



## **OLiPower Residential Energy Storage Lithium Batteries Warranty**

### **Warranty:**

This Limited Warranty (hereinafter referred to as the "Warranty") applies exclusively to OLiPower Residential Energy Storage Lithium Batteries (hereinafter referred to as "BRE"), specifically models BRE-B-10K, and the accompanying accessory components (collectively referred to as the "Products"), provided by OLiPower Energy & Automatic Technology Ltd. (hereinafter referred to as "OLiPower") to the End User through an Authorized Reseller.

### **Important Notice:**

This Warranty is governed by the laws of the Australian State. In accordance with the Australian Consumer Law, our products are accompanied by guarantees that cannot be excluded. Customers are entitled to a replacement or refund in the case of a major failure, as well as compensation for any other reasonably foreseeable loss or damage. Additionally, customers have the right to have the products repaired or replaced if the products fail to meet acceptable quality standards, provided the failure does not constitute a major failure.

The rights and remedies provided to consumers under this Warranty are supplementary to any other rights and remedies available under applicable laws in relation to the goods or services covered by this Warranty. This Warranty is applicable solely to buyers who have purchased the Products for personal use.

### **Warranty Terms:**

We warrant that we will, at our discretion, repair or replace a Product or any part thereof if it is found to be faulty or defective in manufacturing or materials within a period of ten (10) years from the date of installation. If the BRE-B-10K is exclusively used for self-consumption of solar energy generated by an on-site array and for storing that energy for backup power, there is no restriction on the number of charging and discharging cycles within this ten-year period.

We will make every effort to replace defective Products with identical items. However, due to technological advancements, identical Products may no longer be available. In such cases, we will provide a replacement product of equivalent or higher value and standard. The replacement product may differ in size, shape, color, and/or capacity. Furthermore, due to these technological advances, replacement parts or components may not be compatible with the previously installed components. Costs incurred due to system incompatibility are not covered under this Warranty.

If a Product is replaced during the warranty period, the remaining warranty period will automatically transfer to the replacement Product. A new warranty certificate will not be issued in such cases.



**Battery Performance Guarantee:** For systems operating under self-consumption mode and with an active internet connection, we guarantee that each battery module will retain at least seventy percent (70%) of its usable capacity for one hundred and twenty (120) months from the date of installation at the end user's property.

**Cumulative Discharging Energy Throughput table:**

Product Model	Nominal Energy (kWh)	Usable Battery Capacity DOD 90% (kWh)	Cumulative Discharging Throughput Energy (MWh)
BRE-B-10K	9.6	8.6	27.84

\*Measured at the battery output at inverter side, under the standard capacity test conditions (See Appendix)

\*Minimum warranted cumulative energy throughput is equivalent to 3.23 MWh per kWh of usable battery capacity

This Warranty exclusively covers the repair or replacement of defective products. It does not cover: Any costs incurred by the end-user or installer for the normal or scheduled maintenance of the Product. Any additional costs, such as transportation, travel, or accommodation expenses for personnel. Subject to applicable laws, any damage to property, personal injury, direct or indirect losses, consequential losses, or other expenses arising from a breach of this Warranty.

**Warranty Conditions:**

This Warranty is subject to the following conditions: The Products must be installed and properly commissioned by an authorized and licensed installer. Proof of correct commissioning, such as a certificate of compliance, may be required. Claims for failures resulting from incorrect installation or commissioning are not covered under this Warranty.

If a Product or part thereof is replaced or repaired under this Warranty, the remaining period of the original Warranty will continue to apply. The replacement product or part(s) will not carry a new voluntary warranty. The Product must retain its original serial number and rating labels, which must remain intact and legible.

This Warranty does not apply to any Products that have been fully or partially disassembled or modified, except where such actions are carried out by OLiPower.

The terms of this Warranty can only be amended in writing by an authorized officer of the company. This Warranty is applicable only to Products purchased by an end-user directly from OLiPower or through a reseller to whom OLiPower has sold the Products directly.

To make a warranty claim, the requirements outlined in the "How to Make a Warranty Claim" section must be met. Additionally, the commissioning report must be signed by both the end-user and the installer to confirm product commissioning and handling instructions.



## **Warranty Exclusions**

This Warranty does not apply to defects or faults arising under the following conditions: Storage, handling, installation (including removal and reinstallation), or commissioning of the Product not conducted in accordance with our provided instructions, applicable safety regulations, or without reasonable care. This includes instances where the Product installed is of an inappropriate size or type for its intended purpose. Operation, use, or maintenance of the Product not performed according to our instructions or without reasonable care. This includes failure to maintain or clean the Product as recommended in the instruction or operation manual, accidental damage, theft, vandalism, or use of the Product for purposes or in environmental conditions for which it was not designed or sold. It also includes usage outside the specified or normal operating ranges of the Product. Changes in the condition or operational performance of the Product due to climate or other environmental influences, contamination by foreign materials (e.g., dirt, smoke, salt, chemicals, or other impurities), water ingress, exposure to excessive heat or solvents, insufficient ventilation (especially when exceeding the maximum temperatures specified in the operating manual), strong vibrations, strong magnetic fields, or Force Majeure events. Normal wear and tear, or situations where replacement or repair of parts falls under regular maintenance or service of the Product. This includes damage limited to surface coatings, varnish, or enamel. Repairs, alterations, or modifications performed by third parties not authorized by us. Use of spare parts not manufactured, sold, or approved by us for the repair or replacement of the Product. Interconnection of the Product with components from another manufacturer or other defective or malfunctioning parts within the system into which the Product has been installed. Modification, alteration, or illegibility of the Product's nameplate or serial number. Damage occurring during transportation. Superficial damage that does not impact energy generation, such as surface scratches.

This Warranty also does not cover damage caused by continued use of the Product after it is known, or should have been known through regular servicing, to be defective.

## **Warranty Claim**

If a product fails within the warranty period, the end-user must immediately stop using the product or the system in which it is installed, as applicable. The product must be disconnected from any energy source to ensure safety. The end-user should then promptly submit a warranty claim and follow all instructions provided by the company, its representatives, or agents. To file a warranty claim under this voluntary warranty, the end-user must contact the company through the online customer feedback system available at [www.olipower.cn](http://www.olipower.cn) or via email at [batteryservices@olipower.cn](mailto:batteryservices@olipower.cn).

Upon receiving the replacement unit, the customer is required to return the allegedly faulty unit in the same packaging as the replacement unit. OLiPower will provide all necessary labels, documentation, and freight details for the return of the faulty unit. The faulty product must be returned within ten business days of receiving the replacement unit. A qualified installer must be present to handle the unit exchange and recommissioning. The replacement unit will be covered by the original warranty terms of the faulty unit for the remaining warranty period.



For invalid claims under this Warranty, the end-user will bear all costs associated with making the claim, including transport or return freight costs. For valid claims, the end-user will not be charged for reasonable costs associated with the claim, including warranty processing costs, the cost of replacement parts or freight, and labor costs for the removal and installation of the product. Reimbursement for necessary and reasonably incurred costs or expenses related to valid warranty claims may be sought. Reimbursement for labor costs will be limited to a maximum of AUD 150 plus GST per claim, with documentary evidence required to support the claim.

All claims under this Warranty must be submitted promptly after the product fails and, in any case, no later than three months from the date the issue is discovered. Claims submitted beyond this period will not be considered. Genuine quality problems will be addressed as a priority, with investigations into the cause of the defect and immediate corrective actions taken to prevent recurrence.

### **Product Liability and Product Safety**

We must be informed immediately of any potential product safety concerns, regardless of whether they arise within or outside the warranty period. We fully recognize our obligations and responsibilities concerning product liability and safety. Our objective is to uphold appropriate product safety standards to prevent injuries, losses, and damages caused by defects in any product.

### **Miscellaneous**

This Warranty forms part of the purchase contract for the Product between us and the end-user and must be adhered to by both parties. No other voluntary manufacturer's warranty is provided by us. This Warranty does not apply to individuals or entities who have purchased the Products for resale purposes. The Warranty is non-transferable, except in cases where the Products are installed in a building. In such cases, the Warranty will transfer to any subsequent purchaser of the building or the Products, provided the Products remain installed. This Warranty is only applicable if the Products have been installed by a properly certified battery installer (CEC approved) and in strict accordance with the installation manual.

### **Effective Date:**

28 Oct. 2024

## Appendix: Standard Capacity Test Condition

For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values:

- Ambient temperature is between 25~ 28°C:
- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV") or its self-protective voltage.
- Wait for 30 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 30 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage. Record the current, voltage and time.
- The remaining Usable Energy is the integral of discharge time, current and voltage.

Test Value Table:

Product Model	End of discharge voltage (V)	End of charge voltage (V)	Constant current (A)
BRE-B-10K	42V	57.75V	100A

## Contact Details

This warranty is offered by OLiPower. For any questions,

please contact: Email: [batteryservices@olipower.cn](mailto:batteryservices@olipower.cn)

Phone: +86-755-26508686

Address: 10F, Block A, Building 2, Shangzhikeji Park, No. 380 Guangming Avenue, Tangwei Community, Fenghuang Street, Guangming District, Shenzhen, China

## Australian Importer Information

Importer Company Name: Ocean Energy Pty Ltd

Trading Address: Unit 1, 23-25 Burchill Street, Loganholme QLD 4129

Website: [www.ocean-energy.com.au](http://www.ocean-energy.com.au)

Phone: 0451 013 682

Email: [sales@ocean-energy.com.au](mailto:sales@ocean-energy.com.au)



OLiPower 1) LPBES-864-100-PA, 2) LPBES-768-100-PA, 3) LPBES-672-100-PA, 4) LPBES-576-100-PA, 5) LPBES-480-100-PA, 6) LPBES-384-100-PA, 7) LPBES-288-100-PA, 8) LPBES-192-100-PA Lithium Batteries Warranty

**Warranty:**

This limited warranty (hereinafter "Warranty") specified below applies to OLiPower 19inch Rack Series Batteries (hereinafter "LPBES") 1) LPBES-864-100-PA, 2) LPBES-768-100-PA, 3) LPBES-672-100-PA, 4) LPBES-576-100-PA, 5) LPBES-480-100-PA, 6) LPBES-384-100-PA, 7) LPBES-288-100-PA, 8) LPBES-192-100-PA,

and the Accessory Components (hereinafter "Products") supplied by OLiPower Energy & Automatic Technology Ltd (hereinafter "OLiPower") to End-user through Authorized Reseller.

**Important Notice:**

The Warranty is subject to the law of Australian State. 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.

The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. This warranty only applies to the Buyer who have purchased the Products for their own use.

**Warranty Terms:**

We warrant that we will repair or replace (at our option) a Product or any part thereof, if such Product is faulty or defective in manufacture or materials for a period of 5 years from the date of purchase. If you only use your LPBES for self-consumption of solar energy generated by an onsite array and for storing that solar energy for use as backup power, there is 4000 cycle your battery module in this five-year period.

We will endeavor to replace Products with identical products. However, due to technological advancements, that Product may not be available. In these cases, we will supply another type of product of at least the same value and standard, although the replacement product may be a different size, shape, color and/or capacity. 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 is not covered by this Warranty.

If the products are replaced within the warranty period, the remaining warranty period will be



automatically transferred to the replacement products. In this event, you will not receive a new certificate.

**Battery Performance Guarantee:** Upon the granting of the Warranty (with internet connection), we guarantee as follows: For systems operate under self-consumption mode, we warrant that each battery module retains at least eighty percent (80%) of its usable capacity for 60 months from the earlier of (i) the date the LPBES is installed at the end user's property or (ii) the date two months after the Product being sold to another business or personnel.

This Warranty only covers repair or replacement of the defective product. It does not cover: any costs incurred by the end-user or the installer in normal or scheduled maintenance of the Product; or any other costs such as transportation, travelling and accommodation cost of personnel etc.; or subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty.

#### **Warranty Conditions:**

This Warranty is subject to the following conditions: The Products must have been installed and correctly commissioned by an authorized and licensed installer. Proof may be required of correct commissioning of the Product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty. Where a Product or part thereof is replaced or repaired under this Warranty, the balance of the original Warranty period will apply. The replacement product or part(s) do not carry a new voluntary warranty. The Product must have its original serial number and rating labels intact and readable. This Warranty does not extend to any Products that have been completely or partially disassembled or modified, except where such disassembly is carried out by OLiPower. The terms of this Warranty cannot be amended except in writing by one of our authorized officers. This Warranty only applies to Products purchased by an end-user from us directly or a reseller where the Products have been sold to the reseller by us directly. Any warranty claim under this Warranty must meet the requirements set out below in the "How to Make a Warranty Claim" section. There must have been a commissioning report signed by the end-user and the installer for product commissioning and handling instructions.

#### **Warranty Exclusions**

This warranty will not apply to a defect or fault to the extent to which one or more of these conditions arises: Due to storage, handling, installation (or removal and/or reinstallation) or commissioning of the Product otherwise than in accordance with instructions provided by us, applicable safety regulations or without reasonable care including installation of a Product which is of an inappropriate size or type for the intended purpose; Due to operation, use or maintenance of the Product otherwise than in accordance with instructions provided by us or without reasonable care (including failure to maintain/clean the Product in accordance with recommendations in instruction/ operation manuals); due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Products were not designed for or sold, or use of the Products outside the



specified or normal operating ranges for such Products; As a result of changes which occur in the condition or operational performance of the Product due to 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 or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event; ② from normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Product or where the damage is only to surface coating, varnish or enamel; ③ as a result of repairs, alterations or modifications to the Product which have been performed by a third party not authorized by us; From the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of Product; or as a result of the interconnection of the Product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Product has been installed; Where the nameplate or serial number of the Product is modified, altered or not readable; If damage has occurred during transportation; or Other damages not affecting energy generation and which are of a visual nature (e.g. surface scratching). This Warranty does not apply to damage caused by continued use of the Product after it is known, or would have been known with regular servicing, it is defective.

### **Warranty Claim**

If a Product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents. To make a Warranty claim under this voluntary warranty, the end-user must contact us by the customer feedback system in online monitoring via [www.olipower.cn](http://www.olipower.cn) or email [postmaster@olipower.cn](mailto:postmaster@olipower.cn)

Customer's assistance in returning the faulty unit: Following the receipt of the replacement unit, the customer must return the allegedly faulty unit in the same packaging material as the replacement unit. OLiPower will supply all labels, documentation and freight details for the return of the allegedly faulty unit. All allegedly faulty product must be returned within 10 (ten) working days of the receipt of the replacement unit. A qualified installer must be available for the unit exchange and re-commissioning. The replacement unit will be covered by the original warranty terms of the faulty unit for the remaining warranty period of the faulty unit.

Costs of Submitting a Warranty Claim: For invalid claims under this Warranty, we will not be liable for the end-user's costs in making the warranty claim, including transport or return freight. In respect of valid claims under this Warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, The cost of replacement parts or freight, and labor cost associated with the Products removal and installation. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from us. For labor costs reimbursement under a valid warranty claim, it will be limited to maximum AUD 150 plus GST per claim. Documentary evidence in support of such claim





will be required

**Deadlines for Submitting Warranty Claims** We aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring of the warranty failures. It is therefore critical that all claims under this Warranty are promptly submitted to us as soon as the Product fails, and in any event, within three months of knowledge of the matter of event giving rise to the claim. No consideration will be given to claims under this Warranty which are made after this period.

### **Product Liability and Product Safety**

We should be informed immediately about any potential product safety concerns within and outside the warranty period. We are aware of our product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Product.

### **Miscellaneous**

This Warranty shall form part of the purchase contract in respect of the Product between us and the end-user and shall be complied with by both parties; No other voluntary manufacturer's warranty shall be provided by us. This Warranty does not apply to anyone who has purchased the Products for the purposes of resale. 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 battery installer (CEC approved), and correctly followed the installation manual.

### **Effective Date:**

1 Apr. 2022

### **Contact Details**

This warranty is offered by OLiPower. For any questions, please contact:

Email: [postmaster@olipower.cn](mailto:postmaster@olipower.cn)

Phone: +86-755-26508686

Address: Bldg.15, Zhiheng Industrial Park, Guankou No.2 Road, Nanshan District, Shenzhen, Guangdong, China.

### **Australian Importer Information**

Importer Company Name: Ocean Energy Pty Ltd



Trading Address: Suit 2.5 Level 1, 7 Clunies Ross Court, Eight Mile Plains, QLD 4113, Australia

Website: [www.ocean-energy.com.au](http://www.ocean-energy.com.au)

Phone: +61 426 761 728

Email: [services@ocean-energy.com.au](mailto:services@ocean-energy.com.au)