

Extended Limited Warranty Letters

1. Applicable Product Type

This extended product warranty only supports the current stored Home-ESS-LV-3.2K Home Battery Energy Storage system series product produced by HANCHU in UK. By current stored batches, we are referring to the unsold batches of 3.2K batteries upgraded in UK warehouses.

2. Extended Warranty Period

Apart from the 10-year warranty provided by HANCHU. Users of HOME-ESS-LV-3.2K batteries meeting the following requirements can also enjoy an extended 2-year-period of warranty.

1. Your HOME-ESS-LV-3.2K batteries are installed during our event period which begins on the 1st of July 2023. Then end time of this event will be announced by local dealer in ahead.
2. Your HOME-ESS-LV-3.2K batteries belong to the current stored batches of batteries in UK.
 - a) If your battery does not meet this requirement, and you can provide the evidence that your battery is installed during the event period, you can also enjoy the extended warranty period.
3. Battery does not hold any current warranty card. That is to say, batteries already been approved with previous warranty card will not be able to enjoy this event. If you have registered for your battery but yet not receiving the warranty card, you will be able to enjoy this event.
4. Battery must be applied for warranty registration through HANCHU website (<https://www.hanchuess.com>) or through our phone application and must be put online after your registration.

3. Warranty Start Time

The warranty start time is calculated from the earlier date of the following:

- 1) The date when the first installation of the Warranted Products is completed.
- 2) 6 months after production.

This warranty does not cover any accessories and kit items provided with the product.

4. Warranty Clauses

HANCHU guarantees that the batteries enjoying this 12-year warranty will have a capacity that is not less than 60% of the nominal capacity during the warranty period and is free to replace or repair if it is less than 60%.

Apart from the capacity promise and warranty period, all other warranty clauses remain the same.