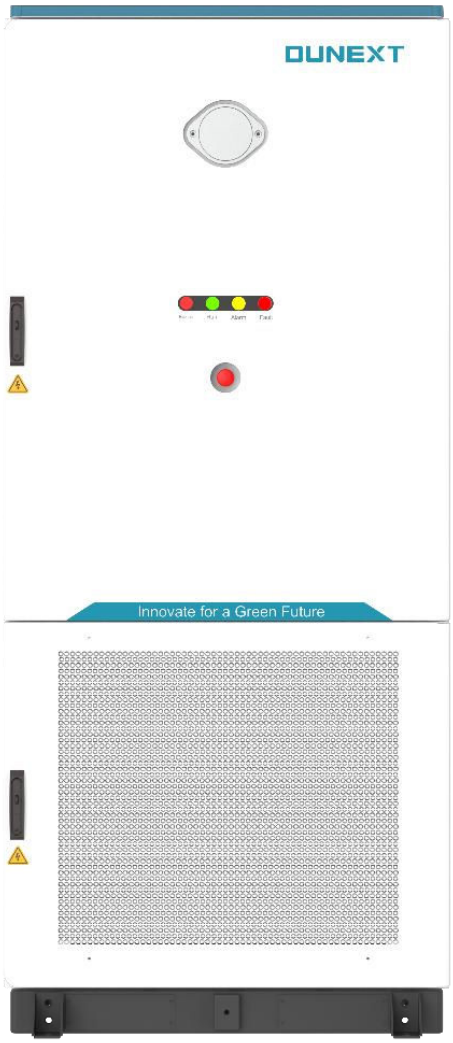

PowerHill-P125-261kWh Series

Warranty Terms and Conditions

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1. Overview

These Warranty conditions and terms are applicable in all the EEA Countries and the UK.

This Limited Product Warranty covers the "Covered Products" defined in the table below, is valid only for the duration of the applicable "Warranty Period" defined in the table below and are subject to the following terms and conditions: In case the warranty conditions in this Document are inconsistent with the sales contracts between the Buyer and Dunext, the terms in the sales contracts shall prevail.

2. Product Warranty Period

No.	Covered Product	Warranty Period
1	PowerHill-P125-261kWh Series	● The warranty period is 60 months. ● The starting date of warranty is shipment date + 60 days, or the commissioning date, whichever is earlier.
2	PCC (optional)	● The warranty period is 60 months. ● The starting date of warranty is shipment date + 60 days, or the commissioning date, whichever is earlier.
3	EMS	● The warranty period is 60 months. ● The starting date of warranty is shipment date + 60 days, or the commissioning date, whichever is earlier.
4	Meter & CT	● The warranty period is 24 months. ● The starting date of warranty is shipment date + 60 days, or the commissioning date, whichever is earlier.

Note:
PowerHill-P125-261kWh series includes:
1) PACK
2) EMS
3) PCS
4) High Voltage Box
5) Liquid Cooling Unit

- During the warranty period, if the damaged part is replaced, the remaining warranty period of the part will keep the previous warranty period.
- During the Warranty Period, in the event that a Covered Product is found to have a non-conformity or defect in the workmanship or materials occurring during normal use of the Covered Product, Dunext Technology Xiamen Co., Ltd. (Abbreviated as Dunext) will, subject to the terms set out below, repair the Covered Product that is functionally equivalent (in relation to feature, function, default software version) and the terms of this Limited Product Warranty shall apply to any repaired products supplied by Dunext under this Limited Product Warranty.

3. Performance Guarantee

The charging and discharging of the energy storage system is limited by the battery cell temperature and battery SOC, the charging and discharging capacity is shown in the following table below, the single battery cell temperature and SOC diagram represents the battery system performance, which is used to indicate the performance of the battery system under different working conditions.

Throughout the entire product warranty period, Dunext guarantees the key parameter: Under the certain operating condition of the battery system, the number of max cycle life is 8000 times, and the EOL is not less than 70%.

4. Standard Warranty Services

Item	Service Item	Service Content	Maintenance Service Level Agreement (SLA)	Response Time
Service Commitments	Remote support	Remote troubleshooting	9h x 5 Business days	30 minutes
		Online Support	9h x 5 Business days	30 minutes
	Software support	Software update	9h x 5 Business	30 minutes

Item	Service Item	Service Content	Maintenance Service Level Agreement (SLA)	Response Time
		authorization	days	
	Hardware support (General)	Spare parts replacement	2-5 Business days[1]	30 minutes
	Battery storage		5 Business days[1]	30 minutes

Note:
[1] Once receive a claim and determine the necessity to replace the spare part, Dunext will initiate the RMA process and send out the spare part within 2-5 working days.
Basic warranty does not include onsite services, which need to be purchased separately.

5. Warranty Claim Process

To make a Warranty claim under the warranty, the customer can reach Dunext via the email and hotline numbers below:

NO	Country	Email	Hotline Number	Language	Working Hour
1	Europe & International	Service@dunext.com	+44 08006546088	English	08:00 - 17:00
2	UK	Service.UK@dunext.com	+44 08006546088	English	08:00 - 17:00
3	Poland	Service.Poland@dunext.com	+48 884 886 666	Polish/ English	08:00 - 16:00
4	Romania & Bulgaria	Service.Romania@dunext.com	+40 215 556 103	Romanian/ English	08:00 - 17:00
5	Netherlands	Service.Netherlands@dunext.com	Pending	English	08:00 - 17:00

1. Name, address, postcode, telephone number and a valid email address where customer can be reached;
2. Product serial number (It is affixed to the side of the product);
3. Proof of purchase receipt;
4. Short description of the non-conformity or defect; including but not

limited to input & output parameters, alarm information and data exported from the product.

5. A commissioning report or any document that could help clarify the issue; If the product is confirmed faulty by Dunext service team and the product is under warranty period, Dunext service team will deliver a spare part to customers. Dunext will be responsible for the delivery of the spare part and picking up the faulty part.

- Customers have the responsibility to pack the faulty part in original or equivalent packaging and Dunext will arrange the collection in two weeks (14 days).
- Dunext reserve the right to decline the replacement of the product if it cannot meet the terms and conditions. Also, Dunext reserves the right to charge the customer, labor, transportation, accommodation charges for its service team, if they require(s) or necessary to be on site.

6. Extension of Warranty Period

Before the end of the standard warranty period, the Buyer may purchase extended warranty service by signing a new service contract or extending the existing service contract with Dunext tended warranty period and price depend on the storage/operating conditions. The Buyer may consult Dunext service team for more details. In principle, the entire warranty period shall be continuous from the start date defined above. Otherwise, the warranty service is not available for purchase.

Upon the expiry of the warranty period specified in the service contract. Dunext not provide any service or support to the related products or software, and shall be exempted from any legal and compensation liabilities.

The PowerHill series products is available to extend from 6 to 10 year's warranty period.

7. Exclusions

This Limited Product Warranty does not cover defects or damage resulting from:

1. The warranty does not cover damages incurred as a result of the incorrect installation or usage of the equipment in accordance with the user manual;
2. Failure by the Customer to install and operate the Product in accordance with the Dunext product specifications;
3. The Covered Product being used other than its normal and customary

manner;

4. Unauthorized disassembly, repair, alteration or modifications misuse, abuse, intentional damage, negligence or accidental damage;
5. Improper testing, operation, maintenance, or installation including without limitation:

- Failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters;
- Failure to operate the Covered Products in compliance with the operation manual and/or user guides of the Covered Products.
- Relocation and installation of the system other than in compliance with Dunext's requirements;

6. Damage due to use of incorrect voltage
7. Damage directly caused by problem in the system infrastructure.
8. Improper storage, shipping, handling or usage of the Covered Products;
9. Force majeure events (including but not limited to act of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, labor unrest, or labor shortages, accident, freight embargoes, or any other event beyond the control of Dunext) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.

8. Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, unless otherwise agreed on a given contract signed between Dunext and the Customer, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Dunext shall not be under any liability whether in contract, tort or otherwise in respect of any non-conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or any additional operating expense or indirect, consequential or economic damages or losses whatsoever, howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Dunext's liability for:

- Death or personal injury;
- Fraud or fraudulent misrepresentation; or
- Any other liability that cannot be limited or excluded as a matter of law.

Notes:

1. No one other than an authorized representative of Dunext may make any modification, extension, or addition to this Limited Product Warranty.
2. If any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.
3. This warranty is governed by and construed under the local laws.

Innovate for a Green Future

Dunext Technology Xiamen Co., Ltd.

service@dunext.com

www.dunext.com