



Hailei New Energy Co.LTD(Hereinafter referred to as “Hailei”) Warranty Terms

1.Warranty scope

Hailei provides a 5 years warranty from the date of installation and no more than 5 and a half years from the delivery date from Hailei. During the warranty period, if any malfunction or damage occurs due to quality issues with the product itself, we will provide free repair or replacement service. If used with non-compatible inverters, the warranty will be shortened to three years. The warranty scope includes the following contents:

1.1 The internal cells, connecting wires, terminals, fuses, and other components of the battery pack.

1.2 Battery management system (BMS) and its related software.

1.3 The shell and its related accessories.

2.Warranty exceptions

The following situations are not covered by the warranty, and we will not bear any responsibility or cost for any faults or damages caused as a result:

2.1 Products exceeding the warranty period.

2.2 Products that have not been installed, used, and maintained in accordance with the requirements of manual.

2.3 Product damage caused by improper human operation, accidents, or external factors.

2.4 Product damage caused by natural disasters or force majeure.

2.5 Product damage caused by disassembly, modification, or repair by non authorized maintenance personnel or institutions of our company.

2.6 Product damage caused by connection to inverters or other equipment not recommended or recognized by our company.

3.Installation, Use, and Maintenance Requirements

3.1 This product should be installed by professional personnel. Before installation, please carefully read the instructions of the inverter and other equipment to ensure that the voltage, current, communication protocol and other parameters match to avoid damage or danger.

3.2 This product should be installed in a well ventilated, dry and clean environment without corrosive gases and liquids, avoiding factors that affect performance and lifespan such as direct sunlight, high temperature, high humidity, and vibration.

3.3 The battery pack should be installed in a stable and secure place, and the floor mounted battery must be locked against the wall or ground to avoid vibration and tilting.

3.4 The battery pack should be connected correctly according to the instructions and wiring diagram to avoid short circuits and reverse connections.

3.5 The battery pack should be matched with equipment such as inverters and chargers to avoid overcharging, discharging, and over current.

3.6 This product should be regularly inspected to keep its casing clean, and faults should

be promptly detected and eliminated. If there are any abnormalities, please immediately disconnect the power supply and contact after-sales service department of Hailei or its distributor and dealer.

3.7 When this product is not in use regularly, the battery must be fully charged, and need to disconnect the power supply. Storage SOC: 25%~50% SOC, charging and discharging cycles are required every 3 months of storage.

4. Usage requirements

4.1 The inverter power used for a single piece of battery pack is less than or equal to 6KW.

4.2 Suggested maximum number of parallel battery packs: 10 units.

4.3 The battery pack should be configured with reasonable capacity based on actual electricity demand to avoid long-term overcharging or discharging.

5. Repair and Abnormal self inspection method

5.1 If the battery pack cannot function properly, first check the appearance of the battery pack for damage or leakage, and whether the connecting wires are loose or broken.

5.2 If the appearance is normal, use a multimeter or clamp meter to measure the total voltage of the battery pack and the voltage of each individual unit to determine whether there is overcharging or discharging.

5.3 If the voltage is normal, use a clamp meter to measure the total current and branch currents of the battery pack to determine if there is over current or imbalance.

5.4 If the above checks are normal, it may be due to a malfunction in the protection board or balance module inside the battery pack, and further diagnosis and repair need to be contacted after-sales service department of Hailei or its distributor and dealer.

6. Service Contact

In case of any after-service needed, customers could contact local distributor and dealer to discuss how to proceed. Of course, customers may also contact Hailei headquarter if they need help of advice.

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