



Warranty Document

1. Warranty Scope and Period:

PVBLINK TECHNOLOGY PRIVATE LIMITED (hereafter referred to as 'PVblink', 'we' or 'us') sells PVblink Products (hereafter referred to as 'Product' or 'Products') either directly itself or through an authorised distributor /dealer/reseller to a customer (hereafter referred to as "Customer" or "you"). PVblink guarantees that all Products shall be free of defects in material, manufacturing, and workmanship for the duration of the applicable warranty period.

The warranty commences from the earlier of the following two dates:

- (1) The date on which the product was first installed or commissioned.
- (2) 3 months from the date of the product shipment/Invoice from PVblink factory.

A standard warranty for models **PVBBS-5.12K-LV-M1, PVB-ES-5.12K-M1** of **5 Years** or **16 MWh** minimum energy throughput, whichever occurs first, is provided with the product purchased unless any extension is specifically provided by PVblink in writing only.

During the warranty period, PVblink guarantees that the battery will retain not less than 70% of its original usable capacity under normal operating conditions. Capacity degradation due to normal ageing above this level shall not be considered a manufacturing defect.

This warranty shall be governed by the laws of the Republic of India.

The warranty shall be executed by the terms included here, but not limited to the Purchase order/Proforma invoice /Commercial invoice/ Tax invoice of goods.

2. Warranty Extension:

The customer may apply for a warranty extension only one time within the first year of the standard factory warranty period by providing the relevant battery serial number along with proof of purchase of the extended warranty.

Warranty extension certificates will be provided to confirm the extension upon the purchase of the extended warranty.

3. Warranty claim procedure:

For an end user, it is recommended to contact the distributor, installer or retailer of your Products for a more efficient warranty service. For a customer purchasing goods directly from PVblink, it is recommended to contact PVblink to make a claim. However, if an end user is unable to reach the distributor, installer or retailer, they can also contact PVblink or raise a complaint through the website service request section. In order to make a claim under this document, you must notify PVblink for the defect within 30 days after the time that the defect first became apparent to you at one of the following:

Manufacturer: PVBLINK TECHNOLOGY PRIVATE LIMITED

Address: 546/2 Opp. IBP petrol pump, B/h Shantam Pharmaceuticals, Rakanpur-382722, Taluka- Kalol, Distt: Gandhinagar, Gujarat, India.

Tel: +91 86559 21025

Email: Service@pvblink.com

Website: www.pvblink.com

When making a claim, you are required to provide the following information:

- (1) Product model, Product Serial Number (S/N No.).
- (2) Proof of Purchase / Invoice.
- (3) Detail of product defect (Fault code on LCD/App, description of defect required site details with photos, related data).
- (4) Warranty claim form with all details filled.
- (5) Installation report/certificate with date.
- (6) A warranty claim may be rejected if you fail to provide the above information.

If a claim is received within the warranty period and a defect of the Product covered under the warranty is confirmed by PVblink, we may elect to:

- (1) Provide remote support by changing configurations or updating software.
- (2) Replace the Product with a functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product or provide pro-rated credit depending on the technical evaluation done by PVblink.
- (3) Repair the Product by replacing spare parts. The decision whether to repair or to replace the defective product/part will be held in every case only by PVblink.

PVblink may instruct or direct the service provider/customer to attain site premises for troubleshooting or replace/return the product to PVblink. PVblink

may, at its own discretion, use new or factory-refurbished products for replacement. PVblink may repair or replace faulty components at its discretion. If the product or any part thereof is replaced by PVblink under this limited warranty, all of the rights, title and interests in the replaced products or parts shall vest in PVblink upon it being replaced.

The Customer must return replaced parts or the device in the original packaging or equivalent. If the replaced part or device is not received by PVblink within 30 days, the Customer will be charged for the part/device at the current price for a new part/device.

Labour, travel, and delivery (to and from the customer) will be charged if products returned are found not to be faulty following a warranty claim.

A claim for compensation cannot be made for any loss of profit (including energy that has not been fed into the grid or energy that has not been used for self-consumption, etc). In any case, whether in contract or otherwise, the maximum compensation for customer losses caused by its fault shall not exceed the amount paid by the customer for the purchase of the equipment.

If a product is replaced within the warranty period, the new Product will have the benefit of a warranty period equal to the remaining period of the original warranty period or three months, whichever is greater.

All warranty decisions shall be based upon Battery Management System (BMS) records and event logs. In case of any dispute, PVblink's BMS diagnostic report shall be considered final.

4. Warranty Limitations:

The warranties provided under Clauses 1 and 2 are subject to the following limitations and exclusions. The warranty shall not cover any defects, failures, or capacity degradation resulting from the following conditions:

- A Product is not originally purchased from channels authorized by PVblink, including but not limited to stolen Products.
- A Product is installed in a region beyond the country where it is sold.
- A defect is not reported to PVblink within the stipulated time under this Document.
- The seller of the product or anyone else has no right to represent PVblink to make any guarantee other than the content contained in the document, and there is no right to extend the guarantee period beyond the time limit of the above regulations.
- After installation, the product is moved or shaken, or the charging/Discharging temperature is higher than 50°C or less than 0°C.
- If the battery is operated more than the nominal Charging & nominal Discharging current or power ratings specified by the PVblink's Datasheet or Manual.
- If the battery is not charged within 48 hours after it is fully discharged.
- Normal wear and tear.
- Battery must only be used with PVblink-approved inverter models or officially approved communication protocols.
- Damage caused by faulty installations by an unqualified installer, or by operations or

maintenance carried out against the PVblink User Manual.

- After purchase, the installation needs to be completed within 2 months. If the battery fails, it needs to be declared within 2 weeks. The battery module damage caused by the battery cannot be charged for a long time due to negligence, and it is not within the warranty range.
- On-site Installation, testing, commissioning and maintenance costs and activities, or any other related costs and activities will be borne by the customer only.
- Disassembly, any kind of repair or any attempt to perform any kind of repair or modifications performed by a third-party not authorized by PVblink.
- Product modifications, design changes or part replacements not approved by PVblink.
- Damage caused by force majeure, including but not limited to stormy weather, flooding, lightning, pests, power surge, fire or action of third parties or other acts of nature/ acts of God.
- Damage caused by accidental, riots, terrorism, theft, salt mist or corrosion, vandalism, hazardous or aggressive environmental conditions, and any other external factors.
- A defect does not impede the normal performance of a Product, including but not limited to any external scratch or stain, or natural mechanical wear.
- A defect is caused by other circumstances, events, or issues beyond a Product, including but not limited to other components in the Customer's system, or any other component, device or appliance at the installation site.
- A Customer has not paid the full amount for the cost of a Product to PVblink.
- Damage caused by using nonstandard components (Third-party BMS, Third-party communication board, Modified cables, Unapproved fuse, Etc.) or software (Modified CAN communications, Etc.), or components or software that are not in the scope of delivery of the product of PVblink.
- Items ancillary to installation not supplied by PVblink.
- Duties, Import/Export fees or costs and any other general administrative costs.
- Loss or damage occurring whilst in transit or physical damage to the product in any case.
- If products are out of the warranty period.
- Faults or damage caused by other factors not related to product quality issues.
- If the fault has been caused by another component in the Customer's Electrical system, or could not be identified upon examination of the products.
- The replaced products have not been returned to PVblink or the authorized distributor/Dealer/reseller in time unless the product was installed correctly by local grid company-qualified installer and as per the installation instructions supplied with the products or installed by PVblink or the authorized reseller. All replaced parts/products by PVblink shall become the property of PVblink only.
- If a defect occurs wholly or partially as a result of any act or omission by the Customer, or any person other than a person authorized by PVblink.
- If the products are not satisfactorily maintained, is subject to misuse, neglect, accident or abuse or the Customer continues to use the products after a defect becomes apparent.
- If the products are altered or modified in any way (including if the product's serial or identification number is altered, defaced or removed), unless such modification has been approved in writing by PVblink.

- Any other costs, in particular delivery charges, travel and living expenses incurred by PVblink's field engineers during on-site work/ repair work, as well as costs for the customer's employees or any third parties, are not covered by the warranty, unless there are special stipulations.
- PVblink has sole responsibility and discretion for determining the cause and nature of a product defect, and PVblink's determination with regard thereto shall be final.
- For the purpose of fixing firmware vulnerabilities, malfunctions and eliminating potential risk, PVblink will provide service of remote upgrades of firmware to improve the performance of our products. PVblink recommends installing our remote monitoring system or providing us with access to the remote upgrade path of the third party's monitoring system if any. In the event of that PVblink is unable to perform the remote upgrade due to the customer's failure to provide PVblink with the aforementioned connections or access, the customer shall be solely liable for the adverse or negative consequences concerning such vulnerabilities and risk and PVblink's standard limited warranty may not apply.
- For all out-of-warranty cases, PVblink may charge an on-site service fee, a parts fee, all logistic and labour costs, taxes or duties and any other charges.
- Subject to any rights that a customer may have under consumer law of the customer's country, any cost or expense that may be incurred in making a warranty claim, including but not limited to transport and customs clearance, shall be borne by the customer.
- Any other warranty right not mentioned specifically in this document is out of the scope of this warranty.

5. Testing Method for Usable Energy Calculation:

For this Limited Warranty, the remaining Usable Energy is measured and calculated using the following testing method and values, while the ambient temperature is between 25±3°C:

- Fully discharge the battery at a constant current until the battery reaches the specified End of Discharge Voltage.
- Allow the battery to rest for a minimum period of 30 minutes.
- Charge the battery using the specified **Constant Current – Constant Voltage (CC-CV)** charging method until the battery reaches full charge condition.
- Allow the battery to rest for a minimum period of 30 minutes.
- Discharge the battery at a constant current until the battery reaches: End of Discharge Voltage (EODV), or Battery self-protection cut-off voltage, whichever occurs first.
- The remaining Usable Energy is the integral of discharge time and current multiplied by voltage.
Usable Energy(kWh)= $\int V(t) \times I(t) \times dt$
- Test Parameters:
 - a. System Usable energy- 3.584kWh
 - b. End of Discharge Voltage- 40V
 - c. Constant Voltage- 58.4V
 - d. Constant Current- 5A

6. Data Policy:

- If the Customers accept the warranty service provided by PVblink, the customers allow PVblink to access, collect and process information related to failure, detection, identification, and debugging when providing services. Such information will only be used to provide warranty services. Since, customers are the controllers of such information, PVblink can't confirm whether such information contains confidential information or personal data of the Customers.
- Customers should ensure that they will obtain or retain all necessary consent, permission and authorisation ("Consent") in accordance with applicable legal requirements for PVblink to provide such service, so that PVblink will not violate applicable legal requirements, Customer's privacy policies, or Customer user-agreements in providing related services.
- PVblink will take reasonable measures to ensure the security of such Customer information, but PVblink is not responsible for any direct or indirect liability caused by the acquisition and processing of such information in the process of providing services.
- If the Customer returns the Products to PVblink, it indicates that the Customer has backed up any confidential, private, personal or other information stored in the Products and has completely deleted such information from the Products, and authorizes PVblink to transfer the Products to the PVblink service center in other countries for maintenance. Customers shall be solely responsible for deleting the above information before delivering the hardware to PVblink. They shall also further indemnify, defend and hold harmless PVblink from and against any and all claims, liabilities, obligations, costs, expenses, penalties, fines, confiscations and ruling imposed by any government agency or third party as a result of PVblink failing to comply with applicable laws and regulations in transferring and disposing of the above information.
- PVblink does not guarantee the data stored in the Products; the Customers are responsible for backing up relevant data to prevent loss.

7. Arbitration Clause:

Any dispute arising from this warranty shall be subject to arbitration under the Arbitration and Conciliation Act, 1996. The venue shall be Ahmedabad, Gujarat, India, only.

PVBLINK TECHNOLOGY PRIVATE LIMITED

Address: 546/2 Opp. IBP petrol pump, B/h Shantam Pharmaceuticals, Rakanpur-382722, Taluka- Kalol, Distt: Gandhinagar, Gujarat, India.

Tel: +91 86559 21025

Email: Service@pvblink.com, info@pvblink.com

Website: www.pvblink.com