ZA FoxESS Battery Warranty Policy

i. Scope of Warranty

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

Mira HV25, HV2600, ECS2900, ECS4100, ECS2800, ECS4300H, ECS4800, EP5, EP11

Important:
Please note, this warranty policy covers Fox ESS Products as specified herein. Inverters and charge controllers (including those contained with an all-in-one storage product) are covered under a separate warranty policy. This warranty is limited to the Fox ESS battery module range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by Fox ESS may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor does it include any product ability.

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

ii. Contracting Parties

This Policy is only provided to the original purchaser of the product from Fox ESS (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

i. Warranty Period and Warranty Extension

The Policy provides warranty cover as outlined below:

Standard Warranty

1. Mira HV25, HV2600, ECS2900, ECS4100, ECS2800, ECS4300H, ECS4800, EP5, EP11:

The Product will be free from defects in materials and workmanship for a period of sixty (60) months from the date of installation, but no more than sixty-five (65) months from the date of manufacture of the Product (whichever comes first).

Free Warranty Extension

1. Mira HV25, HV2600, ECS2900, ECS4100, ECS2800, ECS4300H, ECS4800:

If the registration of the Product (see section 7) is successfully completed via the Fox ESS website before the end of thirty-six (36) months from the date of manufacture of the Product. After successful registration, need to connect the device to the monitoring platform through datalogger and keep the device online on the platform. Then an additional sixty (60) months of warranty will be provided beyond the sixty
(60) standard warranty period.

2. EP5, EP11

There is no warranty extension for EP5 and EP11.

FoxPro (Extended Warranty)

The Product may be eligible for a warranty extension (*FoxPro Warranty*) of an additional sixty (60) or one-hundred and twenty (120) months. The *FoxPro* warranty extension is available for purchase up to thirty-six (36) months from the commissioning date of the Product.

For full warranty coverage beyond the standard warranty period of sixty (60) months, the Product may be eligible for a warranty extension (*FoxPro Warranty*) of an additional one hundred and eighty (180) months. The *FoxPro* warranty extension is available for purchase up to thirty-six (36) months from the commissioning date of the Product.

On account of the product being replaced, the unexpired warranty is transferred to the replacement product, applicable to both the standard and extended (*FoxPro*) warranty.

For Mira HV25, HV2600, ECS2900, ECS4100, ECS2800, ECS4300H, ECS4800 only

iii. Scope of Warranty

Fox ESS 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 Fox ESS 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.

iv. Performance Warranty Terms

Mira HV25, HV2600, ECS2900, ECS4100, ECS2800, ECS4300H, ECS4800: Fox ESS warrants and represents that the Product retains at least 60% of Nominal Energy for the either 10 years after the date of the initial installation or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated under a normal use according the to the specifications outlined in the Product manual.

EP5, EP11: Fox ESS warrants and represents that the Product retains at least 80% of Nominal Energy for the either 5 years after the date of the initial installation or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated under a normal use according the 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 for HV2600, ECS2900, ECS4100, ECS2800, ECS4300H, ECS4800 (10) years, and for EP5, EP11(5) years is less than values in table below:

Product	Nominal Energy	Energy Throughput
Mira HV25(10 years)	2.45kWh	10.0MWh
HV2600(10 years)	2.6kWh	11.8MWh
ECS2900(10 years)	2.9kWh	12.2MWh
ECS4100(10 years)	4.1kWh	17.3MWh
ECS2800(10 years)	2.8kWh	12.1MWh
ECS4300H(10 years)	4.3kWh	17.5MWh
ECS4800(10 years)	4.8kWh	17.8MWh
EP5(10 years)	5.18 kWh	18.3MWh
EP11(10 years)	10. 36 kWh	36. 6MWh

- Capacity Measurementconditions:

i. Ambient temperature: 25~ 30°C (77~86°F)
ii. Initial battery temperature from BMS: 25~ 30°C
iii. Current and voltage measurement at battery DC side
iv. Recommended Charging/discharging condition

Charge:（0.5C） CC/CV, (Constant voltage 58.4V (Mira HV25,HV2600), 65.7V (ECS2800/2900/4100/4300H), 51.1V (ECS4800), Cut-off current(0.05C)
Discharge: (0.5C) CC/CV, Cut-off voltage 46.4V (Mira HV25,HV2600) , 52.5V (ECS2800/2900/4100/4300H), 40.6V (ECS4800)

vi. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contact are the Installer and Fox ESS 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 sections 5 and 6 of this Policy.

vii. Limited Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Fox ESS' warrantyobligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural airflow;
- 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 arching or 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 during installation;
- Use of improper connectors, 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);
- Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to Fox ESS;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.
- Make sure to leave a space of at least 300 mm. A clearance of at least 300 mm must be left around the battery pack for proper cooling

viii. Product Replacement and Compensation

In the event the Products are not available in the market anymore, Fox ESS, at its option, may replace it with an alternative product with equivalent functions and performance.

ix. Exclusions

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

x. Registration

It is recommended that all Products are registered in order that they qualify under the terms of this Policy. Warranties should be registered within thirty-six (36) months of installation, however it is recommended that they are registered no more than six (6) weeks following the successful installation and commissioning of the Product where possible. The information required at the point of registration via the Fox ESS website is as follows:

1. Product model
2. Product serial number
3. Installation date
4. Customer name
5. Installation postal/zip code
6. Full installation address
7. Name of installation company

xi. Warranty Claim Process

It is the duty of the Installer to contact Fox ESS in the event of a fault with the following information.

Name of the Installer:
Product Model No:
Fault Code:
Fault Details:
Contact Details:

Fox ESS may ask for additional details depending on the fault conditions. Fox ESS will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Fox ESS. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Fox ESS is obliged to approve and dispatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Fox ESS within a maximum of thirty (30) days of the replacement being received. Failure to do so will forfeit eligibility for the service rebate outlined in section 5.

If an allegedly faulty Product is returned to Fox ESS pursuant to this Policy, and is found by Fox ESS to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Fox ESS will apply a flat-rate inspection

charge for each Product and/or will seek to recover the full costs of the replacement Product.

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

xii. Further Rights at Law

In addition to the warranty provided by Fox ESS, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Fox ESS comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed.

Contact Information

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