



## Factory Limited Warranty for SigenStor (For Australia and New Zealand)

### Limited Product Warranty

Sigenenergy Technology Co., Ltd. and its affiliates ("SIGENERGY") warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

Covered Product*	Covered Part	Warranty Period
SigenStor**	Sigen Battery	10 years
	Sigen Energy Controller	10 years
	Sigen EV DC Charging Module	3 years

\*Installed on or after November 1st, 2023

\*\*SigenStor series is the Sigen Energy Storage system which contains Sigen Battery, Sigen Energy Controller and Sigen EV DC Charging Module. The specific model numbers are "SigenStor-5S-5; SigenStor-5S-8; SigenStor-5S-10; SigenStor-5S-13; SigenStor-5S-16; SigenStor-6S-8; SigenStor-6S-10; SigenStor-6S-13; SigenStor-6S-16; SigenStor-6S-24; SigenStor-8S-8; SigenStor-8S-10; SigenStor-8S-13; SigenStor-8S-16; SigenStor-8S-24; SigenStor-8S-32; SigenStor-8S-40; SigenStor-8S-48; SigenStor-8S-EV12-8 ; SigenStor-8S-EV12-10; SigenStor-8S-EV12-16; SigenStor-8S-EV12-24; SigenStor-8S-EV12-32; SigenStor-8S-EV12-40; SigenStor-8S-EV25-8; SigenStor-8S-EV25-10; SigenStor-8S-EV25-16; SigenStor-8S-EV25-24; SigenStor-8S-EV25-32; SigenStor-8S-EV25-40; SigenStor-10S-8; SigenStor-10S-10; SigenStor-10S-13; SigenStor-10S-16; SigenStor-10S-24; SigenStor-10S-32; SigenStor-10S-40; SigenStor-10S-48; SigenStor-10S-EV12-8; SigenStor-10S-EV12-10; SigenStor-10S-EV12-16; SigenStor-10S-EV12-24; SigenStor-10S-EV12-32; SigenStor-10S-EV12-40; SigenStor-10S-EV25-8; SigenStor-10S-EV25-10; SigenStor-10S-EV25-16; SigenStor-10S-EV25-24; SigenStor-10S-EV25-32; SigenStor-10S-EV25-40; SigenStor-12S-8; SigenStor-12S-10; SigenStor-12S-13; SigenStor-12S-16; SigenStor-12S-24; SigenStor-12S-32; SigenStor-12S-40; SigenStor-12S-48; SigenStor-12S-EV12-8; SigenStor-12S-EV12-10; SigenStor-12S-EV12-16; SigenStor-12S-EV12-24; SigenStor-12S-EV12-32; SigenStor-12S-EV12-40; SigenStor-12S-EV25-8; SigenStor-12S-EV25-10; SigenStor-12S-EV25-16; SigenStor-12S-EV25-24; SigenStor-12S-EV25-32; SigenStor-12S-EV25-40; SigenStor-5T-8; SigenStor-5T-10; SigenStor-5T-13; SigenStor-5T-16; SigenStor-5T-24; SigenStor-10T-8; SigenStor-10T-10; SigenStor-10T-13; SigenStor-10T-16; SigenStor-10T-24; SigenStor-10T-32; SigenStor-10T-40; SigenStor-10T-48; SigenStor-15T-8; SigenStor-15T-10; SigenStor-15T-13; SigenStor-15T-16; SigenStor-15T-24; SigenStor-15T-32; SigenStor-15T-40; SigenStor-15T-48; SigenStor-20T-10; SigenStor-20T-13; SigenStor-20T-16; SigenStor-20T-24; SigenStor-20T-32; SigenStor-20T-40; SigenStor-20T-48; SigenStor-25T-10; SigenStor-25T-13; SigenStor-25T-16; SigenStor-25T-24; SigenStor-25T-32; SigenStor-25T-40; SigenStor-25T-48; SigenStor-30T-24; SigenStor-30T-29; SigenStor-30T-32; SigenStor-30T-40; SigenStor-30T-48 ; SigenStor EC 5.0 SP AU; SigenStor EC 6.0 SP AU; SigenStor EC 8.0 SP AU; SigenStor EC 10.0 SP AU; SigenStor EC 12.0 SP AU; SigenStor EC 5.0 TP AU; SigenStor EC 10.0 TP AU; SigenStor EC 15.0 TP AU; SigenStor EC 20.0 TP AU; SigenStor EC 25.0 TP AU; SigenStor EC 30.0 TP AU



Sigen Hybrid 5.0 SP ; Sigen Hybrid 6.0 SP ; Sigen Hybrid 8.0 SP AU; Sigen Hybrid 10.0 SP AU;  
Sigen Hybrid 12.0 SP AU ”.

Besides the above product, for consumable parts such as strips light in decorative cover, the warranty period provided by SIGENERGY is 2 years.

The warranty period shall commence on the earlier of the following dates (the “**Start Date**”):

- (i) The date when the product is installed, activated, and registered on site.
- (ii) The date that the product was delivered to the installation site where that date can be determined based on the retailers' invoice or associated written documents (such as receiving note).

If the relevant commencement date cannot be determined on the basis of the matters above, the warranty commencement date shall be 6 months after the product was manufactured.

## Limited Performance Warranty

SIGENERGY warrants that the battery system retains either minimum seventy percent (70%) of Usable Energy for ten(10) years, or a Minimum Throughput Energy which is calculated from the start date. Whichever comes first:

Covered Product	Usable Energy (kWh)	Minimum Throughput Energy*** (MWh)
SigenStor BAT 5.0	5.2	15.84
SigenStor BAT 6.0	5.84	17.79
SigenStor BAT 8.0	7.8	23.77
SigenStor BAT 10.0	8.76	26.68

\*\*\*The Minimum Throughput Energy means the overall warranted throughput energy started from the Warranty Start Date and recorded in the control module of the Product.

The Limited Performance Warranty is conditional on the battery usage complying with the operating conditions under the specification and the installation manual supplied by SIGENERGY. For this Limited Warranty, Usable Energy is as measured and calculated using the following testing method and values:

Ambient temperature is between 25°C~ 28°C:

- (i) Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage.
- (ii) Wait for 10 minutes.
- (iii) Charge the battery with constant current until the battery reaches End of Charge Voltage or 100% SOC.
- (iv) Wait for 10 minutes.

(v) Discharge the battery with constant current until it reaches End of Discharge voltage or its self-protective voltage. Record the amount of electricity released in the process as the Remaining Usable Energy of battery.

Test value list:

Product	End of Discharge Voltage (V)	End of Charge Voltage (V)	Constant current (A)
SigenStor BAT 5.0	15	21.9	56
SigenStor BAT 6.0	15	21.9	62.8
SigenStor BAT 8.0	22.5	32.85	56
SigenStor BAT 10.0	22.5	32.85	62.8

## Precondition For Warranty

This Warranty is subject to the following conditions:

(i) If the equipment is not to be installed or used immediately, the storage environment needs to meet the following conditions

- Storage SOC: 20%-50%SOC. Charge and discharge the battery every 15 months.
- Storage temperature: -25℃~35℃
- Storage humidity: 5%RH~95%RH(no condensation). Do not install the battery if any moist or condensation is found.
- Place the equipment in a cool place where away from direct sunlight and rain
- Keep the equipment away from flammable, explosive, and corrosive matters

(ii) The ambient temperature during the operation of the products shall not fall below -20℃ or exceed 55℃. The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is 10~30℃.

(iii) The battery system shall be installed by a skilled and trained installer.

(iv) The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.

(v) To activate and maintain this 10-year limited warranty, your device must remain connected to the Internet for essential firmware updates. The device is equipped with a safeguard mechanism that will automatically enter Safe Operation Mode when disconnected for more than 90 days. Disabling this function may result in potential safety risks. If disconnected for over one year, the warranty coverage will adjust to 5 years from the original activation date. SIGENERGY reserves the right to modify technical specifications and operating parameters in Safe Operation Mode without prior notice.

## Claim Process



The claimant can make service request by creating and submitting service ticket to SIGENERGY via APP. Please follow the instructions and steps in “support” menu of mySigen APP. Generally, the mySigen APP will automatically collect the following information before claimant submit service ticket:

- (i) Contact information of claimant, including name of the person, phone number, email and address.
- (ii) Information regarding all defective system, including model No., serial number, installation date and failure date.
- (iii) Error message on APP screen and additional information regarding the fault/error.
- (iv) Description of trouble shooting actions before the failure and detailed information of previous problems.

Please make the claim within 30 days from the failure date, otherwise SIGENERGY will treat it as you have abandoned the right to make a warranty claim.

If this way is not available, please have above information to hand as it may be required when contacting the local installer or SIGENERGY’s national office.

In order to deliver a friendly and timely service, SIGENERGY is cooperating with many of distributors, installers and third-party service company all over the world. As such, please treat them as the default service channel of SIGENERGY; SIGENERGY will support and audit them to ensure they deliver a good service to customers.

SIGENERGY shall at its own discretion, remote diagnosis, modify and update software by Internet. Each time a warranty claim is made against the Products that have no internet connection, claimant is obliged to conduct an on-site inspection and data collection under the instruction of SIGENERGY. When there is hardware need to repair, SIGENERGY shall arrange an on-site replacement / exchange of hardware. The claimant is responsible for granting access, making time, and ensuring the safety of technician from SIGENERGY’s service partner.

## **Warranty Obligations**

Upon validation of a covered defect during the warranty period, SIGENERGY shall determine and implement one of the following remedies at its sole discretion:

- (i) Fix the issue through configuration changes, software updates, and part replacements when required.
- (ii) The inverter system shall be replaced with a new unit. Alternatively, a factory-refurbished unit matching the original functional specifications may be supplied. Where applicable, an upgraded model demonstrating equivalent performance is also permissible.

If SIGENERGY repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 6 Months from the date of the repair or replacement, whichever is greater. In case of replacement, the product removed shall become the property of SIGENERGY.

The warranty can only be transferred from the original owner to next owner in case the equipment is still installed in the initial location.

## **Warranty Cover Range**



Unless a special/unique agreement exists between SIGENERGY and customer, the limited warranty covers:

- (i) Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.
- (ii) Labor cost relating to repairs, uninstalling and reinstalling of spare parts /products on-site, and basic travel cost.
- (iii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

If the replacement unit is found not to be covered by this Limited Warranty, SIGENERGY reserves the right to charge fees related to hardware materials, labor costs, and shipment costs incurred in resolving the relevant defect, and will provide a prior estimate of such costs for approval by the customer.

## **General Exclusions**

This Limited Warranty does not apply to circumstances from the following,

- (i) Damage caused by improper installment by the installer not following the installation instructions.
- (ii) Damage caused by improper use by the end user not following the user manual.
- (iii) Damage caused by willful conduct of users, authorized installers and certified third parties.
- (iv) Disassembly, repairs and replacement of parts by third -party/personnel not authorized by SIGENERGY.
- (v) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)
- (vi) Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the product.
- (vii) Damaged by software, interfacing, parts, supplies or other products not supplied by SIGENERGY.
- (viii) Damage caused during transport, exceeding of temperature and humidity range during use, improper environment such as load bearing, heat dissipation, and air tightness.
- (ix) Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.
- (x) Vandalism, engraving, labels, irreversible marking or contamination or theft.

## **Limitation of Liability**



This limited warranty\*\*\*\*is limited to the Warranty Cover Range above and does not itself extend to any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage.

SIGENERGY's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of SIGENERGY or in case of death or personal injury resulting from SIGENERGY's proven negligence.

For the avoidance of doubt, this limited warranty shall neither exclude nor limit any of your rights or remedies under any applicable laws, including the Australian Consumer Law.

\*\*\*\* Please note this SIGENERGY limited warranty statement may NOT be the latest version, please refer to the latest version of the SIGENERGY limited warranty by visiting <https://www.sigenergy.com/au>

#### **Important Note: Australian Consumer Law**

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

#### **China Contact Information**

Company: Shanghai SIGEN New Energy Technology Co.,Ltd.

Address: No.175 Weizhan Road,Lingang New Area,China(Shanghai)Pilot Free Trade Zone  
Shanghai P.R.China.

Email: [service@sigenergy.com](mailto:service@sigenergy.com)

[www.sigenergy.com](http://www.sigenergy.com)

Tel: +86 (021) 61000956

#### **Australia Importer information**

Company: Sigenergy Australia Pty Ltd.

Address: Suite 02, Level 7, 191 Clarence Street, Sydney, NSW 2000, Australia

Email: [service.au@sigenergy.com](mailto:service.au@sigenergy.com)

[www.sigenergy.com/au](http://www.sigenergy.com/au)

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