

# Warranty Terms and Conditions

Valid from 2023 until updated by BEIJING HUA XIN LIU HE INVESTMENT (AUSTRALIA) PTY LTD, (hereinafter referred to as “Zeus Appollo Solar”).

This warranty letter is specifically for the B20L, B20L hereinafter referred to as “Product” of Customer which is sold by Zeus Appollo Solar.

Following warranty service is provided for the Product:

## 1 APPLICABLE REGION

The warranty is only applicable to B20L Products which will be sold to Australia market.

## 2 WARRANTY PERIOD

Unless otherwise specified herein, the commencement time and period of the warranty shall be as follows:

The warranty shall commence from date of invoice issued by Zeus Appollo Solar.

2.1 Warranty period: 10 years.

2.2 Warranty of performance

2.2.1 Battery Capacity Warranty: Battery Capacity performance of the Product at least seventy percent (70%) of battery’s net capacity (usable capacity) for a period of ten (10) years after the invoice date.

2.2.2 If the battery is within capacity warranty period and the battery capacity is lower than 70% of net capacity, verified by personnel recognized or authorized by Zeus Appollo Solar, Zeus Appollo Solar agrees to provide product replacement or repair subject to conditions of this warranty document.

2.2.3 In case of the occurrence of defects in material and workmanship of the product, the end customer needs to ask for repair or replacement of the defective product **in 7 days** after finding the defects. Otherwise, the end customer shall lose the right to ask for repair or replacement.

## 3 PRECONDITIONS FOR WARRANTY

For any warranty service the following preconditions shall be met:

3.1 Product shall fall within the warranty period.

3.2 Any system failure, fault or warning information must be reported to Zeus Appollo Solar **within 7 days** of appearance.

3.3 Product shall be installed by personnel recognized or authorized as a service partner.

- 3.4 Customer shall correctly operate and use the system according to user manual and installation manual.
- 3.5 Customer shall provide product serial number and invoice. Provided that in any event the installation of the Subject of the Warranty for the Customer shall be completed within three (3) months from the date of sales date of the Subject of the Warranty.
- 3.6 The ambient temperature during the operation of the product must not exceed: charge at 0°C~60°C, discharge at -20°C ~60°C; and the product of the Warranty should not be exposed to or to be stored in a temperature higher than 60°C;
- 3.7 Maximum discharging energy will not exceed 4 kWh every day within 80% DoD under 35°C;
- 3.8 The guaranteed lithium battery product series:
  - 3.8.1 The accumulative for temperature from 35°C - 60°C will not exceed 300 hours per year;
  - 3.8.2 When discharge procedure, the lowest ambient temperature must not be lower than -20°C;
  - 3.8.3 The ambient temperature also must not be lower 0°C when the battery is in the charging or standby status;
- 3.9 The product can be installed and operated in household or some commercial applications where the usage is similar to household energy storage applications with a maximum of one full cycle per day. The warranty will be voided if usage exceeds above energy storage applications. And the system will not be installed unsuitable environments (refer to the installation guide and specifications for the requirements).
- 3.10 The B20L must be operated with a battery inverter approved by Zeus Appollo Solar. (Compare with compatibility list from Zeus Appollo Solar).
- 3.11 In the event that any product covered by the warranty is deemed by Zeus Appollo Solar to be defective or non-conforming, Zeus Appollo Solar shall replace or repair the defective or non-conforming product at its own discretion. Any maintenance or replacement shall not be deemed as extension or recalculation of the original warranty period.
- 3.12 Zeus Appollo Solar will be responsible for the reasonable repair or replacement in connection with such non-conforming or defective Product. Zeus Appollo Solar reserves the ownership of the replaced products. Unless otherwise agreed by Zeus Appollo Solar, the replaced products shall be returned by the customer to a location designated by Zeus Appollo Solar in the same or allowable package within 3 weeks.
- 3.13 Provided that Zeus Appollo Solar has discontinued the manufacture of the Product in issue at the time the related warranty claims and confirmed by Zeus Appollo Solar, Zeus Appollo Solar may, at its sole discretion, replace it with a different type of product (of mutually agreed size, color, shape and/or power) or refund the original Zeus Appollo Solar wholesale purchase price prorated by the days of the relevant Warranty Period remaining. Replacement of products may not be completely new but of equivalent quality and specification of the original product.

#### **4 EXCEPTION OF WARRANTY**

In any case, any claim for quality must be within the warranty period.

If the quality damage of the product is caused by the following reasons, the warranty is no longer valid:

- 4.1 The warranty issue was not reported to Zeus Appollo Solar **within 7 days** of appearance.
- 4.2 Damage and defect caused to products due to improper use, misuse, abuse, accident which non-conforming with user manual.
- 4.3 Damage caused during transport, incorrect product installation, removal or exceeding of the rated temperature range during use.
- 4.4 Connection with un-approved Inverter or equipment, used in combination with faulty devices or devices with safety issues, such as external power supply or inverter failure.
- 4.5 The Product has been connected with different type battery modules.
- 4.6 Self-modifying, disassembling and assembling without training or commission.
- 4.7 Product has been arbitrarily modified or its function changed without authorization from Zeus Appollo Solar.
- 4.8 Damage caused to product due to maintenance and other services conducted by agents not authorized by Zeus Appollo Solar.
- 4.9 Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product.
- 4.10 Customer fails to provide correct product serial number or product serial number is undecipherable or modified without permission.
- 4.11 Product damage caused by any other external force, force majeure (unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government) or other third party.
- 4.12 Product damage caused by customer deliberate or willful acts.

#### **5 DUTY EXPLANATION**

- 5.1 Zeus Appollo Solar shall not be responsible of any guarantee and or promises provided to a customer by a third party which is not covered by this warranty letter.
- 5.2 Zeus Appollo Solar may assign or transfer its obligation under this warranty letter to any third party or delegate any third party on behalf of Zeus Appollo Solar to perform its obligation by giving written notice to the customer.
- 5.3 Zeus Appollo Solar shall be responsible for Zeus Appollo Solar products, including but not limited to provide replace, repair, maintenance, training, technical support and replacement to customer.

#### **6 NON-APPLICABILITY OF WARRANTY CLAIM**

In case a warranty claim is reported which shows not to be valid, the costs incurred by Zeus Appollo Solar and or installer due to this non-applicability of warranty claim are to be covered by the customer.

## **7 WARRANTY RESTRICTION**

Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty letter and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, Zeus Appollo Solar expressly reject any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Zeus Appollo Solar cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of Zeus Appollo Solar is authorized to make any revision, extension or addition to the warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

Unless otherwise specified herein, to the maximum range permitted by applicable law, Zeus Appollo Solar shall not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons. ZEUS APPOLLO SOLAR'S LIABILITY FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY CUSTOMER TO ZEUS APPOLLO SOLAR FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

## 8 FULFILMENT

If You wish to make a warranty claim under this Limited Warranty, the warranty claim must be reported in writing to BEIJING HUA XIN LIU HE INVESTMENT (AUSTRALIA) PTY LTD, the information specified in the table below, using the contact information specified below.

1	Installation Date*	
2	Invoice*	
3	Serial Number of the Product*	
4	Firmware Version BMS	
5	Inverter model*	
6	Inverter Configuration	
7	Serial Number of the Inverter	
8	Firmware Version of Inverter	
9	Working Mode	e.g., On-Grid +Backup
10	Place	e.g., In door
11	Comments	
12	Error Information	
13	Country	
14	Street and Number	
15	Postcode and City	

\* Mandatory to provide

## 9 CONTACT

BEIJING HUA XIN LIU HE INVESTMENT (AUSTRALIA) PTY LTD

Zeus Appollo Solar (Perth)

5/30 Adams Dr

Welshpool WA 6106

Ph (08)6311 9906

[Email: support@zeusappollosolar.com.au](mailto:support@zeusappollosolar.com.au)

Zeus Appollo Solar (Brisbane)

32 Crockford St

Banyo QLD 4014

Ph (07) 3123 6148

### Important Note: Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The contractual rights that You may be entitled to under this Limited Warranty are in addition to these statutory rights.