LG Chem Lithium-ion Battery Limited Warranty

Effective Date: October 1, 2020

RESU10H Battery Storage System

This limited warranty (hereinafter ‘’Warranty”) specified below applies to LG Chem Lithium-ion batteries and the Accessory Components (hereinafter “Products”) supplied by LG Chem, Ltd. (hereinafter “LGC or Seller”) to End-user (hereinafter “Buyer”) through Authorized Reseller

1. Purpose

The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

2. Warranty Condition

2-1. Warranty Period

The Performance Warranty for the Products is valid for 10 years after the date of invoice commencing from 3 months after a product arrives at the delivery point or starting from the day of the successful completion of the commissioning, whichever comes earlier (the “Terms of Performance Warranty”).

2-2. Limitation of Warranty scope

LGC's liability under this Warranty 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.

2-3. Exclusion of Warranty

Damage to the Products resulting from any of following activities is NOT covered by this Limited Warranty:

- Modification, disassembly, alteration, repair or replacement made without LGC’s approval
- Damage or failure caused by non-compliance with national, state or local electric or electric safety code such as National Electric code (NEC), Occupational Safety and Health Administration (OSHA)
- Failure to follow LG’s installation or operation manual
- Insufficient ventilation
- Misuse, neglect, accident or abuse
- External influences not anticipated in the normal use of the Product including unusual physical or electrical stress (power failure surges, lightning, flood, fire, accidental breakage)
- Failure to adhere to safety warnings or instruction
- Use of an incompatible inverter, rectifier or PCS
- Installation, servicing and/or any tampering conducted by an individual who has not been certified by LGC
- Registration of the Product on LG ESS Battery Website is incomplete
- Out of warranty products

2-4. Warranty Claim

Buyer shall contact installer directly for any warranty claims in order to avoid additional problems in the products.

Note. Products are unavailable to protect itself from the self-discharge in condition of shut down mode.

3. Performance Warranty (Standard)

LGC 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 followed by the specification and the manual provided by LGC.

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 10year Performance Warranty shall be as follows:

(i) The ambient temperature during the operation of the Products shall not fall below 14°F (-10°C) or exceed 113°F

(45^{0}C)

(ii) The energy throughput for (10) years is less than values in table below:

Product Name	Nominal Energy	Energy Throughput
RESU10H	9.8kWh	22.4MWh

Capacity measurement condition

- Ambient temperature: 77 ~ 86°F (25~30°C)
- Initial battery temperature from BMS: 77 ~ 86°F (25~30°C)
- Charging/discharging method
  - Charge: (0.2)CC/CV (Constant voltage: RESU10H_BPI(176.4)V, Cut-off current (0.05)C)
  - Discharge: (0.2)CC (Cut-off voltage: RESU10H_BPI(126)V)
  - Current at (0.2)C: (12.6)A
- Current and voltage measurement at battery DC side

4. Out of Warranty Policy

Products damage which is not caused by seller, LGC shall provide charged service, including all the expenses of such as material cost, labor cost, warehouse cost, transportation cost, customs duties, analysis cost, management cost, corporate profits, disposal expense(If necessary) and so on.

5. About Service Products/Parts

Service products/parts are able to be used as new or refurbished condition which performance is equal to or higher than defective Products and guaranteed by LGC.

In the event the Products are not available in the market anymore, LGC, at its option, may replace it with different kind of product with equivalent functions and performances or refund the remaining annually depreciated value of the purchase price of the Products during the Term of Performance Warranty as the Compensation Scheme below. The purchase price mentioned hereinabove means the list price actually paid by the Buyer for the purchase.

- Compensation Scheme -

CLASS I : 100% of the purchase price from the initial installation date to 24th month
CLASS II : 72% of the purchase price from 25th to 36th month
CLASS III : 58% of the purchase price from 37th to 48th month
CLASS IV : 44% of the purchase price from 49th to 60th month
CLASS V : 30% of the purchase price from 61st to 72nd month
CLASS VI : 16% of the purchase price from 73rd to 84th month
CLASS VII : 6% of the purchase price from 85th to 96th month
CLASS VIII: 4% of the purchase price from 97th to 108th month
CLASS IX : 2% of the purchase price from 109th to 120th month
No warranty of performance will be provided from the 121st month

6. Claim Payment Policy

Claims under this Warranty must be made by notifying the Authorized Reseller from whom the Product was purchased. For a Warranty Claim to be processed, it must include following items;

(1) Proof of the original purchase
(2) Description of the alleged defect(s) from authorized service center
(3) The relevant Product's serial number and the initial installation date

7. Applicable Countries

This Warranty is applicable only in the countries listed as below, and LGC is not responsible for any claims against this Warranty made in and/or based on the event occurred in any countries other than listed herein.

- United States
- Canada