

10-Year Warranty Certificate for Lithium Battery

1. Product Information

- Product Name: Lithium Battery / Solar Energy Storage Lithium Battery
- Battery Type: Lithium Iron Phosphate (LiFePO₄)
- Model No.: SCE-ES- F16/SCE-ES- F20/SCE-ES- F30/SCE-ES- F32
- Manufacturer: Shinson Technology Co.,Ltd
- Place of Origin: China

2. Warranty Term

The manufacturer provides an official 10-year limited factory warranty for the above lithium battery product. The warranty period takes effect from the date of official purchase, installation and commissioning of the product.

3. Warranty Coverage

Within the 10-year warranty period, if the battery fails, cannot be charged/discharged normally, or suffers performance attenuation abnormality due to factory design defects, material defects, faulty components or manufacturing process problems under correct installation, standard system matching and normal daily use, the manufacturer provides the following free warranty services:

- Free professional technical inspection and fault diagnosis;
- Free repair or free replacement of defective battery unit or whole battery pack;
- Free after-sales technical support and system usage guidance;
- Free firmware upgrade and routine operation consultation service.

The manufacturer guarantees that the battery maintains normal working performance and meets official technical specifications during the valid warranty period.

4. Valid Warranty Conditions

This 10-year warranty is valid only if the following conditions are satisfied:

- The battery is installed, wired and used strictly in accordance with the official user manual and industry safety standards;
- The battery is used within the standard working voltage, current, temperature and humidity range specified by the factory;
- The product serial number, factory label and anti-counterfeiting marks are complete, unaltered and undamaged;
- No unauthorized disassembly, modification, impact repair or BMS program alteration is conducted by non-factory personnel;

- The battery is matched with a regular qualified inverter and charging system, without long-term overcharge, over-discharge and overload operation caused by human error.

5. Warranty Exclusions

The following conditions are not covered by the 10-year free warranty, and paid maintenance services shall apply:

- Damage and failure caused by force majeure including lightning strike, flood, fire, earthquake, typhoon, storm surge and other natural disasters;
- Damage caused by incorrect wiring, reverse connection, overcharge, over-discharge, long-term overload operation and user's improper operation;
- Damage caused by unauthorized disassembly, modification, impact, extrusion, falling and man-made damage;
- Damage caused by working beyond the factory-specified temperature range, water immersion, corrosion and dust severe pollution;
- Failure caused by mismatched third-party equipment, abnormal power grid fluctuation and system faults not related to the battery itself;
- Normal capacity attenuation caused by long-term cyclic use within the factory standard range;
- Products whose serial numbers and factory marks are altered, defaced or unable to be identified.

6. After-Sales Service Policy

- The manufacturer provides long-term global 7 × 24-hour remote technical support during the warranty period;
- For confirmed factory quality problems, free repair or free replacement service is available;
- All replaced defective parts and battery packs shall belong to the manufacturer after after-sales processing;
- This written warranty certificate is the only official valid warranty document, replacing all oral commitments;
- This warranty policy applies to global end users, distributors and engineering project customers.

7. Supplementary Statement

This product enjoys an official 10-year factory warranty service. The manufacturer reserves the final interpretation right of the above warranty terms. This warranty clause complies with local consumer protection laws and international after-sales service standards.