

Warranty terms for lithium iron phosphate battery for energy storage

Article 1 Product definition and quality commitment

1. Scope of Products: This Clause applies to the lithium ion battery pack for energy storage (hereinafter referred to as "battery pack") provided by TGPRO to Party A, including cells, battery management system (BMS), casing and supporting components. The specific model and technical parameters shall be subject to the contract appendix.
2. Quality standard :
 - TGPRO guarantees that the battery pack complies with national standards (e.g. GB/T 36276-2018) and technical specifications agreed in the contract, but does not make a commitment to performance beyond industry standards (e.g. capacity retention rate in extreme environments).

Article 2 Warranty period and service scope

1. Warranty period: From the date of battery pack delivery and acceptance, TGPRO provides a free warranty service for [5 years].
2. Scope of warranty:
 - Core components: only non-manual functional failures of cells, BMS and connectors (such as cell leakage, BMS communication failure);
 - Capacity guarantee: If the capacity attenuation exceeds 35% and is verified by a mutually recognized testing agency, TGPRO can provide repair or replacement services.
 - Warranty period and service mode: We provide different service solutions for different products, as shown in the table below.

Broad heading	Product name	Product model	Warranty period	Service mode	Remarks
Home	Wall-mounted battery Small	TH-24100-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts

stored energy		TH-24200-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts	
		TH-25314-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts	
		TH-48100-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts	
		TH-51100-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts	
	Wall-mounted battery Large		TH-48100-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-48200-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-51100-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-51200-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Wall-mounted battery, floor		TH-51280-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-51304-W	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Mobile battery wheels		TH-51100-M	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-51205-M	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-51280-M	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-51304-M	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TH-51314-M	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Stacked battery low voltage		TG-SS-51LVP1	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TG-SS-51LVP2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
			TG-SS-51LVP3	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts

	TG-SS-51LVP4	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
Stacked battery high voltage	TG-SS-HV2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TG-SS-HV3	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TG-SS-HV4	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TG-SS-HV5	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
3U low voltage rack battery	TH-24100-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-24200-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-48100-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51100-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
3U high voltage rack battery	TH-R-HV20	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV25	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV30	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV35	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV40	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV46	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV51	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV56	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-R-HV61	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts

	TH-R-HV66	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
rack battery 4U low voltage	TH-48100-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-48200-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51100-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51200-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
rack battery 5U low voltage	TH-48280-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-48304-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-48314-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51205-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51304-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
rack battery 5U high voltage	TH-51280-R4	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R5	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R6	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R7	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R8	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R9	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts

	TH-51280-R10	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R11	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R12	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R13	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R14	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51280-R15	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R4	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R5	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R6	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R7	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R8	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R9	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R10	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R11	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R12	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R13	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R14	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-51314-R15	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts

	TH-64280-R4	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R5	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R6	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R7	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R8	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R9	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R10	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R11	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R12	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64280-R13	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R4	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R5	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R6	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R7	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R8	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R9	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R10	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	TH-64314-R11	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts

		TH-64314-R12	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TH-64314-R13	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Mobile micro storage all-in-one machine	TG-MA1.8	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-MA2.0	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-MA5.12	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Single-phase off-grid all-in-one machine	TH-51100-S1	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TH-51100-S2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TH-51100-S3	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TH-51100-S4	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Single-phase mixed network all-in-one machine	TG-SS-51LVP1-S1	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-SS-51LVP1-S2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-SS-51LVP1-S3	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Single-phase mixed network all-in-one machine	TH-51200-EP-S1	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TH-51200-EP-S2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Three-phase hybrid network all-in-one machine	TG-ESS-9HV-S1	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-ESS-9HV-S2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
Industrial and commercial energy	Outdoor air cooling energy storage cabinet	TG-eblock-107F	Five years	Field service	
	Outdoor air	TG-HVC768-	Five	Field service	

y storag e	cooling light storage all-in- one machine	215F	years		
	Outdoor liquid cooling	TG-HVC768- 215L	Five years	Field service	
	energy storage all-in- one machine	TG-HVC832- 233L	Five years	Field service	
dc- to-ac conve rter	"Fragmented" hybrid inverter	TG-HPS- TGH3330	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-HPS- TGH3340	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-HPS- TGH3360	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-HPS- TGH3380	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-HPS- TGH33100	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-HPS- TGH33120	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Single phase off-grid inverter	TG-OFG-4K2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		TG-OFG-6K2	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Single-phase mixed network inverter	THI-3600-LVL	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		THI-5000-LVL	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		THI-6000-LVL	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Three-phase hybrid inverter	THI-5000-3P- HVL	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		THI-6000-3P- HVL	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		THI-8000-3P- HVL	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
		THI-10000-3P- HVL	Five years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts
	Hybrid	6kW Hybrid	Two	Customer replaced,	TGPRO arranges

	inverter	inverter	years	faulty parts returned to TGPRO	for replacement parts
	Off-grid inverter	6KW off grid inverter	Two years	Customer replaced, faulty parts returned to TGPRO	TGPRO arranges for replacement parts

1. Excepted circumstances: The following situations are not covered by the warranty, and TGPRO can provide paid services:

- Party A does not use the operation manual (such as overcharge, overdischarge, short circuit, no regular maintenance) or modify it privately;
- A battery pack that exceeds the warranty period or the service life agreed in the contract.
- Inverter or charger failure;
- The product is used with an inverter or charger that is not certified by TGPRO;
- The product is installed outdoors or outside the temperature range specified in the product manual;
- Improper use of the product, negligence, or use at temperatures other than recommended;
- Damage in transit, including but not limited to drop, trampling, deformation, impact or piercing by a sharp object;
- Storage, installation, commissioning, modification or maintenance not performed by TGPRO or its certified installation personnel;
- Abuse, misuse, negligence, accident or force majeure events (such as lightning strike, flood, fire, extreme cold, etc.);
- Attempts to extend or shorten the life of the product without written confirmation from TGPRO;
- Remove and reinstall the product from the original installation location without written permission;
- Damage caused by water, conductive dust or corrosive gas;
- The product is connected to different types of battery modules;
- Connect with a non-TGPRO battery;
- Failure to install, operate or maintain the product according to the product manual;
- Normal wear or aging, or appearance defects that do not affect performance;
- The product or its components are stolen or damaged.

Article 3 TGPRO responsibilities and service limitations

1. Service response:
 - Party A shall notify TGPRO in writing within 48 hours after the discovery of the fault, and provide complete operation logs and maintenance records, otherwise it shall be deemed to have waived the right to warranty;
 - TGPRO shall respond within 7 working days after receiving the notice, giving priority to providing remote technical support and arranging on-site service when necessary (the cost shall be borne by Party A for non-core faults).

1. service mode :
 - Repair priority: TGPRO prefers repair rather than replacement, and the warranty period will not be extended after repair;
 - Replacement conditions: If the same part fails twice after maintenance, TGPRO can replace the parts of the same model or with performance not lower than the original product;
 - Return limit: Refund according to the proportion of remaining warranty period (depreciation rate of 0.3% per day) only when the battery pack cannot be repaired and there is no alternative model.

Article 4 Limitations of Party A's obligations and responsibilities

1. Usage specification:
 - Party A shall use the battery pack according to the operation manual provided by TGPRO, submit the operation data quarterly and keep it for at least 3 years for future reference;
 - Party A must charge the battery within 3 days after the battery is completely discharged (0%SOC);
 - When the power is more than 10%, it can be charged within 30 days;
 - Take the risk of failure caused by improper installation and environmental exceeding (e.g., temperature exceeding -20°C~50°C).
 - Cycle life @25 °C, standard charge and discharge test 25 ± 2 °C, cut-off capacity is X* capacity (X=0.8/0.7/0.6).

≥6000 cycle@80%SOH

≥8000 cycle@70%SOH

≥10000 cycle@60%SOH

1. Indirect loss exemption:
 - TGPRO shall not be liable for indirect losses caused by battery pack failure (such as business interruption and equipment damage caused by power failure);
 - The warranty service does not cover other systems (such as photovoltaic inverters, energy storage converters) that are compatible with the battery pack.

Article 5 Dispute settlement and Law Application

1. Priority of negotiation: The dispute shall be settled through negotiation between both parties first. If no agreement can be reached, the dispute shall be submitted to [TGPRO arbitration Commission] for arbitration.
2. Legal constraints: This clause shall comply with the Contract Law of the People's Republic of China, Product Quality Law and technical specifications of energy storage industry, and exclude conflict clauses of local regulations.
3. Ownership of testing rights: The fault liability determination shall be issued by a third-party testing institution designated by TGPRO or mutually recognized by both parties, and the cost shall be borne by the responsible party.

Article 6 Other provisions

1. Technical iteration: TGPRO reserves the right to adjust product parameters due to technical upgrade, but shall give a written notice to Party A 30 days in advance.
2. Termination of Contract: If Party A fails to fulfill its payment obligations or violates the confidentiality clause, TGPRO shall have the right to terminate the warranty service.
3. Completeness: This clause shall replace all previous oral or written agreements between the parties, and any modification shall be confirmed in writing by both parties.

If you need to contact TGPRO directly, please use the following information:

Address: Factory address: No.16 Hengxing Road, Liaobu Town, Dongguan City

Zip code: 523400

Tel: +86 0769-81815056

Email: tgpro@tgpropower.com