

Warranty Terms for Lithium-ion Battery Packs for Energy Storage Use

Article 1: Product Definition and Quality Commitment

1. Product Scope: These terms apply to lithium-ion battery packs for energy storage (hereinafter referred to as "Battery Pack") provided by TGPRO to Party A, including battery cells, battery management system (BMS), casing, and supporting components. Specific models and technical parameters are subject to the contract annex.

2. Quality Standards:

- TGPRO guarantees that the battery pack complies with national standards (such as GB/T 36276-2018) and the technical specifications agreed upon in the contract, but does not guarantee performance beyond industry standards (e.g., capacity retention under extreme conditions).

Article 2: Warranty Period and Scope of Service

1. Warranty Period: TGPRO provides a 5-year free warranty from the date the battery pack is delivered and accepted as qualified.

2. Scope of Warranty:

- Core Components: Only includes non-human-caused functional failures of battery cells, BMS, and connectors (e.g., cell leakage, BMS communication failure);
- Capacity Guarantee: If capacity degradation exceeds 30% and is verified by a mutually recognized testing agency, TGPRO will provide repair or replacement services.

3. Exclusions: The following are not covered under warranty, and TGPRO may provide paid services in these cases:

- Improper use, unauthorized modifications, expired warranty, third-party component failures, improper installation, physical damage, natural disasters, or any use outside the specifications stated in the product manual.

Article 3: TGPRO Responsibilities and Service Limitations

1. Service Response:

- Party A must notify TGPRO in writing within 48 hours of discovering a fault and provide operation logs and maintenance records;
- TGPRO will respond within 7 working days, prioritizing remote technical support. On-site service may be arranged for non-core issues at Party A's expense.

2. Service Method:

- Repair First: TGPRO prioritizes repairs. The warranty period is not extended after repair;
- Replacement: If the same component fails after two repairs, TGPRO may replace it with a model of equal or higher performance;
- Returns: If irreparable and no replacement is available, a refund is issued based on the remaining warranty (0.3% daily depreciation rate).

Article 4: Party A's Obligations and Liability Limitations

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1. Usage Guidelines:

- Use the battery pack as per the manual, submit quarterly data, and recharge within 3 days of full discharge;
- Party A bears the risk of failure due to improper installation or exceeding environmental limits.

2. Exemption from Indirect Losses:

- TGPRO is not liable for indirect losses (e.g., business interruption) or failures in associated systems (e.g., PV inverters).

Article 5: Dispute Resolution and Legal Compliance

1. Negotiation First: Disputes shall be resolved through negotiation or submitted to TGPRO's local arbitration committee.
2. Legal Compliance: These terms follow PRC laws and industry standards, excluding conflicting local rules.
3. Testing Rights: Fault attribution must be determined by a TGPRO-designated or mutually recognized third party. Costs borne by the responsible party.

Article 6: Miscellaneous Provisions

1. Technical Updates: TGPRO may adjust product parameters with 30 days written notice.
2. Contract Termination: TGPRO may terminate warranty services if Party A fails payment or confidentiality obligations.
3. Entire Agreement: These terms replace all prior agreements. Modifications require written confirmation by both parties.

Contact Information

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