

KRAFT Platinum 12kWh Product Warranty covered by DC Rebel

This limited warranty specified below applies to KRAFT Platinum 12kWh Lithium Battery and the accessory Components (hereinafter “Products”) supplied by DC Rebel (Pty) Ltd (hereinafter or “DC Rebel”) to End User through Authorized Seller (hereinafter or “Seller”).

End User Definition

End User (hereinafter “Buyer”) is the buyer who puts the Products into operation for the first time via the way authorized by DC Rebel.

Authorized Seller

Authorized Seller is the Qualified Agents, Distributors, Partners, etc. authorized by DC Rebel.

1. Purpose

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

2. Applicable product type



DC Rebel (Pty) Ltd warrants to the End User as follows:

3. Product Warranty

3.1 Warranty Period

The Products warranty period is Fifteen (15) years from the sales date as mentioned in the Seller’s invoice to the End User (“Invoice Date”)

4. Performance Warranty (standard)

4.1 Capacity measurement condition

Ambient temperature: 25~30C (Degree Celsius)

Initial battery temperature from BMS: 25~30C (Degree Celsius)

4.2 Charging/discharging method

Charge: (0.5) CC/CV (Constant voltage: dependant on capacity of installation 100Amp)

Discharge: (0.5) CC (Cut-off voltage: dependant on capacity of installation 100Amp)

Note. Current and voltage measurement at battery DC side.

4.3 Bluetooth and WI-FI

WI-FI Dongle to be always connected order for DC Rebel to have remote monitoring.

If device is disconnected for more than 72HRS the warranty is void. Online monthly reports are available on request.

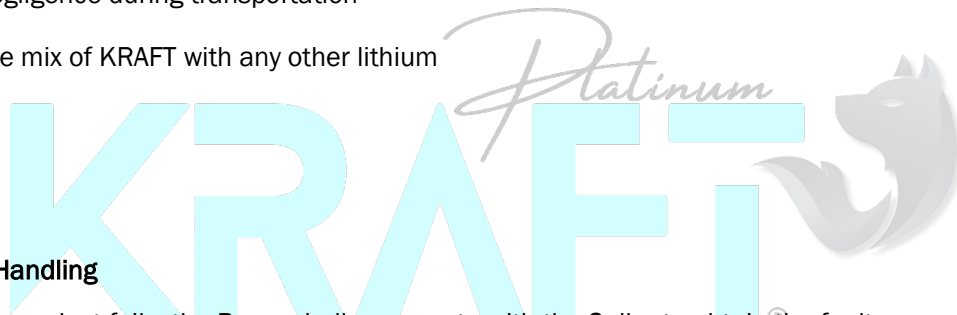
5. Exclusion of Warranty

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

1. The 15 Year Warranty is void if/when supplied cables are not used, the cables are modified, any part of the battery is removed or modified, or the battery is installed in an improper manner.
2. Product damage caused by modification, alteration, disassembly, removal of security seal.
3. Damage or defect arise due to the buyer's unauthorized use of his own design, materials, mixed, self-install, function changed or service to the Products.
4. Appearance damage, deformation, abrasion, stain, rust, mildew.
5. Improper transportation, storage, installation, wiring and use with faulty or incompatible devices by Buyer. If Buyer fails to use the original packaging materials provided by Seller during the transportation of the equipment, the Products damage or failure shall not fall under the warranty scope of the product.
6. The model number, nameplate or product serial number of the product has been altered, erased or unrecognizable or the tamper-evident logo has been arbitrarily damaged.
7. Products suffered any external influences including unusual physical, natural force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)

8. Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labour or materials and other events which are out of control of DC REBEL
9. Damage of Products arise due to renewal of the national or regional laws or regulations.
10. Product damage and defect caused by End User deliberately or by wilful act.
11. Use of an incompatible inverter, rectifier, or PCS. Use of non-lithium chargers or controllers
12. Products failure is not reported to Seller or DC Rebel within 2 weeks of appearance. Product needs to be registered after 1 week of install.
13. To verify whether an inverter/charger/rectifier can charge lithium refer to the operations manual for the specific product. The rule of thumb is that if it doesn't indicate on the inverter or if there is no option on the settings menu and/or indicate any wording on the specifications sheet, it will not charge lithium batteries correctly and therefore DC Rebel will not warrant the batteries as it could cause damage to the BMS and/or cells. Should the client not be sure about the specifications of the inverter, please contact DC Rebel.
14. The following warranty document will enforce a specific guideline to all versions of KRAFT Lithium supplied by DC Rebel no matter capacity, age, design, or year of supply and/or sales of the KRAFT battery module. These guidelines will change from time to time without prior notice.
15. Purchase and installation of the Product in an area other than the South Africa.
16. Products installed by non-qualified technical personnel/installer without any solar qualifications.
17. Warranty period specified above has already expired.
18. Internal overheating due to over-charge or discharge as per recommendation displayed on data sheet.
19. Direct connect of any AC/DC device onto battery terminals without inline inverter.
20. "Slow blow connections" will void any warranty (a connection of all positives and or negatives to a single bolt or nut etc.
21. Using a trickle charger in any event
22. Directly charging from a solar panel without a lithium charge controller
23. Using an alternator to charge the battery or batteries
24. Using wind powered system to charge the battery.

25. Using a grid tied inverter to discharge or charge the battery.
26. Using an MPPT without a battery inverter, hybrid inverter, off grid inverter to charge or discharge.
27. Not supplying a C.O.C for the installation or any other documentation needed to verify installation.
28. Non supply of photos and single line diagrams of site
29. Non supply of qualifications in ac and dc connections
30. Any arch on terminals
31. Any short circuit
32. Negligence during transportation
33. The mix of KRAFT with any other lithium



6. Fault Handling

1. If the product fails, the Buyer shall co-operate with the Seller to obtain the faulty equipment usage information, including but not limited to faulty equipment serial number, working temperature, usage mode, supporting energy storage inverter manufacturer/model/specification, power consumption equipment power information, PV system configuration information, fault phenomena, operating procedures, battery operation logs, etc.
2. Any costs to send products for testing to DC Rebel will be at the cost of the buyers account to and from the testing facility. No charge will be levied for the testing by DC Rebel.

Appendix 1

Usage and Transportation requirements

This product contains Blade Cell Technology and the Accessory Components. To ensure that the buyer is entitled to full warranty policy, the following clauses should be strictly observed in the transportation and use of products. The product failure or damage caused by violation of the following requirements is not covered by this Warranty.

Operating environment requirements

- Working temperature : 20~65 Degrees Celsius
- Working humidity: 5%~85% RH
- No conductive dust and corrosive gas
- The ground is flat and level.
- There is no flammable explosive near to the installation site.

Storage environment requirements

- Short-term storage environment:
- Within 3 months of temperature no more than 30C.
Relative humidity <85%RH. No corrosive gases.
- More than 3 months long-term storage environment:
temperature range for -10~35°C
- Relative humidity <65% RH No corrosive gases
- If long-term storage is required, it should be recharged every 6 months, and no less than 80% of SOC should be charged.

Transportation requirements

- When the product is transported separately, the individual products should be transported with the original packaging materials of the Seller. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 6 layers.
- If the product does not use Seller's original packaging material transportation, Buyer shall fully consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.

Please submit the following:

1. C.O.C
2. Installation photo
3. Single line diagram
4. Full customer details

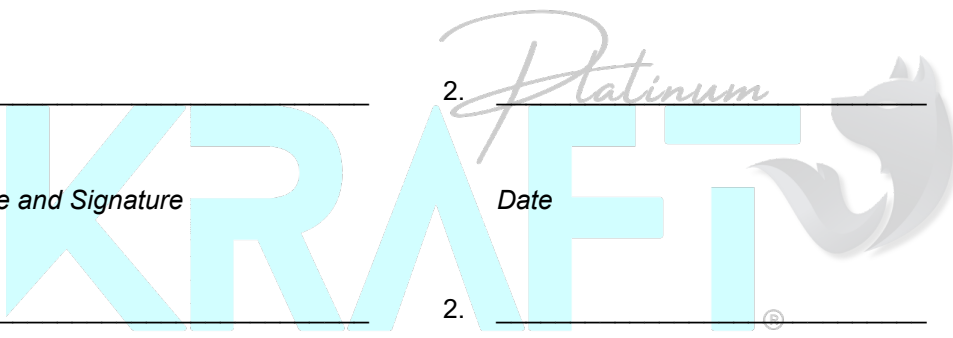
Installer / Company

1. _____ 2. _____
Name and Signature *Date*

DC Rebel (Pty) Ltd

1. _____ 2. *Platinum* _____
Name and Signature *Date*

1. _____ 2. _____
Name and Signature *Date*



This is to confirm that upon submitting relevant documentation and sign off is done by DC Rebel, a 15 Year Warranty is now eligible for a KRAFT installed at this site.