EH3P50K-H) and Product Serial Number (i.e. Battery: 1059001259080001, Inverter: 105305024C070239);
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

---

<sup>2</sup> <https://solisstorage.com/en/contactus>

reported defect is not eligible, Ginlong Storage will notify the Claimant accordingly and will explain the reason why such coverage is not available. See 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) 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>3</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 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. 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. 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. 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 market price of new Products/parts purchased under the same procurement conditions as of the expiry of the aforementioned period. 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.

If Ginlong Storage selects not to repair or replace the Defective Product or its components, 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>4</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 cycles - cycles recorded in the control module of the Product) / warranted cycles;
- 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

<sup>3</sup> Shall be subject to the internal system data of Ginlong Storage as confirmed by it

<sup>4</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

otherwise, shall the maximum compensation for the Warranty Holder's losses caused by a Product exceed the amount paid by the Customer for the purchase of the Products. After the refund is made, this Limited Product Warranty shall automatically terminate, and the Claimant shall be responsible for disposing of the relevant Products at its own expense.

Ginlong Storage 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 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). 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 an assembly in place of a replacement.

## **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 issues are 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, power surges, fires, pests, wars, 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 Products 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 Products for any reason after they have been installed (regardless of whether the Products are subsequently reinstalled or moved back to the same location) unless the Products 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;
- Products 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;
- 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 fault within two (2) weeks of its occurrence;
- Unauthorised access to or integration of the Product with Warranty Holder's own platform or third-party platforms resulting in unintended use or misuse.

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 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 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.

## **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 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 have sole 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. 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 shall be submitted to the Shanghai International Economic and Trade Arbitration Commission (SHIAC) for arbitration in accordance with its then-effective Arbitration Rules. The seat of arbitration shall be Shanghai, and the arbitral award shall be final and binding on both Parties.

Standard Limited Warranty Period For C&I ESS			
Devices	Product Series or Components	Limited Warranty Period	Limited Warranty Commencement
Battery	Packs (excluding BMS): EverCore-(100-120)kWh	The earlier of i) 10 years after the Limited Warranty Commencement, or ii) the date when the Battery reaches 6,500 cycles <sup>5</sup>	The earlier of i) the date the Products are commissioned at installation, or ii) six (6) months after the Products are dispatched from the Ginlong Storage factory.
	Packs (excluding BMS): EverCore-261kWh		
	Fire Protection System, Junction Box, BMS, EMS	5 Years	
	HVAC system, including but not limited to air conditioner, chiller, liquid coolant, tubes, and fans.	2 Years	
	Cabinet, including but not limited to cabinet rack, cabinet surface, cabinet base, door locks, doors frames sealing.	No warranty, not applicable	
Inverters	Solis Energy Storage Inverter on Sale which will be installed in the Territory	5 Years <sup>6</sup>	The earlier of i) the date the Products are commissioned at installation, or ii) six (6) months after the Products are dispatched from the Ginlong Storage factory.
	Solis Off-grid Inverter on Sale which will be installed in the Territory	2 Years <sup>6</sup>	
Auxiliary Products	Smart Logger, meters	2 Years	
ESS Consumables	Including but not limited to cables between cabinets, lamps, batteries (small batteries other than battery packs), fuse, SPDs, documents, installation accessories, and tools.	No warranty, not applicable	

<sup>5</sup> The cycle 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 at 25°C ± 2°C. 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.

<sup>6</sup> If the Main Contract provides otherwise, the provisions of the Main Contract shall prevail.