

# Limited Warranty for WHES Residential Energy Storage System

**Effective Date:** January 1, 2026

**Applies to:** WHES Residential Energy Storage Systems (hereinafter referred to as the “**Product**” or “**Products**”) purchased and installed in the destinations defined within **Austria, Belgium, Bulgaria, Denmark, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, Czech Republic, Bosnia and Herzegovina, Norway, Scotland, Switzerland, Albania, Serbia, Montenegro, North Macedonia and United Kingdom** (hereinafter referred to as the “**Territory**”).

This Limited Warranty for WHES Residential Energy Storage System (hereinafter referred to as the “**Warranty**”) applies to the Products supplied by Jiangsu Weiheng Intelligent Technology CO., LTD. and its affiliates (hereinafter referred to as “**WHES**”). An affiliate means a company that belongs to the same group of companies as WHES, characterized by a direct or indirect control relationship.

This Warranty is provided exclusively to the purchaser of the Products from WHES’s authorized channels (hereinafter referred to as the “**Purchaser**”). This Warranty is non-transferable.

## **1 Duration of the Warranty**

The Warranty Start Date shall be the earlier of (i) the date of the first installation of the Products; or (ii) 6 months after the date of production of the Products. The Purchaser shall notify WHES of the date of first installation and shall submit supporting documentation to WHES within 10 business days thereafter.

### 1.1 The Product Components Warranty

| Module                                                                                                                                                                           | Warranty Period                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WH-BXC4992-1S/2S/3S/4S/5S/6S                                                                                                                                                     | The warranty shall remain in effect until the earlier of: (i) 10 years from the Warranty Start Date; or (ii) the date on which the Product reaches the Minimum Through Output Energy (as defined below). |
| WH-BXC4992-1S/2S/3S/4S/5S/6S-I                                                                                                                                                   |                                                                                                                                                                                                          |
| HBC57I                                                                                                                                                                           | 10 years                                                                                                                                                                                                 |
| HBC57I-I                                                                                                                                                                         |                                                                                                                                                                                                          |
| WH-TIA502/602/802/103/123/133                                                                                                                                                    | 10 years                                                                                                                                                                                                 |
| SIA-3.6/4.6/5/6/8/10kW                                                                                                                                                           | 10 years                                                                                                                                                                                                 |
| WH-SPHA3.6H-5.12kWh/WH-SPHA3.6H-10.24kWh,<br>WH-SPHA4.6H-5.12kWh/WH-SPHA4.6H-10.24kWh,<br>WH-SPHA5.0H-5.12kWh/WH-SPHA5.0H-10.24kWh,<br>WH-SPHA6.0H-5.12kWh/WH-SPHA6.0H-10.24kWh. | The warranty shall remain in effect until the earlier of: (i) 10 years from the Warranty Start Date; or (ii) the date on which the Product reaches the Minimum Through Output Energy (as defined below). |
| WH-SHC362/462/502/602                                                                                                                                                            | 5 years                                                                                                                                                                                                  |
| WH-THA502/602/802/103/123/133                                                                                                                                                    | 5 years                                                                                                                                                                                                  |

The duration of the Warranty will not be recalculated if any part of the Product is repaired or replaced.

### 1.2 The Product Battery performance Guarantee

| Covered Module | Minimum Through Output Energy | State of Health (SOH) |
|----------------|-------------------------------|-----------------------|
| WH-BXC4992     | 16.42MWh                      | 70%                   |
| WH-BXB5.12     | 15.4 MWh                      | 60%                   |

WHES guarantees that WH-BXC4992 will retain 70% of its Usable Energy for 10 years

from the Warranty Start Date, and that WH-BXB5.12 will retain 60% of its Usable Energy for 10 years from the Warranty Start Date.

**Capacity Test Conditions:** The standard capacity test shall be conducted at an ambient temperature of  $25^{\circ}\text{C}\pm 3^{\circ}\text{C}$ . After charging the tested battery module at a set current of 0.5C to 90% SOC, let it stand for 30 minutes, then discharge the tested battery module at a set current of 0.5C to the discharge termination voltage, and record the amount of electricity released in the process.

## **2 Warranty Services**

During the warranty period, WHES provides warranty services to the Purchaser, including Remote Support and Hardware Support in case of the Product faults. Warranty services do not include modifications to the existing photovoltaic system of the Products, building wiring or other related devices. WHES provides the following services at its sole and own discretion:

### **2.1 Remote Support**

Remote Support includes problem handling and technical enquiry. The problem handling service provides solutions to problems related to the Product during the warranty period for free. WHES provides paid consultations for other matters beyond the scope of the Warranty.

### **2.2 Hardware Support**

WHES provides, at its sole and own discretion, repair services or replacement parts when the Product normal functions cannot be used due to defects in materials, manufacturing or workmanship, due to non-compliance with published product specification.

Subject to the validity of the warranty claim, Hardware Support is limited to part-level replacements and does not cover full-unit or complete Product replacements. The performance of the replacement parts provided by WHES is not lower than that of the faulty parts. However, WHES does not promise that the appearance of the replacement parts is the same as that of the faulty parts or that the replacement parts are new.

During the warranty period, WHES warrants that all hardware purchased shall

- (1) Be replaced free of charge from defects in material, fabrication, and workmanship.
- (2) Be replaced free of charge if it does not match to the published

specifications.

WHES shall send the replacement parts to a mutually agreed site within a mutually agreed time period after the Purchaser's warranty claim being confirmed valid. After receiving the replacement parts, the Purchaser should return/send the defective parts that is packed in the packaging from the replacement parts within 10 business days. Defective parts which is not returned in time for any reason may be invoiced. Any such returned defective parts become the property of WHES.

If WHES have provided spare parts in the sales contract or purchase order, these spare parts that have been sent to the Purchaser shall be used first. The Purchaser must return defective parts accordingly to WHES later. Only no spare parts in the Purchaser's site, WHES shall send replacement parts to the Purchaser when the warranty claim is valid.

The replacement parts provided by WHES will have the functionally equivalent performance and reliability as the original Product. If the production of the relevant type of the Product or any of its parts have been discontinued, withdrawn, or otherwise unavailable on the market, WHES reserves the right to replace the Product or parts with a similar Product or part (which may include previously used parts that are functionally equivalent to new in performance and reliability). Due to technical advances, it is possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems are not covered by this Warranty.

Subject to the validity of the warranty claim, the shipment costs and the costs of custom clearance of the replacement parts and return of the defective Product shall be covered by WHES within the Territory.

If an allegedly faulty Product is returned to WHES pursuant to this Warranty, and is found by WHES to be free of defects that would qualify it for replacement under this Warranty, or due to exclusions and limitations as stated in this Warranty, WHES will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product and the transportation.

All above mentioned warranty services are intended for the promissory WHES-made products. Vulnerable and consumable parts that are used widely such as cables are not within the scope of this Warranty.

WHES reserves the right to arrange the warranty services for the Purchaser and to use third parties for performing warranty services.

### **3 Warranty Claim Procedure**

#### **3.1 Claim process**

Please contact WHES's authorized distributor where the Product was purchased; the authorized distributor will contact WHES if necessary. If the claimant is unable to obtain warranty services from that distributor or is not satisfied with the service received, the claimant may escalate the request by contacting the WHES service team via email at [aftersales@whes.com](mailto:aftersales@whes.com) or by submitting a claim to WHES via official website: <http://www.whes.com>.

When contacting WHES, please provide the following information and documentation:

- (1) A copy of invoice, receipt, warranty certificate, commissioning report or any other document which provides proof of purchase of the Product;
- (2) Product Nameplate, model, and serial number;
- (3) Copy of the installation report, installation date and maintenance log;
- (4) Description of actions before the failure, error message on ECOS APP (if applicable), and information regarding the failure;
- (5) Complete operational data logs, operation process and status information of Products, etc.

Notice:

- (1) When making a claim under the Warranty, the claimant shall provide WHES with the above information and documents regarding the defective Product, if the claimant fails to provide the above information, the warranty claim may be rejected. WHES may ask for additional details depending on the fault conditions.
- (2) The claimant shall make a valid warranty claim under this Warranty within 1 month after the claimant becomes aware of such defect.

#### **3.2 Cost of Claim**

For invalid warranty claims, WHES will not be liable for the claimant's costs in making such claims, including transport or return freight.

For valid warranty claims, the claimant will not be charged for reasonable costs associated with making a warranty claim, including warranty processing costs,

the cost of replacement parts or freight, and labor costs associated with the Product’s removal and installation. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from WHES.

If the Product is found not to be defective (under the Warranty or applicable laws), or the Warranty has expired, the claimant will be responsible for call-out fees, transportation and shipping fees, and/or repair or replacement costs invoiced by WHES or its authorized distributor.

#### 4 Precondition for Warranty

The Warranty is subject to the following conditions:

- (1) The Products must have been installed and correctly commissioned by a skilled, trained, and licensed installer in compliance with local regulations. Proof may be required of correct installation and commissioning of the Products (such as certificates of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- (2) The ambient temperature during the operation of the Products shall not fall below -20°C or exceed 55°C.
- (3) If the Product is not to be installed or used immediately, the storage environment must meet the following conditions:

a. Storage temperature:

| Temperature Range | Maximum Storage Duration |
|-------------------|--------------------------|
| -20 °C to 25 °C   | 12 months                |
| 25 °C to 40 °C    | 3 months                 |
| 40 °C to 60 °C    | 7 days                   |

b. Storage humidity: 0%RH-95%RH (no condensation).

c. Keep the Product away from inflammable, explosive, and corrosive matters

- (4) The Product must be installed in a location that provides ventilation in accordance with the requirements specified in the User Manual and Installation Guide.
- (5) Any claim under this Warranty must comply with the requirements set forth in the “Warranty Claim Procedure” section.
- (6) The Products shall be connected to WHES Cloud for real-time data

transmission; Otherwise, the necessary operation data must be provided every 3 months, including but not limited to a fault information table listing all fault alarm names and times such as overcurrent, overvoltage, and overtemperature, fault waveform data such as grid voltage waveform, PCS power waveform, current waveform, voltage waveform and SOC, operation strategy information such as charging, discharging, standby and power in each state, other equipment operation information such as cooling system, and any other essential data required by analysis for the Products. The provision of necessary operation data is a prerequisite for the Warranty. If the Warranty cannot be carried out due to the failure of the Purchaser to provide the data, the Purchaser shall bear all relevant costs. WHES shall not be liable for any compensation until the Purchaser provides the necessary operation data within the warranty period.

- (7) If a Force Majeure event occurs within the Territory, WHES's warranty obligations shall be suspended for the duration of the event, and claims arising during a state of war or civil unrest shall not be covered by this Warranty. For the purposes of this Agreement, "Force Majeure" includes events beyond the reasonable control of a party, including war, armed conflict, invasion, hostilities, civil war, rebellion, revolution, insurrection, extensive riot or public disorder.
- (8) WHES shall not be responsible for any representations, installation quality, or services provided by installers, distributors, or any other third party.

## **5 General Exclusions**

The Warranty does not apply to any defect or energy capacity shortfall resulting from any of the following, each of which may result in the Warranty being voided:

- (1) Amendment, alteration, modification or revision of the terms of this Warranty, which is not authorized or agreed by WHES in writing;
- (2) Non-compliance with applicable laws, regulations and standards;
- (3) Improper transportation, handling and delivery, including but not limited by dropping, trampling, deforming, impacting, caused by the distributor, carrier (courier), installer, end-user or other third party who is in charge of;
- (4) Improper storage or placement of the Product before the installation,

where the Product shall be installed within one month from the Warranty Commencement Date;

- (5) Failure to install/re-install the Product (including inverters or charger) in accordance with Product Manual, User Manual, Installation Guidance and/or Technical Agreement (as the case may be, hereafter referred as “**Manuals**”), or the case in which the installation/re-installation is not performed or completed by certified and qualified personnel recognized by WHES, where a certified and qualified personnel shall be a trained and skilled electrician or installer;
- (6) Improper/omission of maintenance or operation of the Product in accordance with the Manuals
- (7) Insufficient ventilation/airflow of the Product in accordance with the Manuals;
- (8) Climate or other environmental influence, foreign material contamination (e.g. Dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents, exposure to strong noises and vibrations, exposure to a strong magnetic field or a force majeure event outside the reasonable control of WHES;
- (9) Complete or partial disassembly, modification or repair, whether by physical means, programming or otherwise, not made or attempt to be made by certified and qualified personnel recognized by WHES;
- (10) Abuse, misuse, intentional damage, negligence or accidental damages;
- (11) Use of the Product other than in an ordinary and customary manner set out in the Manuals;
- (12) Any defect or failures attributable to third-party components, accessories, monitoring systems, inverter, charge/discharge controller, EMS, or software not supplied or expressly approved by WHES, even if used in conjunction with the Product;
- (13) The product is modified, altered, repaired, or disassembled without WHES’s written authorization, including but not limited to cases where the Product serial number or product label is altered, removed, defaced, or illegible;
- (14) The Product is resold/relocated/reinstalled in a place other than the original place;

- (15) Any failure or damage resulting from grid conditions or external electrical events, including power outages, voltage or frequency fluctuations, lightning, surges, grounding faults, or other electrical disturbances not caused by defects in the Product;
- (16) Any damage or failure caused by cockroaches, mice, rats or other insects or rodents.
- (17) Any damage or failure caused by acts of nature (e.g., earthquake, tornado, flood, lightning, fire, hurricane, heavy snow, etc.) or caused by power failure, power surge, or any acts of God.

In addition, this Warranty does not cover:

- (1) wear, aging, or consumable parts resulting from normal use (including but not limited to fuses, fans, sealing rings, etc.);
- (2) Appearance-related issues that do not adversely affect the normal functionality of the Product;
- (3) noise or vibration that is not excessive or uncharacteristic and does not impact the Product's performance;
- (4) damage of deterioration that occurs after the expiration or voiding of the Warranty;
- (5) failure of the Products arises due to renewal of the national or regional laws or regulations.

## **6 Warranty Restriction**

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, WHES expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose, and hidden or potential defects. If WHES cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law.

No distributor, agent or staff of WHES and / or WHES Authorized Service Partner is authorized to make any revision, extension or addition to the quality warranty.

The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable. Unless otherwise specified herein, to the maximum range permitted by applicable law, WHES will not be liable for any indirect, special, accidental or derivative losses caused by the purchase or use of the Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

This Warranty does not warrant uninterrupted or error-free operation of the Product.

This Warranty does not cover charges for labor or any other costs incurred in connection with this Warranty, including, but not limited to, fuel and transportation costs, etc., incurred in the trouble shooting, maintenance, repair, removing, replacing, installing, complying with local building and electric codes, handling, or replacement of parts or for any costs or expenses for providing temporary or substitute equipment or service during periods of malfunction or non-use pending replacement or completion of repairs under this Warranty.

WHES MAKES NO REPRESENTATION, WARRANTY, OR GUARANTEE, EXPRESS OR IMPLIED, WITH RESPECT TO ANY EXPECTED OR PROJECTED ENERGY OUTPUT, SELF-CONSUMPTION LEVELS, COST SAVINGS, RETURN ON INVESTMENT, OR OTHER ECONOMIC OR ENVIRONMENTAL BENEFITS, WHETHER ESTIMATED OR REFERENCED BY WHES, ANY DISTRIBUTOR, INSTALLER, OR ANY OTHER THIRD PARTY, AND ANY FAILURE TO ACHIEVE SUCH EXPECTATIONS SHALL NOT GIVE RISE TO ANY LIABILITY OR OBLIGATION UNDER THIS WARRANTY.

WHES'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY THE PURCHASER TO WHES FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY. EXCEPTED FROM THIS IS LIABILITY ON THE GROUNDS OF CULPABLE INJURY TO LIFE, PHYSICAL INJURY, OR INJURY TO HEALTH AND THE MANDATORY LIABILITY FROM INTENT OR GROSS NEGLIGENCE.

WHES'S OBLIGATIONS UNDER THIS WARRANTY ARE EXPRESSLY CONDITIONED UPON SETTLEMENT TOWARDS WHES, ITS AFFILIATES OR DISTRIBUTORS OR ITS AUTHORIZED

AGENTS (INCLUDING INTEREST CHARGES, IF ANY) OF ALL DUE PAYMENTS FOR THE PRODUCTS. DURING SUCH TIME, AS LONG AS WHES HAS NOT RECEIVED PAYMENT OF ANY AMOUNT OWED FOR THE PRODUCTS, IN ACCORDANCE WITH THE CONTRACT TERMS UNDER WHICH THE PRODUCT IS SOLD, WHES SHALL HAVE NO OBLIGATION UNDER THIS WARRANTY. ALSO DURING SUCH TIME, THE PERIOD OF THIS WARRANTY SHALL CONTINUE TO RUN AND THE EXPIRATION OF THIS WARRANTY SHALL NOT BE EXTENDED UPON PAYMENT OF ANY OVERDUE OR UNPAID AMOUNTS.

## **7 Limitation on Use**

The Product is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury to persons or loss of life or catastrophic property damage. To the extent permitted by law, WHES disclaims any and all liability arising out of any such use of the Product. Further, WHES reserves the right to refuse to service any Product used for these purposes and disclaims any and all liability arising out of WHES's service or refusal to service the Product in such circumstances.

In order to satisfy functional iterations and eliminating potential risks, WHES will provide firmware remote upgrade service to improve Product performance. WHES strongly recommends the end user connect the Product to the Internet. Without an Internet connection, WHES may not be able to provide important remote firmware upgrades. PLEASE NOTE, IF WHES CANNOT PERFORM REMOTE UPGRADE DUE TO THE FAILURE OF THE END-USER TO PROVIDE THE ABOVE CONNECTION OR ACCESS, THE END-USER SHALL BEAR THE ADVERSE OR NEGATIVE CONSEQUENCES ARISING THEREFROM AND THE WARRANTY MAY NOT APPLY.

## **8 Data Protection**

To implement this Warranty, WHES collects, processes, and uses data provided by the Purchaser. The data collected will be used exclusively for Warranty management purposes and any repair interventions. If necessary, WHES may transfer this data to a third-party electrical company or other agents appointed by WHES for repairs, ensuring that these parties handle the data in compliance with the applicable data protection regulations.

In addition, WHES collects data on system operation and ensure safety. This data

will be processed to protect the Purchaser's privacy and used only for the purposes stated. The Purchaser is required to inform the end user of their rights under the applicable data protection regulations, including access, rectification, deletion, and objection to data processing. WHES commits to ensuring that all data processing procedures comply with the applicable data protection regulations.

## **9 Dispute Resolution**

In the event of any dispute arising out of or in connection with warranty claims, such dispute shall be governed by and finally resolved in accordance with the governing law and dispute resolution provisions set forth in the relevant sales contract or purchase order entered into between the Purchaser and WHES or its authorized distributor.

## **10 Statutory Rights**

The Warranty governs only contractual warranty obligations and does not affect any statutory rights or remedies, including those arising under product liability laws.

Certain jurisdictions do not permit limitations on implied warranties or consequential damages, and accordingly, such limitations may not apply.

## **11 Severability**

If any part, provision, or clause of this Warranty, or its application to any person or circumstance, is deemed invalid, void, or unenforceable, such decision will not affect and leave unaffected all other parts, provisions, clauses, or applications of this Warranty. For this purpose, such other parts, provisions, clauses, or applications of this Warranty shall be deemed severable.

## **12 Validity**

The Warranty shall be valid from January 1, 2026 and shall apply to all WHES Residential Energy Storage Systems, installed and used together, sold to the Purchaser and installed on or after this date. Proof of installation date must be provided upon request. WHES reserves the right to unilaterally amend the provisions, clauses or applications of the Warranty from time to time without

notice, however any such changes shall not be retrospective.