Product Warranty Information

LIMITED PRODUCT WARRANTY

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 is subject to the following terms and conditions:

Product	Warranty Period	Minimum Through Output Energy (For 1 battery module)	Warranty Extension
Freen-BSL	10 years	34.2 MWh	Not Applicable
Freen-BSL-N	10 years	47.2 MWh	Not Applicable
Freen-BSL-R	10 years	14.22 MWh	Not Applicable

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, Freen will, subject to the terms set out below, replace the Covered Product with a product that is functionally equivalent (in relation to feature, function, fit compatible, default software version) to, or better than, the defective Covered Product detailed in the warranty claim (“Replacement Product”) and the terms of this Limited Product Warranty shall apply to any Replacement Products supplied by Freen under this Limited Product Warranty.

A Replacement Product shall be the Customer’s sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

The Replacement Product shall be covered by this Limited Product Warranty for the remaining Warranty Period or three hundred sixty (360) days from the date of replacement, whichever is longer. Following a replacement, the Replacement Product will become the property of the Customer and the defective Covered Product shall become the property of Freen.

Battery Warranty:

Freen warrants that the battery storage system retains at least sixty percent (60%) of Usable Energy (the "End-of-Life" or "EOL" capacity) until whichever of the following occurs first: (a) ten (10) years from the date of dispatch from Freen; or (b) the Minimum Through Output Energy specified above is reached, as calculated from the end user's purchase date.

Capacity test conditions:

At an ambient temperature of 25°C ±3°C, after charging to 100% SoC, let it stand for 10 minutes, and discharge the tested battery module at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.

After the battery is purchased by the end user, the installation needs to be completed within one month. If the battery fails, it needs to be reported within one month.

The battery module damage caused by the negligence of battery that cannot be charged for a long time will not be covered by the warranty.

The operation and service life of battery are related to the working temperature.

Please install the battery at a temperature equal to the ambient temperature.

The recommended working temperature for battery is 10~25°C.

Claiming Under the Warranty

To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Freen by contacting the Freen Customer Services Help Desk (contact details as below) in writing and providing the following information:

- A copy of the purchase receipt and product serial number
- A short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the Inverter.

Claiming under this Limited Product Warranty is conditional upon such information being provided.

The Customer Services Help Desk can be contacted via:

Email: support@freen.com

Customer can find user manual and other information on the website:

freen.com

Product Replacement

Freen will, upon receipt of a warranty claim, evaluate whether the claim is covered by this Limited Product Warranty.

If Freen determines that the claim is not covered by this Limited Product Warranty, it will notify Customer setting out the reasons why the claim has been rejected.

If Freen determines the claim is covered by this Limited Product Warranty, then Freen will provide the Customer with a Replacement Product.

The process of dispatching Replacement Product, if Freen opts to provide it to a customer, is as follows:

- Freen receives defective Covered Product from Customer in its original packaging (or failing that, in safe and secure packaging to prevent any damage in transit), shipped by Customer to Freen warehouse, at Customer's own expense.

- After receiving Covered Product, warranty claim logging, investigating and confirming, Freen dispatches the Replacement Product to the Customer's nominated site within two (2) to five (5) working days (being Monday to Friday but excluding public and bank holidays) from Freen warehouse at Freen's own expenses.

Freen reserves the right to charge the Customer for the cost of the inspection of defective Covered Product and transportation fee, and Customer agrees by making a warranty claim to pay such charges, if:

- On inspection, a Covered Product returned does not match the one described in the warranty claim;
- On inspection, a Covered Product is found not to be covered by this Limited Product Warranty or the Limited Product Warranty has been invalidated as set out below.

Limits to Cover

This Limited Product Warranty only applies to the hardware of the Covered Products and does not apply to any components, which are separate from the Covered Products such as ancillary equipment, consumable and mechanical parts for mounting, or protective coatings that are designed to diminish over time (except where the defect has occurred due to a defect in materials or workmanship).

This Limited Product Warranty only applies to Customers who have purchased the Covered Products directly from Freen, or from an authorized seller of Freen products.

The Limited Warranty may be transferred from Customer to any assignee, and will remain in effect for the time period remaining under the foregoing warranties, provided that the reinstallation is done in accordance with the user manual or quick guide provided by Freen.

This Limited Product Warranty only applies where the installation and any removal and reinstallation have been carried out in accordance with the installation directions and user guidelines which are provided with the Covered Products (“Documentation”).

This Limited Product Warranty will be invalidated if the serial number of the Covered Product has been removed or defaced.

Exclusions

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

- Warranty does not cover damages incurred as a result of the incorrect installation or used of the equipment with regards to the user manual provided by Freen;
- Failure by the Customer to install and operate the Covered Product in accordance with the Freen product specifications
- The Covered Product being used other than its normal and customary manner;
- Unauthorized disassembly, repair, alteration or modifications
- Misuse, abuse, intentional damage, negligence or accidental damage;
- 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 Freen's requirements;
- Damage due to use of incorrect voltage
- Directly caused by problems in system infrastructure;
- Improper storage, shipping, handling or usage of the Covered Products; and
- 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, labour unrest, or labour shortages, accident, freight embargoes, or any other event beyond the control of Freen) 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.

Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, unless otherwise agreed on a given contract signed between Freen 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.

Freen 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 for any extra operating expense or any indirect, consequential or economic damages or losses whatsoever and 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 Freen'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.

General

No one other than an authorized representative of Freen may make any modification, extension, or addition to this Limited Product Warranty.

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.

This warranty is governed by and construed under the laws of Estonia, excluding any conflicts of law provisions and the United Nations Convention on Contracts for the International Sale of Goods. The exclusive place of jurisdiction for both Parties shall be in the Estonia.

This warranty may be translated to other languages.

In case of any discrepancies – English version shall prevail.