



WARRANTY

Scope of Application

Guorui Joint Adventure New Energy Technology (Dong Guan) Co.,Ltd (hereinafter referred to as “GOOREE”) warrants that subject to the terms and conditions detailed below:

5 Years for GOOREE’s ESS product (GR- series) starting from the earlier one of following two dates:

- The date on which the product was first installed.
- 6 months after the date of production.

This warranty is non-transferable.

This warranty applies to international market except for China Mainland.

This warranty only applies to new products. Second hand products may carry a partial warranty subject to their previous operation/installation/de-installion conditions.

Preconditions for Warranty

This Warranty is subject to the following preconditions:

1. The Products must have been installed and correctly commissioned by an authorized and licensed installer. Proof may be required of correct commissioning of the product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
2. Where a product or part thereof is replaced or repaired under this Warranty, the balance of the original warranty period will apply. The replacement product or part(s) do not carry a new voluntary warranty.
3. The product must have its original serial number and rating labels intact and readable.
4. This warranty does not extend to any products that have been completely or partially disassembled or modified, except where such disassembly is carried out by Gooree.
5. This warranty only applies to products purchased by an end-user from us directly or a reseller where the products have been sold to the reseller by us directly.
6. Any warranty claim under this warranty must meet the requirements set out below in the “Claim Process” section.
7. There must have been a commissioning report signed by the end-user and the installer for product commissioning and handling instructions.



8. The terms of this warranty cannot be amended except in writing by one of our authorized officers.
9. The product needs to meet the usage conditions.

It is required that all systems have internet connection for monitoring. If the systems that are not connected to the internet, the warranty is reduced to 1 year.

We monitor systems and inform end customers via the internet of any defects in the material or workmanship of the product within the warranty period. For systems without an internet connection, the end customer should inform us as soon as possible if a product is found to be defective in order to qualify for repair or replacement under the warranty.

Claim Process

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the energy storage system from, or the installer who installed the system for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by creating a service ticket and make a claim to GOOREE via “service@gooree.com”

You may receive a RMA (Return Material Authorization) document need to filled after creating the service ticket. Please have the following information to hand as it may be required when contacting the GOOREE after-sales service teams.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective energy storage systems, including model No., serial number, installation date and failure date. Please make the claim within one month from the failure date; otherwise, GOOREE will treat it as an abandonment of the rights to make a warranty claim.
3. Purchase and installation record, including proof of purchase date, address of the Vendor, signed commissioning report of protocol and contact details of the installer.
4. Description of actions before the failure and detailed information regarding the fault/error.

GOOREE may arrange an inspection to find out the root cause of the faults. The claimant is responsible for cooperating with GOOREE to conduct the inspection work.

Remedy

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, GOOREE may, at its sole discretion, elect to

1. Providing the remote technical support to solve the problem.
2. Fix the issue by changing configurations or updating software.



3. Repair the product by replacing with spare parts.
4. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit.

* The customer is responsible for installation, and we will provide remote installation guidance, and remote technical support services.

If it's proven that the problem was caused by faulty installation, GOOREE reserves the right to contact the original installer and request that they provide a solution to fix the issue before GOOREE's intervention. GOOREE may charge the subsequent costs to the original installer if they fail to provide a proper solution to fix this issue. All parts of the product or other equipment that GOOREE replace shall become GOOREE's property. If the product is found not to be covered by this warranty, GOOREE reserves the right to charge a handling fee. When repairing or replacing the product, GOOREE may use products that are new, equivalent to new or refurbished.

Coverage

Unless a special/unique agreement exists between GOOREE and the customer, the GOOREE warranty covers only the cost of hardware material required to get the device functioning again.

This Warranty only covers repair or replacement of the defective product. It does not cover:

1. Any costs incurred by the end-user or the installer in normal or scheduled maintenance of the Product; or
2. Any other costs such as transportation, travelling and accommodation cost of personnel etc.;
3. Subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty.

Warranty Exception

This warranty will not apply to a defect or fault to the extent to which one or more of these conditions arises:

1. Due to storage, handling, installation (or removal and/or reinstallation) or commissioning of the Product otherwise than in accordance with instructions provided by us, applicable safety regulations or without reasonable care including installation of a Product which is of an inappropriate size or type for the intended purpose;
2. Due to operation, use or maintenance of the Product otherwise than in accordance with instructions provided by us or without reasonable care (including failure



to maintain/ clean the Product in accordance with recommendations in instruction/ operation manuals);

3. Due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Products were not designed for or sold, or use of the Products outside the specified or normal operating ranges for such Products;
4. As a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event;
5. From normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Product or where the damage is only to surface coating, varnish or enamel;
6. As a result of repairs, alterations or modifications to the Product which have been performed by a third party not authorized by us;
7. From the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of Product; or as a result of the interconnection of the Product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Product has been installed;
8. Where the nameplate or serial number of the Product is modified, altered or not readable;
9. If damage has occurred during transportation; or
10. Other damages not affecting energy generation and which are of a visual nature (e.g. surface scratching).

This warranty does not apply to damage caused by continued use of the product after it is known, or would have been known with regular servicing, it is defective.

Limitation of Gooree's Liability

This warranty applies to products sold and installed after October 2024. It serves as the exclusive remedy for the end user against GOOREE regarding product defects and replaces all other warranties and liabilities from GOOREE, whether verbal or written. This warranty does not exclude your legal rights under applicable laws. To the extent allowed by law, GOOREE is not responsible for any loss of data, profit, business, or any indirect, consequential, or special damages. GOOREE's liability is limited to the purchase price of the product. These limitations do not apply in cases of gross negligence, intentional misconduct, or proven negligence resulting in death or personal injury.



This warranty is offered by

GUORUI JOINT ADVENTURE NEW ENERGY TECHNOLOGY (DONG GUAN) CO.,LTD

**This warranty is a basic warranty promise from GOOREE to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by GOOREE's local distributor; should any claims arise in this respect, please direct them to the local distributor.*