

Samsung SDI Warranty Policy

(Product Name: 3.6kwh All in One)

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Appendix 1. Application for Warranty Extension

Application for Warranty Extension Format

I. Product Warranty

1. Samsung SDI and Samsung SDI Europe GmbH (in the following referred to as "Samsung SDI") warrant that the Product¹ will (i) be free from defects in material and workmanship under normal use and (ii) conform to the applicable Technical Specifications for the Product.
2. The warranty period of the Product ("Product Warranty Period") is specified as follows:
The warranty period shall be five (5) years from the Date of Installation²
3. In the event that the Product fail to conform to the above warranty during the Product Warranty Period, Samsung SDI shall, at Samsung SDI's option: (i) repair the non-conforming or defective Product; or (ii) provide End-User with a replacement for the Product without undue delay, within 7 working days in Germany, for the other countries within 7 working days plus delivery dates.. Samsung SDI shall be responsible for all reasonable costs of repair or replacement in connection with such non-conforming or defective Product; whereas the End-User shall bear the costs of removing the non-conforming or defective Product(s) and (re) installation of the repaired or replaced Product if the non-conformance or defect of the Product is attributable only to the End-User. Any defects in products arising from End-User's misuse, natural disaster, unauthorized change or repair, or abnormal installation environment shall be repaired or replaced at End-User's cost (Refer Article 4).

II. Performance Guarantee

1. In addition to the Product Warranty, Samsung SDI guarantees performance of the Product to be maintained at least sixty five percent (65%) of initial battery's capacity for a period of ten (10) years after the Installation Date or until the end of 6,000 cycles of the Products, whichever occurs earlier "(Performance Guarantee Period)", provided that the usage of the Product shall have complied with the Operating Conditions under specification.
2. Samsung SDI also guarantees performance of the Product to be maintained average eighty percent (80%) of initial battery's capacity for a period of seven (7) years or until the end of 4,200 cycles of the Products
3. About Self Discharging Degradation, Samsung SDI guarantees 180days after ex-work for the Performance Guarantee Period.

¹ "Product" means the battery pack of Samsung SDI that consists of Battery, Inverter, and the Enclosure.

² "Date of Installation" To claim any warranty hereunder, End-User must provide the date of installation. If End-User is unable to submit any proof of the Date of Installation, Samsung SDI will calculate the Product Warranty Period from the manufacturing date which is written on the Product's label.

III. Limitation of Warranty

1. The warranties set forth hereunder shall not apply to Products which, in Samsung SDI's absolute judgment have been subjected to: misuse, abuse, neglect or accident; alteration, improper installation, application or removal (including but not limited to any installation, application, repair, service or removal by any party not authorized in writing or text form by Samsung SDI); non-observance of Samsung SDI's installation, users and/or maintenance instructions; repair or modifications by someone other than a service technician approved by Samsung SDI ; power failure surges, lightning, flood, fire, accidental breakage or other events outside Samsung SDI's control. Further, no warranty shall apply to any damage caused by unauthorized goods to which Samsung SDI's Products are incorporated or installed into, or used together with, including any parts thereof. Customers of Samsung SDI's Products shall be fully aware that the Products are intended for individual operation. Connecting other product or products in parallel with Samsung SDI's Products may result in abnormal operation. For the avoidance of doubt, it shall be clarified that this shall not restrict the End-User from incorporating or installing the Products in combination with products or in systems offered by The End-User.
2. End-User shall promptly (but in any event within fifteen (15) days after obtaining notice or knowledge thereof) notify Samsung SDI of any defect or other nonconformity with any of the Product Warranty identified by End-User by delivering written notice (whereas telefax or email shall be sufficient) to Samsung SDI of a warranty claim. Samsung SDI shall promptly notify End-User of any defect or other nonconformity with any of the Product Warranties identified by Samsung SDI. . Any installation defects, however, shall be identified by the Installers who installed the Products in the first place. Samsung SDI can send its engineers to the installation site upon request, however, to identify the purported defect upon request, provided that any cost incurred is to be borne by Installers.
3. This warranty does not apply to batteries that
 - are not operated in accordance with the operating manuals for their intended purpose;
 - have been incorrectly installed or commissioned;
 - have been modified, altered or operated with other components not approved by SAMSUNG SDI;
 - have been physically damaged (e.g. damage from falls, from transportation);
 - have been damaged by force majeure (e.g. flash of lightning, overvoltage, storm, fire);
 - have been treated improperly, negligently in any other inappropriate way (including use outside of the recommended ambient conditions).
4. EXCEPT AS SPECIFIED ABOVE, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY SAMSUNG SDI. TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD.

THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE.

5. IN NO EVENT WILL SAMSUNG SDI BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, OR PUNITIVE DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT, STRICT LIABILITY, OR ANY OTHER THEORY OF LAW OR EQUITY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SAMSUNG SDI'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY END-USER TO SAMSUNG SDI FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

6. Since Samsung SDI's Products are intended to be operated with Internet connection, web registration of the Products is required.(Ask to Installer) Remote control of the Products is achieved only when the Products are connected to the Internet, including but not limited to, monitoring of the Product operation and updating of firmware. The Products are able to be operated without Internet connection (i.e. Stand-Alone mode), however, Warranty herein may not fully cover the Products that are not registered on the web and operated without Internet connection.

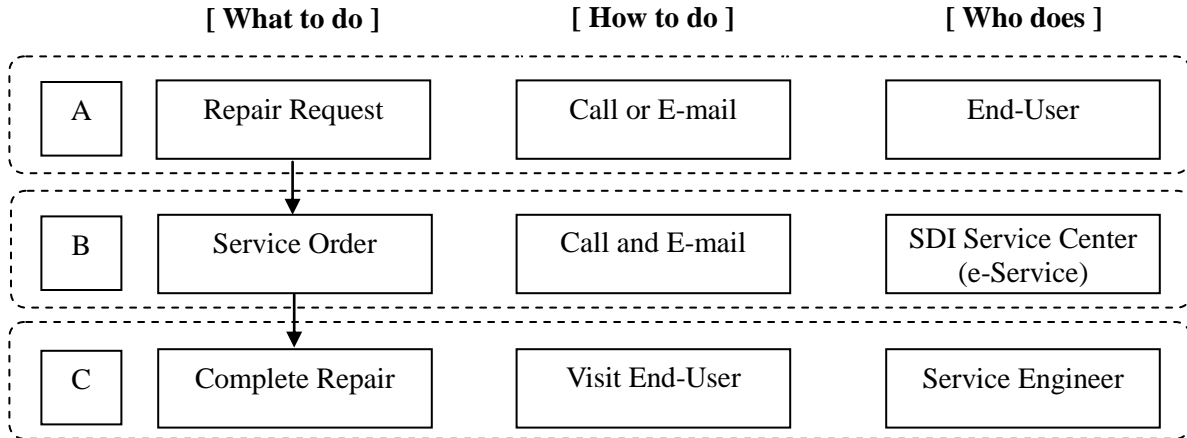
IV. Obtaining of Warranty Service

1. The warranty provided hereunder is only applicable to the End-User who has purchased Products. The End-User shall not assign the warranty without prior written consent by Samsung SDI. Notwithstanding the foregoing, the warranty provided hereunder is transferable to a subsequent owner of the Products, provided that Samsung SDI is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details. The notice should identify the name of the previous owner of the Products, place and date of the purpose, model, make and serial number of the Products. The effective transfer of the warranty does not otherwise alter the terms of the warranty provided hereunder.
2. The return of any Products will not be accepted unless prior written authorization (whereas telefax or email shall be sufficient) has been given by Samsung SDI. The written authorization should contain the Product's model name, a description of the defect and/or failure, and the serial number located on the Products label attached to the backside of the Products, and the Date of Installation.
3. In the event Samsung SDI has discontinued the manufacture of the Product in issue at the time the related warranty claim is accepted by Samsung SDI. Samsung SDI may, at its sole option, replace it with a different type of Product (of mutually agreed size, color, shape power, performance or other technical specification) or refund the purchase price prorated by the days of the relevant Warranty Period remaining.

V. Warranty Service Guide

Article 1. Warranty Service Process

1. This document contains all related processes for Product Warranty.
2. Responsibilities & Procedures for Warranty Service are specified as follows:

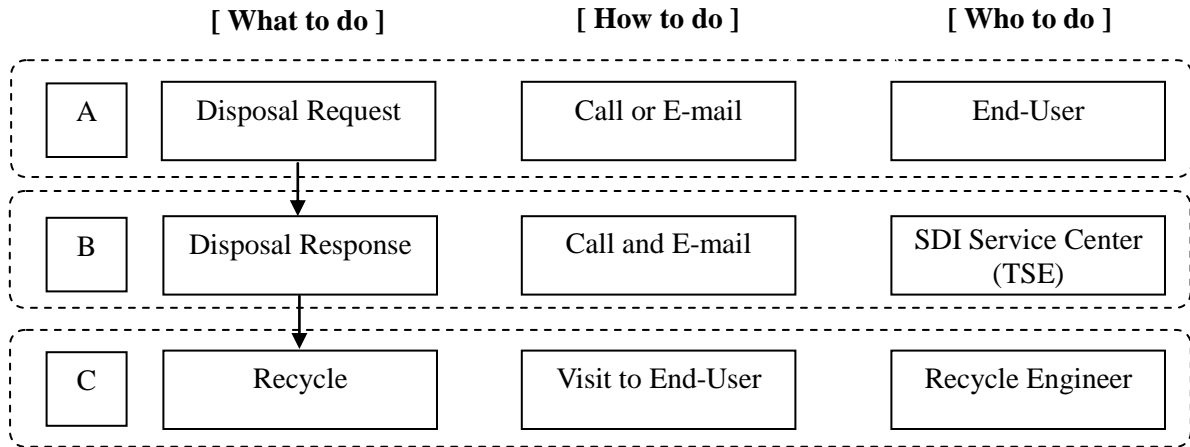


- A. End-User shall notify SDI Service Center(specified in Chapter VI.), of any defects or damages in the Product to be provided with Warranty Service, by phone call or e-mail
- B. Service Center shall provide End-User of the action plan³ within Two (2) working days (48hrs) after receiving above notification from the End-User. Service Order for sending a service engineer to the End-User will be issued by Service Center, thereafter. For the areas where Service Center cannot cover shall be covered by local installers nearby End-User.
- C. Service Center shall complete the repair within Seven (7) working days after receiving above notification from the End-User. Service Engineer shall explain End-User of which party is responsible for purported defects or damages and repair cost incurred, and; attain the consent of the End-User before the repair is made. Every Warranty Service is provided free of charge within the Product Warranty Period unless it arose out of the End-User’s misuse, natural disaster or it is turned out to be “Non-defective” by Service Engineer. In such cases, defects shall be repaired or replaced at End-User’s cost as specified in Article 4.

³ “Action plan” means SDI’s initial plan for providing warranty service to Customer including details of service schedule (e.g. when to do, what to do, how to do, etc.)

Article 2. Recycle Process

1. This Recycle Process details all related processes for reuse or disposal of the Product not conforming to its intended use.
2. Responsibilities and Procedures required for Recycle Process are specified as follows:



- A. End-User shall make a request, by phone call or e-mail to Service Center for disposal of the Product.
- B. Service Center shall respond End-User of the action plan and guide within Two (2) working days (48hrs) after receiving the disposal request. End-User shall turn off the Product first and disassemble it from the grid prior to its disposal.
- C. Service Center shall collect the product for disposal within Seven (7) working days after receiving the disposal request. Disposal Cost will be covered by Warranty. SDI Service Center shall recycle the collected Product thereafter.

Article 3. Warranty Extension

1. Warranty Extension means Extra Warranty Period provided after Five (5) years of the Product Warranty, inherently provided by Samsung SDI, is expired.
2. Warranty Extension can be provided in two options below:
 - A. Pay-At-Once (Full Coverage): In principle, Warranty Extension shall be provided on a five-year extension basis. If Customer wants one-year basis extension, however, Warranty Price can be calculated as follows.

☞ Warranty Extension Price = Basic Price / 5 * Extension Period (Year)

B. Pay-Per-Incident (Individual Payment): This extension is to ensure that any items required for Warranty Service for the Product, including replacement materials and support infra, will be maintained by SDI for the extended contract period. By choosing this option, End-User expresses only his/her prior consent to Warranty Price Standard specified in Article 4, for any defects occurred during Ten (10) years of Performance Guarantee Period.

3. Warranty Extension shall be made within 2 weeks from the Date of Installation in accordance with Samsung SDI's Warranty Policy..

4. Warranty Extension shall be provided in accordance with the table below table shown

Period	0 ≤ Years ≤ 5	5 < Years ≤ 10	10 < Years ≤ 15	15 < Years ≤ 20
Inverter	Warranty	Extendible	Extendible	Extendible
Battery	Warranty	Extendible	X	X

5. Warranty Period for Batteries cannot exceed Ten (10) years. Five (5) years of Product Warranty and Ten (10) years of Performance Warranty will be provided to Customer, and Customer shall pay for the replacement, if necessary. The related Replacement Price Standard is stipulated in Article 4.

Article 4. Warranty Price Table

1. In Warranty Extension, Pay-At-Once (Full Coverage) guarantees all warranty services incurred under a signed contract based on the Warranty Price Table below:

Period	0 ≤ Years ≤ 5	5 < Years ≤ 10	10 < Years ≤ 15	15 < Years ≤ 20
Inverter	O	O	O	O
Price	Free of Charge	€216	€324	€432
Period	0 ≤ Years ≤ 5	5 < Years ≤ 10	10 < Years ≤ 15	15 < Years ≤ 20
Battery	O	O	X	X
Price	Free of Charge	€184	-	-

2. In Warranty Extension, Pay-Per-Incident (Individual Payment) can also be made based on the Warranty Price Table below:

A. Labor Service Charge

Period	0 ≤ Years ≤ 5	5 < Years ≤ 10	10 < Years ≤ 15	15 < Years ≤ 20
Base Charge	€100	€115	€135	€160
Extra Charge1	€20	€25	€30	€35
Extra Charge2	€30	€35	-	-

#. Extra Charge 1: General Parts Replacement

Extra Charge 2: Tray Replacement

B. Parts Service Charge

Period	0 ≤ Years ≤ 5	5 < Years ≤ 7	7 < Years ≤ 10	10 < Years ≤ 20
AC B'd	€569	€637	€728	€865
DC B'd	€569	€637	€728	€865
MPPT B'd	€569	€637	€728	€865
DC Link B'd	€114	€128	€146	€174
DSP B'd	€142	€159	€182	€216
EMS B'd	€122	€137	€156	€186
EMS SMPS B'd	€23	€26	€30	€35
Tray BMS B'd	€142	€159	€182	€216
LCD B'd	€12	€13	€15	€18
Batt. Relay	€115	€129	€148	€175
AC Reactor	€102	€114	€130	€155
PV1 Reactor	€86	€96	€110	€131
PV2 Reactor	€86	€96	€110	€131
DC Reactor	€87	€98	€112	€133
FAN(inside)	€27	€30	€34	€41
FAN(outside)	€25	€29	€33	€39
Battery Tray	€2,298	€2,298	€2,298	-

VI. SDI Service Center Information

1st Contact : e-SVC (Call Center/On-Site Service)

- i. Company Name : e-Service Haberkorn GmbH
- ii. Address : Augustenhöhe 7, 06493 Harzgerode, Germany
- iii. Tel : +49 (0) 3 94 84 - 7429 - 0 (DW: 160) (Language: German)
+44 118 324 7016 (Language: English)
- iv. Moblie : +49 (172) 3 472 539
- v. E-mail : samsung@e-service48.de

2nd Contact : Samsung SDI-HQ (Korea)

- vi. Address : 150-20 Gongse-ro, Giheung-Gu, Yongin-Si, Gyeonggi-do, Korea, Republic Of

3rd Contact : SDIEU

- vii. Samsung SDI Europe GmbH
- viii. Address : Oskar-Messter-Str. 29 Ismaning (Muenchen) Germany
- ix. E-Mail : esseuserice@samsung.com
- x. Fax : +49 89 9292 779999

4th Contact : TSE (RMA Center)

- xi. Company Name : TSE (Tri-Star Europe GmbH)
- xii. Address : Langer Kornweg 36, 65451 Kelsterbach, Germany
- xiii. Tel : +49 6107 96778 0 (Language : German)
- xiv. Moblie : +49 1578 1859 511
- xv. E-mail : hlchung@tseurope.de

Appendix 1. Application for Warranty Extension

Warranty Extension for your 3.6kwh All in One made by Samsung SDI.

Dear customer,

Thank you for placing your trust by choosing our product as the model name of 3.6kwh All in One. With your purchase of this Samsung SDI product you automatically benefit from all the advantages of the Samsung SDI warranty service free for the first five years. This provides the security that, in the event that a technical fault develops, the full functionality of your product will be restored quickly and without fuss via the following means:

- hotline for service assistance (Mo-Fr, 8am-5pm (CEST) by calling
+49 (0) 3 94 84 - 7429 - 0 (DW: 160) (Language: German)
+44 118 324 7016 (Language: English) ;
- on-site repair or replacement (by Samsung SDI or its representative)
in one week dispatch of spare/replacement parts and products.

Unplanned costs and possible loss of yield will therefore be reduced to an absolute minimum. You have the option of extending your coverage to a total period of:

- 10, 15 or 20 years for inverters and
- 10 years for battery part
of 3.6kwh All in One Model from the date of installation date.

To do so, you must choose the warranty extension option within the first 2 weeks from installing your product. Return the enclosed form together with a copy of your invoice for the Samsung SDI product, by post or email to the following address:

Samsung SDI Europe GmbH
Oskar-Messter-Str. 29 Ismaning (Muenchen) Germany
E-Mail: esseuservice@samsung.com

Yours sincerely,
Samsung SDI

Application for Warranty Extension

You must choose the warranty extension option within the first 2 weeks of installing your product.

Please fill in the blank and tick box for your Warranty Extension.

1. Name :
2. First Name :
3. House number :
4. Street/Road name :
5. Town/city :
6. State & postcode :
7. Telephone :
8. E-mail :
9. Unit purchased from :
10. Type of Product :
11. Serial number :
12. Purchase date according to invoice :

Yes, I want to extend the Samsung SDI Warranty for my product of 3.6kwh All in One.

Therefore I confirm my binding order for Warranty Extension up to a total of: €

 Please tick box.

I . Pay at Once (Full Coverage)

- 5< for Inverters ≤ 10 years : €216 + 19% VAT = €257.04
- 10< for Inverters ≤ 15 years : €324 + 19% VAT = €385.56
- 15< for Inverters ≤ 20 years : €432 + 19% VAT = €514.08
- 5< for Battery ≤ 10 years : €184 + 19% VAT = €218.96
- < for Inverters ≤ years : € + 19% VAT = €
- < for Battery ≤ years : € + 19% VAT = €

II. Pay per incident (Individual payment) ... Refer to Article 4.

- 5< for Inverters ≤ 10 years : Agree to "Labor & Parts Service Charge + VAT"
- 10< for Inverters ≤ 15 years : Agree to "Labor & Parts Service Charge + VAT"
- 15< for Inverters ≤ 20 years : Agree to "Labor & Parts Service Charge + VAT"
- 5< for Battery ≤ 10 years : Agree to "Labor & Parts Service Charge + VAT"

After you send the request, SDI Service Center will response within 2 working days.