

## Smart Lifestyle Australia Energy Storage System

# Warranty Policy

### 1. Scope of Warranty Policy

1.1 Smart Lifestyle Australia provides the following limited warranty for its BESS (Battery Energy Storage System) products (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Smart Lifestyle Australia. Smart Lifestyle Australia under its own discretion has the right to decline the replacement of the device if the terms and conditions of the Policy are breached. This Smart Lifestyle Australia ESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Smart Lifestyle Australia partners. The Product(s) included in this Policy are:

Product	Model	Rated Capacity
Inverter	SLA-HB-S1-3.8kW1P	3.8 kW
	SLA-HB-S1-5kW1P	5.0 kW
	SLA-HB-S1-6kW1P	6.0 kW
Battery	SLA-ESS-S1-5kWh	5.1 kWh
	SLA-ESS-S1-10kWh	10.2 kWh
	SLA-ESS-S1-15kWh	15.3 kWh
	SLA-ESS-S1-20kWh	20.4 kWh
	SLA-ESS-S1-30kWh	30.6 kWh
BESS	SLA-BESS-S1-I3.8B5	3.8 kW / 5kWh
	SLA-BESS-S1-I3.8B10	3.8 kW / 10kWh
	SLA-BESS-S1-I3.8B15	3.8 kW / 15kWh
	SLA-BESS-S1-I3.8B20	3.8 kW / 20kWh
	SLA-BESS-S1-I3.8B30	3.8 kW / 30kWh
	SLA-BESS-S1-I5B5	5 kW / 5kWh
	SLA-BESS-S1-I5B10	5 kW / 10kWh
	SLA-BESS-S1-I5B15	5 kW / 15kWh
	SLA-BESS-S1-I5B20	5 kW / 20kWh
	SLA-BESS-S1-I5B30	5 kW / 30kWh
	SLA-BESS-S1-I6B10	6 kW / 10kWh
	SLA-BESS-S1-I6B15	6 kW / 15kWh
	SLA-BESS-S1-I6B20	6 kW / 20kWh
	SLA-BESS-S1-I6B30	6 kW / 30kWh

### Important

Please note that this warranty policy covers Smart Lifestyle Australia Products as specified herein. Where batteries and inverters are supplied separately, please refer to the relevant warranty policy document. This warranty is limited to the Smart Lifestyle Australia PCS (Power Conversion System) / High Voltage Control System (contain BMS and Battery) range only. It does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by Smart Lifestyle Australia may be covered by a separate warranty policy.

This Policy shall neither be held as a guarantee of the product's durability, nor does it include any product ability.

This Policy is limited only to the parties listed as per section 2.

## 2. Contracting Parties

This Policy is only provided to the original purchaser of the product from Smart Lifestyle Australia (Purchaser), who on-supplies the product to another party, or to that other party (End-User) where the product is installed.

This agreement is made and entered by and between:

Cooperation Partner:

Address:

Email:

And

Smart Lifestyle Australia Pty Ltd

Address: 16 Fastline Road, Truganina, VIC 3029

Email: [info@smartlifestyleaustralia.com.au](mailto:info@smartlifestyleaustralia.com.au)

## 3. Warranty Period

### I. Standard warranty for Battery

The Standard Warranty for the Product (whole-of-system) is valid for a period of 120 months (10 years) from the date of installation, but no more than 125 months from the date of manufacturing of the Product (whichever comes first).

### II. Performance of Battery

Smart Lifestyle Australia warrants and represents that the Product retains at least 70% of Nominal Energy through 6000 cycles or a minimum energy throughput as per the table below (whichever comes first) for 120 months (10 years) after the date of the initial installation while the battery system is operated under a normal use according to the specifications outlined in the product manual. The term "Nominal Energy" herein means the initially rated capacity of the Products as printed on the label of the Products. The precondition of the valid 10-year Performance warranty shall be as follows:

- The ambient temperature during the operation of the Products shall not fall below -10°C (14°F) or exceed 50°C (122°F)
- The energy throughput is less than values in table as below:

Product	Nominal Energy	Energy Throughput
SLA-ESS-S1-5kWh	5.12 kWh	18,615 kWh
SLA-ESS-S1-10kWh	10.24 kWh	37,230 kWh
SLA-ESS-S1-15kWh	15.356 kWh	55,845 kWh
SLA-ESS-S1-20kWh	20.48 kWh	74,460 kWh
SLA-ESS-S1-30kWh	30.72 kWh	111,690 kWh

- Capacity measurement under following conditions:
  - i. Ambient temperature: 25 ~ 30°C (77 ~ 86°F)
  - ii. Initial battery temperature from BMS: 25 ~ 30°C (77 ~ 86°F)
  - iii. Current and voltage measurement at battery DC side

A reference for measuring capacity:

1. Set the battery priority mode through the APP to make the battery charge reach 100% and record the battery discharge value of the day.
2. Set only battery discharge (PV does not participate) and discharge the battery to 10% (Avoid battery damage from a very low voltage). And record the day's discharge of the battery at this moment.
3. Subtract the discharge in Step 1 from the discharge value in Step 2. Divide the result by 90% to get the current battery capacity.

Note: Smart Lifestyle Australia provides the standard or performance warranty only (whichever comes first).

### **III. Standard warranty for Inverters (PCS)**

The product provides a free warranty for a period of 120 months from the date of installation, but no more than 125 months from the date of manufacture of the Product (whichever comes first).

#### **4. Scope of Warranty**

Smart Lifestyle Australia's liability under this Policy shall be limited to replacement, repair, refund and compensation. Replaced or repaired products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

Annual inspection is required from the 6th year after battery's commissioning date by a Smart Lifestyle Australia authorized suitably qualified technician, and that documented evidence of the inspection is kept on record. Failure to adequately maintain the equipment in the manner described may invalidate any warranty claims.

#### **5. Policy Claim Eligibility**

The only person(s) eligible to claim warranty under this contract are the Installer and Smart Lifestyle Australia authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer. Eligibility of a Service Rebate is in accordance with section 3 of this Policy.

## 6. Limited Liability

Claims relating to defects caused by the following factors are not covered by Smart Lifestyle Australia's warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start-up or operation;
- Improper wiring of the Product causing damage of the Product or its parts;
- Improper use or misuse of the Product(s) by the Installer or End-User, e.g., damage resulting from dropping the Product;
- The storage place is close to the gas station, heat source, fire source, corrosive gas, wet place, etc., resulting in damage of product;
- Battery damage caused by storage for more than three months without at least one full charge and discharge;
- Use of improper connectors or wires, e.g., where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g., cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Not following the warranty claim process and detailed in section 10, and/or proper evidence of the fault and/or test carried out on site has not been provided to Smart Lifestyle Australia;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual;
- Damage caused by water into the product during maintenance, use and cleaning;
- Loss of capacity caused by product idling for more than three months without at least one full charge and discharge;
- Damage caused by unstable power supply on the local power grid;
- Damage caused by customers using unapproved equipment to charge, discharge, maintain, etc.

## 7. Product Replacement and Compensation

In the event the Products or spare parts are not available anymore, Smart Lifestyle Australia, at its option, may replace it with an alternative product with equivalent functions and performance.

## 8. Exclusions

This Policy does not cover the components that were not initially sold by Smart Lifestyle Australia as a part of the system. This also includes components of the system purchased by the End-User or Installer which may be of the same manufacturer and/or model as the one provided by Smart Lifestyle Australia.

## 9. Warranty claims require information

It is the duty of the Installer to contact Smart Lifestyle Australia in the event of a fault with the following information.

**Name of the Installer:**

**Product Model No:**

**Fault Code:**

**Fault Details: Contact**

**Details:**

Smart Lifestyle Australia may ask for additional details depending on the fault conditions. Smart Lifestyle Australia will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit a document with the evidence and any additional information requested by Smart Lifestyle Australia.

If an allegedly faulty Product is returned to Smart Lifestyle Australia pursuant to this Policy, which is no defect found by Smart Lifestyle Australia that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Smart Lifestyle Australia will apply a flat-rate inspection charge for each Product and will seek to recover the full costs of the replacement Product.

**Note:** Any Product replacement has to be approved by Smart Lifestyle Australia in all cases. Any replacement of the Product issued without the consent of Smart Lifestyle Australia will invalidate an associated claim.

## 10. Further Rights 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.

In addition to the warranty provided by Smart Lifestyle Australia, the end-user/Installer has statutory rights that will not be limited or replaced by this warranty. The products provided by Smart Lifestyle Australia come with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed. The End-user is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The End-user is 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.