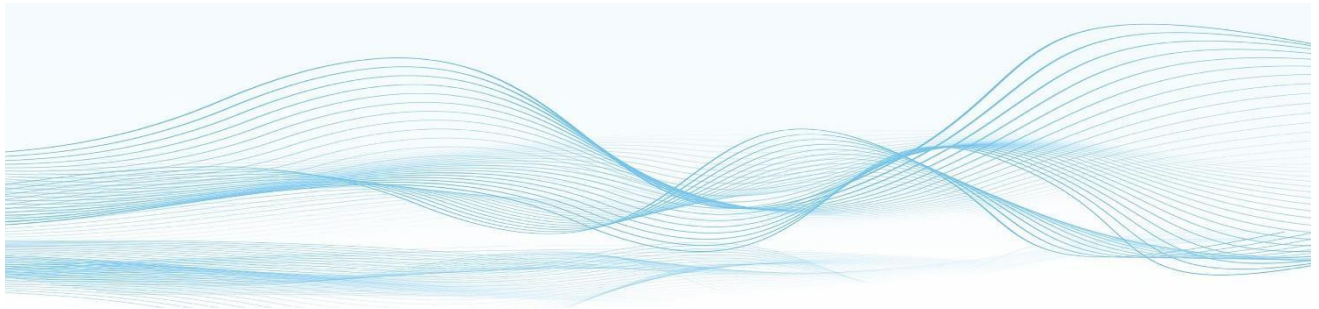




Dunext Service Level Agreement (SLA)

SLA Overview

The Dunext Service Level Agreement (SLA) defines our commitment to providing fast, efficient, and reliable support tailored to customer needs. It establishes clear priority levels to ensure prompt response based on issue urgency, with accessible support channels and a local EU team ready to assist.

Dunext's structured support ranges from general inquiries to advanced engineering-level interventions, backed by a Europe-based spare parts warehouse for rapid dispatch. We offer essential training, software updates, and maintenance tools, empowering customers to maintain peak system performance.

Regular performance monitoring and customer feedback guide continuous service improvements, reinforcing Dunext's dedication to reliable, customer-focused support in the sustainable energy sector.

General Disclaimer:

The information in this document may contain predictive statements including, without limitation, statements regarding the future financial and operating results, future product portfolio, new technology, etc. There are a number of factors that could cause actual results and developments to differ materially from those expressed or implied in the predictive statements. Therefore, such information is provided for reference purpose only and constitutes neither an offer nor an acceptance. Dunext may change the information at any time without notice. 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.

Dunext Service Level Agreement

1. Introduction

Dunext is dedicated to delivering responsive, expert-led energy solutions and reliable support across the Europe. This SLA outlines structured support levels and priority tiers to ensure efficient issue resolution. With a skilled team and local spare parts access, we provide seamless, customer-focused service that meets varied needs.

Dunext's commitment to quality and proactive support reinforces our role as a trusted partner in sustainable energy solutions.

2. Dunext EU Plan and Team

- **EU Office:** Dunext's EU office is based in UK, Poland, Romania, Bulgaria, supported by a dedicated team of professionals, including senior solution manager, solution engineer, and service managers, as well as additional support staff.
 - **Support Infrastructure:**
 - **Spare Parts Centre:** we have warehouse in Netherland, Poland, Romania and UK
 - **Local Service Engineers:** Eleven engineers are available to handle all inquiries and conduct site visits as needed.
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3. Service Commitments

Dunext prioritizes prompt, efficient support for all service requests, with priority levels based on issue urgency. The following table provides a structured overview of priority levels:
Notice:

For L1 issue,the response time shall be less within 30 minutes.

For on-site services provided by Dunext are chargeable.

Item	Service Item	Description
Remotely support	Hotline	9H x 5 Business days (08:00–17:00)
	Remotely technical support	9H x 5 Business days (08:00–17:00)
	Online troubleshooting	9H x 5 Business days (08:00–17:00)
Firmware support	Firmware upgrade	9H x 5 Business days (08:00–17:00)
Hardware support	Spare parts replacement	2 to 5 Business days (09:00–17:00)
	Battery strage	5 Business days for shipping out (09:00–18:00, working day)
On-site service	Onsite check(chargeable)	Depend on the project urgency

Priority Level	Scope	Support Level
L3 – High Priority	Major operational disruption	On-site/Remote
L2 – Medium Priority	Minor performance issues	On-site/Remote
L1 – Low Priority	Minimal operational impact	Remote

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4. Technical Support Accessibility

Dunext provides accessible support through multiple channels, ensuring a seamless service experience.

Support Channels:

- **Dedicated Service Line:** Service is available 8 hours a day (09:00 to 17:00) during Business days.
- **Email, Hotline Support and Ticketing System:**

NO	Country	Email	Hotline Number	Language	Working Hour
1	Europe & International	Service@dunext.com	+44 08006546088	English	08:00 - 17:00
2	United Kingdom (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	Hotline application pending	English	08:00 - 17:00

5. Spare Parts Management

Dunext ensures a comprehensive spare parts inventory to meet customer needs:

- **Inventory:** Primary warehouse in Netherland, Poland, Romania and UK for fast dispatch.
- **Dispatch & Delivery:**
 - Default spare parts service for commercial and industrial energy storage products is component replacement.

- - The spare parts provided by Dunext will have performance no lower than that of the faulty customer equipment. However, Dunext does not guarantee that the appearance of the spare parts is completely identical to the faulty equipment, nor does it guarantee that the spare parts are brand-new.
- - The standard extended warranty does not include product maintenance. On-site maintenance services shall be purchased separately as a single on-site service if required.
- - If the customer has not purchased the extended warranty service, no spare parts or related services will be provided for the out-of-warranty equipment by default.

6. Training Services

Dunext offers training services to ensure customers can operate and maintain their systems efficiently.

Training Structure:

Course Type	Objective	Inverter Training	PowerHill Training
Presentation	Product overview and key features	30 - minute detailed product overview	30 – minute detailed product overview
Practical Training	Hands-on experience with system operations	1-hour immersive hands-on training	1-hour immersive hands-on training
Open Discussion	Interactive Q&A for personalized support	30-minute Q&A for insights and troubleshooting	30-minute Q&A for insights and troubleshooting

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7. Warranty and Claims

Dunext offers warranty coverage for defects in materials and workmanship.

Claims Process:

Initiate Claim

- Contact Dunext via country name or local language to find the email with contact information, product serial number, proof of purchase, and issue description.

Claim Review

- Dunext reviews the claim and may request additional information if needed.

RMA Issuance

- If approved, Dunext issues a Return Material Authorization (RMA) number.

Collection of Defective Part

- Dunext will arrange a collection within 14 business days, ensuring proper handling.

Replacement and Warranty

- Dunext will dispatch a replacement part, whose warranty period shall be consistent with that of the complete machine.

8. SLA Compliance and Monitoring

Dunext is committed to upholding service standards and regularly monitoring performance metrics.

- **Performance Monitoring:** Monthly tracking of response times and resolution metrics.
- **Customer Feedback:** Used to inform improvements.
- **Continuous Improvement:** Updates to processes and resources for better service.

9. Supplements for SLA

In no event, whether arising out of contract, warranty, tort (including negligence liability and strict liability) or any other legal theories and claims, shall Dunext be liable for any indirect loss, incidental damage or punitive damages arising from the Company's products, or from any consequences, defects or breach of warranty caused by improper product installation, use or unsatisfactory performance, including without limitation loss of profits, damage to goodwill or business reputation, and delay-related losses. The total aggregate liability of Dunext for all damages and other claims shall in no case exceed the purchase price paid by the original buyer for the products.

If Dunext is unable to fulfill its service commitments within the promised time due to causes not attributable to Dunext, the Customer shall waive Dunext's liability for performance of the SLA and any corresponding compensation. Where on-site service is required, travel time shall be excluded from the SLA response and service time.

Failures caused by the following circumstances shall not be covered within the scope of Dunext services:

- Damage to Dunext self-developed equipment caused by force majeure (including natural disasters, fire, war, etc.);
- Damage to Dunext self-developed equipment arising from natural wear and tear;
- Direct damage resulting from failure to meet the written system requirements for on-site operating environment or external electrical parameters;
- Fracture, damage or burnout of AC/DC connectors due to poor engineering quality of connectors;
- Lightning damage beyond the designed lightning protection scope caused by improper system design;
- Massive damage to the hardware or data of Dunext self-developed equipment caused by the Customer's negligence, irrelevant operation or intentional damage;
- Damage arising from transportation, storage, installation and operation of Dunext manufactured equipment not in accordance with the equipment user manual;
- Degradation of energy storage system performance caused by the battery being out of operation for 6 consecutive months or longer; cell damage resulting from prolonged failure to charge the energy storage system due to negligence shall not be covered by the warranty;
- Equipment damage caused by unauthorized disassembly, modification, liquid replenishment, replacement of non-original Dunext cells/accessories for the energy storage battery pack and cells, as well as unauthorized modification of core operating parameters of BMS/PCS;
- Damage occurring due to over-temperature operation or improper use during transportation or operation;
- Damage caused by maintenance or other services performed by personnel without Dunext authorization;
- System damage attributable to third parties or the Customer, including system relocation and installation that fail to comply with Dunext requirements, as well as damage arising from adjustment, alteration or removal of identification marks not in line with Dunext specifications;
- System damage directly caused by defects in the Customer's infrastructure, including but not limited to equipment damage and energy storage system faults resulting from foundation settlement, insufficient load-bearing capacity, failed grounding and lightning protection, damaged waterproof and anti-seepage performance, poor ventilation and heat dissipation, and other infrastructure deficiencies on the Customer's side;
- To ensure cell service life, remote upgrade to the latest firmware is required, and the energy storage system shall be connected to the Dunext cloud platform. For commercial and industrial energy storage products not connected to the Dunext cloud platform, cell damage incurred due to delayed firmware upgrade caused by the Customer shall not be covered by the warranty;
- Installation, use or other operations conducted in violation of the conditions, requirements and

restrictions for Dunext equipment, project scenarios, third-party devices and other specifications stipulated in documents related to Dunext solutions.

For assistance, contact our service team by email and hotline from the corresponding country or speaking language.