



BYD LITHIUM BATTERY LIMITED WARRANTY—SOUTH AFRICA

Effective date: ****th May 2017

BYD B-BOX Lithium Battery Storage System

Types:

B-BOX Compact

B-BOX Pro 2.5 / B-BOX Pro 5.0/ B-BOX Pro 7.5/ B-BOX Pro 10.0/ B-BOX Pro 12.8

This limited warranty (herein after "warranty") described below applies to BYD B-BOX lithium battery Storage Systems supplied by BYD Lithium Co., Ltd (hereinafter "BYD") with the part number referenced above to Original End-User via Authorized Distributor. Warranty claims may only be made by or on behalf of (a) BYD Authorized Service Partner (b) and Authorized Distributor (c) the End User for first use or installation (d) any owner of the product subsequent to the original end user with proof of title transfer, provided that the product has never been relocated from its original installation location.

1. Product warranty

The product should be free from defects in workmanship and materials for Ten (10) years from the invoice date from BYD or third party which are authorized by BYD.

1.1 Capacity Performance warranty

BYD warrants that the Product retains sixty percent (60%) of usable Energy¹ for either Ten (10) years from the invoice date from BYD or third party which are authorized by BYD, or for a minimum Through output Energy which is calculated from invoice date by BYD or third party, minimum Through output Energy whichever comes first when the battery system is operated under normal use following the "datasheet" and "user manual".

Product Type	Usable energy	Through output energy
B-BOX Compact	2.45	5.3 MWh
B-BOX Pro 2.5	2.45	5.3 MWh
B-BOX Pro 5.0	4.9	10.7 MWh
B-BOX Pro 7.5	7.35	16.1 MWh
B-BOX Pro 10.0	9.8	21.4 MWh
B-BOX Pro 12.8	12.2	26.7 MWh
B-BOX H6	5.34	11.7 MWh
B-BOX H7	6.43	14.1 MWh
B-BOX H8	7.52	16.5 MWh
B-BOX H9	8.61	18.8 MWh
B-BOX H10	9.69	21.2 MWh

¹ Usable energy is the initial usable capacity which defined in product datasheet.



Remark: Capacity measurement condition is defined in Appendix 1.

1.2 Capacity Performance warranty for Subsequent increase in battery.

This part applies to the subsequent increase battery which are purchased after finish the initial installation.

BYD warranties that the Product retains sixty percent (60%) of Usable Energy for Ten(10) years from the invoice date from BYD or third party which are authorized by BYD.

2 Preconditions for warranty

2.1 Product should fall within the warranty period.

2.2 Any system failure, fault or warning information must be reported to BYD or authorized service partner within 2 weeks of appearance.

2.3 Product should be installed by personnel recognized or authorized service partner.

2.4 Customer should correctly operate and use the system according to user manual and installation manual.

2.5 Customers should provide the proof of the original purchase of the product.

2.6 Provided that in any event the installation of the Subject of the Warranty for the Customer should be completed within maximum 1 month from the date title to the product transferred from BYD to original purchaser(b) original installation date.

2.7 User should register B-BOX products in BYD's after-service website within one week after the first installation.

Europe end-user register link:

2.8 The ambient temperature during the operation of the product must not exceed -10 °C~50 °C temperature range and the product should not be exposed and stored in a temperature higher than 50 °C, and should not be exposed in an install area where exposed to direct sunlight. The battery room must be ventilated in accordance with the requirements of the battery manufacturer.

2.9 The product can only be installed and operated in household energy storage applications with an average of one full cycle² per day. The B-BOX is not suitable for supplying life-sustaining medical devices and automotive application. The warranty will be voided if usage exceeds household energy storage applications.

2.10 Product must be operated with a battery inverter approved by BYD as stated in the compatibility list of BYD.

Approved Inverter list:

No.	Inverter Brand	Inverter Type
1	SMA	Sunny Island 3.0/4.4/6.0/8.0
2	GOODWE	GW5048D-ES/GW3648D-ES/GW2500 BP
3	Victron	Multigrid/Multiplus/Quattro

² Full cycle: Discharge the usable capacity of a fully charged battery and fully charge it afterwards. Micro cycles sum up to full cycles according to amount of energy charged and discharged.



4	SOLAX	SK-SU3000/3700/5000
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3 Replace or Repair

3.1 In the event that any Product covered by the warranty as this Warranty Letter and confirmed by BYD to be defective or non-conformity, BYD will replace or repair the defective or non-conforming Product at its own discretion. Any maintenance or replacement should not be deemed as extension or recalculation of the warranty period.

3.2 BYD or Service Provider should respond within 3 working days after receipt after service.

3.3 BYD will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective Product. BYD reserves the ownership of replaced battery or Products. Unless otherwise agreed by BYD, the replaced battery or Products should be returned by customer to the place designated by BYD in the same or similar package within 4 weeks.

3.4 Provided that BYD has discontinued the manufacture of the Product in issue at the time the related warranty claim which confirmed by BYD, BYD should, at its sole option, replace it with a different type of Product (of mutually agreed size, color, shape and/or power) or refund the purchase price prorated by the days of the relevant Warranty Period remaining.

3.5 Replacement of battery, components or Products may not be brand new but with quality and specification compliant with the Product specifications.

4 Exception of Warranty:

4.1 Did not register in BYD's after service website on time.

4.2 Exceed the quality or capacity warranty period.

4.3 Product damage and defect caused by customer's improper use, misuse, abuse, which nonconforming with user manual.

4.4 Damage caused during transport.

4.5 Unauthorized wiring and use with faulty or incompatible devices or devices with safety issues.

4.6 Product arbitrarily modified or its function changed without authorization from BYD.

4.7 Any changes to the installation do not in accordance with the B-BOX installation manual.

4.8 Product damage caused by maintenance and other services conducted not by personnel authorized by BYD.

4.9 Customer fails to provide correct product serial number or product serial number is undecipherable or modified without permission.

4.10 Product damage caused by external force, force majeure (unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government) or other third party.

4.11 The defect cannot be overcome under the technology condition when the Products sold to customer.

4.12 Defects of Products arising due to technology update, or renewal of the national or regional laws or regulations.

4.13 Product damage caused by customer deliberately or by willful act;



4.14 Failure report not provided within 2 weeks of appearance.

5 Non-Applicability of warranty claim

In case a warranty claim is reported which shows not to be valid, the costs incurred by BYD or installer due to this non-applicability of warranty claim should be covered by customer unless this non-applicability was not visible for customer according to given circumstances.

6 Warranty restriction

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty Letter and above remedies should be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, BYD expressly reject any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If BYD cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties should limit to implied warranty as prescribed by applicable law or the scope within applicable laws and should be under mandatory application according to applicable law. No distributor, agent or staff of BYD is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein should not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

Unless otherwise specified herein, to the maximum range permitted by applicable law, BYD will not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

BYD'S LIABILITY FROM ANY CAUSE WHATSOEVER SHOULD IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY CUSTOMER TO BYD FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

7 Update of warranty

To the extent permitted by the applicable law, BYD reserve the right update this warranty from time to time, and such update may be published on the official website of BYD or sent by email or to the address of customer(if provided by customer when purchase the Products).

8 Out of warranty

As for the service for the Products out of warranty, BYD agrees to provide certain after sales service to customer upon the written request, and all the costs and expenses which include but not limited to the materials, parts or labor costs, should be borne by customer. In case of customer give written notice to request the service out of warranty, customer should provide detail description of defects so that BYD is able to detect whether such defect can be cured or not. For avoidance of doubt, in no event will BYD be liable for the service out of warranty, and this clause 10 will not constitute the promise of BYD to provide such service out of warranty.



10 Reporting of warranty

You can report warranty requirement with product information in below table to BYD company or BYD's after service provider:

No.	Information needed	Fill in information
1	Product type	
2	Serial Number of B-BOX cabinet	
3	Serial Number of B-Plus 2.5	
4	Installation date	

Contact us:

South Africa



Appendix:

Capacity measurement condition:

Ambient temperature: 25~28℃

Charge/discharge method:

- i. Discharge the battery with constant 0.25C until the battery reach the end of discharge voltage or battery self-protection automatically.
- ii. Lay aside the battery for 10mins.
- iii. Charge the battery with constant 0.25C and constant voltage until the current is 0.05C.
- iv. Lay aside the battery for 10mins.
- v. Discharge the battery with constant 0.25C until reach end of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
- vi. Calculate formula is: Current Capacity= Discharge time × Constant current value.
- vii. Charge the battery with constant 0.25C and constant voltage until the current is 0.05C.

Test value list:

Type	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)
B-BOX Pro 2.5/Compact(2.5kWh)	40	56.5	10
B-BOX Pro 5.0	40	56.5	20
B-BOX Pro 7.5	40	56.5	30
B-BOX Pro 10.0	40	56.5	40
B-BOX Pro 12.8	40	56.5	50