



VISION REVO

UPS LITHIUM-ION BATTERY RANGE

- WARRANTY STATEMENT -

Jan 2023

Vision REVO UPS Lithium-ion battery system offers the following warranty to the original purchaser subject to the terms and conditions stated herein. The guarantee that comes with our goods are bound by Australian Consumer Law. Where a major failure caused by faulty materials and/or workmanship occurs within the Specified warranty period, the consumer purchasers are entitled to a replacement or refund and compensation for any other reasonably foreseeable loss or damage. Further, if the goods are of unacceptable quality does not cause a major failure, you are entitled to a repair or replacement of the goods.

1. GENERAL RULES

The scope of this warranty covers the whole set of products in REVO system, protecting battery modules, CBMS (module level BMS), GBMS (system level BMS), cabinets, communication cables and connection cables, etc.

Before using REVO products, customers should read the REVO User Manual provided by YHI POWER. After fully understanding, the assembly and lapping system of REVO series products should be carried out according to the operation instruction process and the tools specified in the operation instruction.

The features of the REVO series products are clearly described in the product specifications, and the warranty defined in the product sales shall be within the scope of the product specifications. If a customer receives a REVO product that does not meet the requirements of the product specification, or finds a serious defect in the product, we will consider changing the product for the customer according to the following circumstances.

2. WARRANTY PERIOD

Vision group will provide 5 years replacement/repair with 5 years pro-rata warranty for the following defects of REVO series products:

- A. Product defects
- B. Defective raw materials or accessories
- C. Not in conformity with the contract specifications

| WARRANTY PERIOD | FIXED COST |
|-----------------|--------------------|
| Up to 5 years | Free of cost=0 |
| 6th year | List Price* X 60% |
| 7th year | List Price* X 70% |
| 8th year | List Price* X 80% |
| 9th year | List Price* X 90% |
| 10th year | List Price* X 100% |

* List price is not the invoiced price, please ask your sales rep for the current list price.

The warranty period will be calculated from **the date of the original invoice**.

The warranty period of the repaired products is the remaining period of the original warranty period – **5+5 years**: if the same problem leads to the need for two or more repairs, and the remaining period of the original warranty period is no more than 12 months, Vision will provide 12 months of warranty for the products (from the date of the last repair).

3. WARRANTY TERMS

REVO system is designed and used for UPS applications, and the quality assurance conditions are based on the air conditioning environment of UPS. The working condition must be kept under the condition listed in Clause 5(a) of this statement. Exceeding the condition will have a certain impact on the warranty period. Please contact REVO sales staff or local service providers for details.

- If the buyer fails to provide the relevant supporting documents required by Vision group, any capacity deviation from the specification will be deemed to be caused by improper use of the user, and the user shall bear all maintenance costs.
- If the user disassembles the battery module or BMS (including CBMS and GBMS) without prior written confirmation by Vision group, the user shall bear all the maintenance costs regardless of the existing defects of the product.
- If the product is not installed or dismantled by the professional installation team of Vision group or the professional and qualified installation team, Vision group will not be responsible for any product defects caused by the violation of the installation or dismantling specifications required by the REVO product manual.
- Vision group will not be responsible for any defects caused by users changing product parameters without the written permission of Vision.
- Vision group will not be responsible for any product defects caused by users reloading the system without authorization.
- Any defects caused by natural disasters such as fire, earthquake, tsunami, thunderstorm or other force majeure or other improper installation environment such as dust, saline and alkaline land shall be borne by the user.

- Warranty is limited to repair or replacement of battery modules/parts only and excludes labor, consequential and incidental damages to other equipment.
- Vision group will not be liable for any additional, subsequent, or special damage. In particular, losses in use, profits, production, and revenues.
- In case of any loss, the total responsibility of Vision group shall not exceed the purchase price of the defective products.
- This agreement has the effect of superseding and excluding all express or implied warranties; If there is any significance or conflict in this agreement in part or in whole in the business negotiation between the parties, it shall be explicitly put forward in the business contract and signed and sealed by the both parties, the parties may use the provisions stipulated in the business contract as the basis, otherwise the agreement will be used as the benchmark for vision group to perform the quality guarantee responsibility.
- If the battery module is fully discharged to the EOV for more than one month without being recharged, warranty will be void.

For matters not covered herein, the final business contract between the customer and the supplier shall prevail.

4. WARRANTY PROCEDURE

- a. If there is any fault, including minor fault, the user should contact Vision group's distributor in Australia YHI Power PTY LTD (YHIP) within **5** working days. It is recommended to use REVO cloud online declaration system for quick feedback.
- b. Provide your proof of purchase, faulty models' series numbers and where required by YHIP representative such as details of operation and maintenance etc.
- c. The battery model/ parts may need to be taken to YHIP's nearest branch to determine the cause of failure. Depending on the type of battery, this test can take several working days, and may involve destructive analysis, the cost of which will be borne by Vision Group only if the claim will be found to be valid.
- d. You may be contacted should Vision group/YHIP have further questions relating to the application or usage of the batteries.
- e. You will be notified by the YHIP representative on the outcome of your claim within **3** working days after completion of testing and adjudication.
- f. Any goods returned to YHIP must be at customer's freight expense.

5. ANNEX TO THE WARRANTY CLAUSE:

REVO LIB system shall be kept under the following condition without affecting warranty:

a. Working conditions:

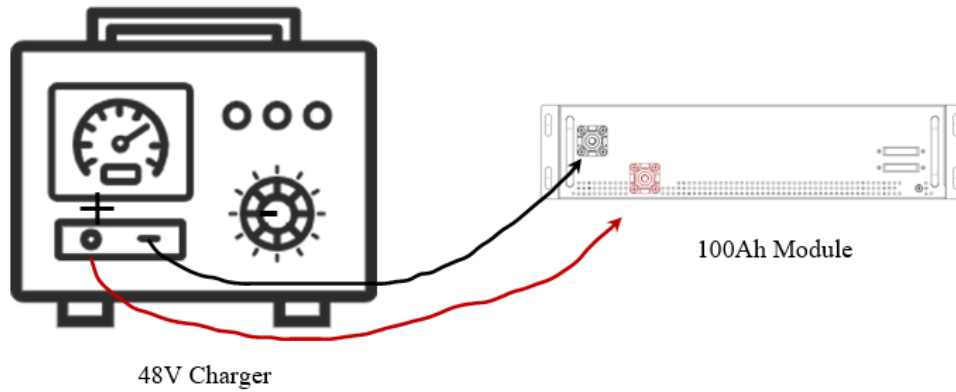
- Working temperature: 25-35°C in an air conditioned room.
- Humidity: RH 5~85% under below 35%, anti-static measure shall be taken
- Altitude:
 - Less than ≤ 1500 meters (5000 inches)
 - Air Transportation: less than 15000m flight altitude
- Saline and Alkaline land: Not supported

b. Storage conditions:

- Short term storage: if the lithium battery is not used for a short period of time (≤ 6 months), the battery should be stored in $-10\sim 50^{\circ}\text{C}$ & $0\sim 95\%$ humidity.
- Long term storage: if the lithium battery is not used for a long period of time (≥ 6 months), the battery should be stored in $0\sim 35^{\circ}\text{C}$ & $0\sim 95\%$ humidity.
- Any batteries stored for more than 6 months should be maintained and battery's voltage is inspected frequently. Batteries with a voltage lower than 50.32V(3.145V/Cell) and SOC lower than 10% need to be charged for 0.2C/15mins at 55.2V.
- The storage period shall be calculated from the date of warehousing into YHIP.

c. Storage Maintenance:

- Step 1. Connect the charger to a power source, turn it on, and set the parameters to CC/CV mode (constant current 0.2C/constant voltage 55.2V)
- Step 2. The positive and negative poles of the charged battery shall be correctly connected to the input terminal of the charger, and the wiring terminal must be tightened. Otherwise, the terminal resistance is too large, which is easy to cause overheating.
- Step 3. Start charging until it stops automatically. Turn off the charger.



d. Warranty will be Voided if:

- Buying REVO products from non-official Channel.
- Cannot provide complete purchase documents, contract, etc.
- Misuse like opening the module, pack, CBMS, GBMS, etc.
- Changing the parameters without confirmation from VISION authorized engineers.
- Misuse from end user like external short circuit, frequently trip CB manually, etc.
- Longer cycles for more than 10C/200 times with 80% DOD; 4C/300 times with 80% DOD; 1C/500 times with 80% DOD.
- Vision group determines the Lithium REVO battery has the cell efficiency failure only when its remaining capacity is less than 80% of its initial rated capacity, provided the rest of capacity shall be calculated at the system level, not at the cell level. If such cell efficiency failure is confirmed by the Vision group, Vision group shall provide the User any required parts (Cell or Module) for repair of the failure for free.
- The system was operated out of working conditions like Temperature, Humidity, Altitudes.
- The GBMS data history is amended or deleted, which affects YHIP/ the Manufacturer to identify the cause of failure and make the right evaluation.

Note: If you have some special technical problems which were not mentioned above or applications other than those described here, please contact YHIP immediately.

The Vision group reserves the rights to alter, amend the design, model and specification without prior notice.

As per Australian Consumer Law, if the battery usage is not for personal, domestic, or household use, then Vision Group / YHIP will not be responsible or liable for any consequential or incidental expense or loss.