

After-sales service and Limited warranty letters

Important Note: Australian Consumer Law

If you have purchased your product in Australia, you should be aware that: This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Dyness's Warranties are only provided to the original purchaser of the Battery(Authorized Seller),where the purchaser is a distributor, retailer or Clean Energy Council accredited electrician (Installer), who on-supplies the battery to another party, to that other-party (End-User)and the warranty is transferable to End-User.

Authorized Service Partner

In order to deliver a friendly and timely service, Dyness 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 Dyness.Dyness's Standard and Extended Warranties are transferable, but the original purchase proof is required.

1 Scope of Warranty

This Warranty only applies to newly purchased Products which have not been installed for any purposes before.

This Warranty is non-transferable except: where the Products are installed in a building, this Warranty will then transfer to any subsequent purchaser of that building or of the Products so long as the Products remain installed.

This Warranty only applies where Products have been installed by a properly certified installer (CEC approved), and correctly followed the installation manual.

2 Applicable products

Cygni Series ESS System

Dyness warrants to the End User as follows:

3 Product Warranty

Warranty start date definition

The Warranty Period shall commence from the earlier date of the following:

(1) the date of when the first installation of the warranted product is completed

(2) 180 days after the date of shipment from Dyness Digital Energy Technology Co., LTD.

Warranty Period

Dyness 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.

Table 3-1 Covered Product

Covered Product	Warrant period
Dyness Battery	10years
Dyness inverter	10years
Dyness meter	5years
Dyness CT	5years
Dyness WiFi module	5years

4 Performance Warranty

Capacity performance warranty

Dyness warrants that the Products maintain seventy percent (70%) of the Nominal Energy for ten(10) years from the warranty start date or a Minimum Energy Throughput calculated from the warranty start date, whichever occurs first. The Nominal Energy and Minimum Energy throughput for each Product Model are set out in the table below. The term “Nominal Energy” herein means the initial nominal Energy of the products as printed on the label of Products. The preconditions of the valid 10-year Performance Warranty shall be followed in accordance with Appendix 1 - Usage and Transportation requirements.

Table 4-1 Product Energy

Battery Module	Nominal Energy(kWh)	Minimum Energy Throughput (MWh)
2	7.68	28.03
3	11.52	42.04
4	15.36	56.06

Table 4-2 Inverter Model

System Type	Cygni Hybrid		Cygni AC	
Inverter Model	Cygni 8.0HS	Cygni 10.0HS	Cygni 8.0AS	Cygni 10.0HS
AC Output Data (On-grid)				
Nominal Power	8000	9999	8000	9999

Output To Grid (VA)

AC Output Data (Back-up)

Nominal Output Power (VA)	8000	10000	8000	10000
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Capacity measurement condition

Ambient temperature: 25~30°C

Initial battery temperature from BMS: 25~30°C

Charging/discharging method

Battery Module Number 2

Charge: (0.2) CC/CV (Constant voltage: (219) V/ Cut-off current (0.05) C

Discharge: (0.2)CC (Cut-off voltage: (168)V)/ Current at (0.2)C

Battery Module Number 3

Charge: (0.2) CC/CV (Constant voltage: (328.5) V/ Cut-off current (0.05) C

Discharge: (0.2)CC (Cut-off voltage: (252)V)/ Current at (0.2)C

Battery Module Number 4

Charge: (0.2) CC/CV (Constant voltage: (438) V/ Cut-off current (0.05) C

Discharge: (0.2)CC (Cut-off voltage: (336)V)/ Current at (0.2)C

Note. Current and voltage measurement at battery DC side

5 Repair or Replace

Subject to below, Dyness will, at its sole option, repair or replace the Products or any part thereof, if such Products are faulty or defective in manufacture or materials.

Dyness will endeavor to replace any Products which require to be replaced under this Warranty with products of equivalent appearance, size, and functionality on a like for like basis. Replacement of Products may not be brand new but with quality and specification compliant with the Product specifications. Where this is not feasible, due to technological advancements, Dyness will supply another type of product of at least the same value and standard, although it may be of different size, shape, color and/or capacity.

If the Products are replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the replacement products.

6 Exclusion

Damage to the Products resulting from any of following activities is not covered by this Limited Warranty:

- (1) Damage due to improper storage before installation.
- (2) Damage caused during transport, exceeding of temperature range during use.

- (3) Damage or defect arise due to the End-User unauthorized use of his own design, materials, mixed, function changed or service to the Products.
- (4) Product damage and defect caused by End-User improper use, mixed-use, misuse, abuse, which non-conforming with User Manual.
- (5) Appearance damage, deformation, abrasion, stain, rust, mildew, or similar external influences caused by the End-User during use.
- (6) The model number, nameplate or product serial number of the product has been altered, erased or unrecognizable or the tamper-evident logo has been arbitrarily damaged.
- (7) Products suffered any external influences including unusual physical, natural force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- (8) Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events which are out of control of Dyness) or other third party.
- (9) Removal and reinstallation at another place from the original installation without the written confirmation from Dyness.
- (10) Damage of Products arise due to renewal of the national or regional laws or regulations.
- (11) Product damage and defect caused by End-User deliberately or by willful act.
- (12) Products failure is not reported to the Dyness Authorized Service Partner or Dyness within 30 days of appearance.
- (13) Purchase and installation of the Product in an area other than the local area.
- (14) Warranty period specified above has already expired.

Dyness shall not be liable for indirect, incidental, consequential or special damages, howsoever caused, including, but not limited to, loss of use, loss of profits, loss of production, or loss of revenues.

7 Warranty Obligations

If a claim is received within the warranty period and a fault is discovered that is covered, Dyness will, at its own discretion,

- (1) Fix the issue by changing configurations or updating software.
- (2) Exchange the inverter/battery system for a system that is brand new or refurbished but at least functionally equivalent to the original system, or an upgraded model which is either functionally equivalent or functionally superior to the original

one. If Dyness 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 Dyness. If the system is found not to be covered by this Limited Warranty, Dyness reserves the right to charge a handling fee. The warranty can only be transferred from the original owner to next owner in case the device is still installed in the initial location.

Out of Warranty

(1) If the product is out of warranty or not covered by the warranty, Dyness may (in its discretion) provide certain after-sales service to Original Buyer, but all the costs and expenses, such as parts, labour costs and travel expenses, shall be borne by Original Buyer.

8 Claim Process

In the event of a fault, an End-User should contact the Installer and contact Dyness via local hotline if necessary. If the product is suspected to be faulty, Dyness will ask to submit a warranty claim with reasons. Please make the claim within 30 days from the failure date, otherwise Dyness will treat it as you have abandoned the right to make a warranty claim. For a Warranty Claim to be processed, it must include but not limited following items:

- (1) a copy of your invoice, receipt, commissioning report and details of how we should contact you.
- (2) Description of trouble shooting actions before the failure and detailed information of previous problems.

9 Applicable Law

The Warranty is subject to the local legislation and regulations.

The company reserves all rights for the final explanation of the warranty terms.

10 Contact Details

Dyness Digital Energy Technology Co., Ltd.

Sales tel: +86 400 666 0655

Service tel: +31 10 30 717 52

Add: Plant 5, No. 688 Liupu Road, Guoxiang Street, Wuzhong Economic Development Zone, Suzhou City, Jiangsu Province China

Australia Importer:

Company: Dyness Aus Pty Ltd.

202407 Dyness Cygni Limited Warranty



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ABN & GST 89 666 753 313

Tel:+61 432 582 886

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Tel: + 0523-88510062

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Jiangsu Province China

Appendix 1

1 Precondition For Warranty

This Warranty is subject to the following conditions:

Storage environment requirements

- (1) Short-term storage environment
- (2) Within 3 months of temperature range is $-20\sim 40^{\circ}\text{C}$. Relative humidity $<85\%RH$.

No corrosive gases

- (3) More than 3 months long-term storage environment: temperature range for $-10\sim 35^{\circ}\text{C}$
- (4) Relative humidity $<65\% RH$ No corrosive gases
- (5) If long-term storage is required, it should be recharged every 6 months, and no less than 80% of SOC should be charged
- (6) Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating

Operating environment requirements

- (1) Ambient temperature range: $-10\sim 50^{\circ}\text{C}$
- (2) Working humidity: $0\% \sim 95\% RH$
- (3) Altitude: $<4000\text{m}$
- (4) No conductive dust and corrosive gas
- (5) The ground is flat and level.
- (6) There is no flammable explosive near to the installation places.
- (7) The equipment needs to be installed in coastal areas one kilometer away from the coastline

Transportation requirements

- (1) When the product is transported separately, the individual products should be transported with the original packaging materials of the Authorized Seller. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 6 layers.
- (2) If the product does not use Authorized Seller's original packaging material transportation, End-User shall fully consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.

Equipment installation requirements

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| 1 | Visual inspection | <p>Check the appearance for damage and check the attachment variety and quantity according to the packing list.</p> <p>Verify that the device is off state.</p> |
| 2 | Electrical specification confirmation | <p>The rated working voltage of the energy storage PACK is Battery Module Number 2:192V, Battery Module Number 3:288V, Battery Module Number 4:384V, and it should be confirmed that the storage energy inverter battery power interface parameter is matched.</p> <p>Confirm that the maximum charging and discharging current designed by the system meets the specification requirements of the energy storage PACK.</p> <p>The external power supply should not generate a surge that causes damage to the battery or BMS.</p> |
| 3 | Connection | <p>When connecting the power line, pay attention to the positive and negative electrode, avoid reverse connection and short circuit.</p> <p>It is forbidden to connect the battery directly to ac power.</p> <p>The battery can be used in parallel and not in series.</p> <p>Do not mix batteries with other factory batteries or other types of batteries.</p> <p>The battery should be reliable grounding, grounding resistance should be less than 1 Ω.</p> |

Equipment Use

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|---|------------------|---|
| 1 | Charge Power(kW) | <p>The battery's long-term max continuous charge power should be $\leq 7.68-15.36\text{kW}$(Battery Number 2-4).</p> <p>If the battery capacity is empty, please charge it within 48 hours after the battery is empty.</p> |
|---|------------------|---|

2	Discharge Power (kW)	<p>The long-term max continuous discharge power of the battery should be $\leq 7.68-10\text{kW}$(Battery Number 2-4).</p> <p>The maximum depth of discharge (DOD)of Battery PACK is no more than 95%.</p>
3	Cycles	<p>This warranty covers ≥ 8000 cycles, 70%SOH for 10 years.</p>
4	Move	<p>To remove the battery, disconnect the external power supply and turn off the switch.</p>
5	Maintain	<p>It is forbidden to open the battery shell or dismantle the components before obtaining the written authorization of Seller.</p>
6	Fire emergency	<p>In case of emergency, for the use of fire-fighting equipment, use only dry powder fire extinguishers</p>