

Ener Hexon[®] Smart
C&I ESS

Warranty Policy



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1 ABOUT THIS WARRANTY

1.1 Applicable Products

This warranty policy applies exclusively to the following products developed by YOTAI Digital Energy Technology (Shenzhen) Co., Ltd. ("YOTAI"):

Ener Hexon® Smart 215 Intelligent Liquid-Cooled C&I ESS, YTDS5T0215-P0100A

Ener Hexon® Smart 261L CE Intelligent Liquid-Cooled C&I ESS, YTDS5T261L-P0125S

Ener Hexon® Smart 103 110P PV&ESS All-in-One Cabinet, YT-DS5T103-PV050-B02

Ener Hexon® Smart 110 110P PV&ESS All-in-One Cabinet, YT-DS5T110-PV050-B03

1.2 Warranty Scope

- ① This warranty applies only to newly purchased products that have not been previously installed or used for any purpose.
- ② YOTAI's warranty terms and conditions apply solely to equipment originally purchased and installed through YOTAI's authorized channels, unless otherwise specified in a written agreement between YOTAI and the direct purchaser. Any equipment sold in one country or region and installed in another shall be deemed outside the warranty coverage, unless YOTAI has provided prior written confirmation or approval before installation.

2 WARRANTY PERIOD

2.1 Product Warranty

YOTAI provides either a 5-year Basic Warranty or a 10-year Extended Warranty for the product. The Basic Warranty is automatically activated upon equipment delivery, while the Extended Warranty requires a separate paid purchase and application.

2.2 Performance Guarantee

- ① YOTAI guarantees that, during the warranty period starting from the commencement date, the product will be free from defects in materials and workmanship.
- ② Product installation must be completed within three months after purchase. In the event of a battery failure, it must be reported within two weeks of discovery. Damage to the battery modules caused by negligence, such as prolonged lack of charging, is not covered under the warranty.

③ When the "3.1 Usage Requirements" are met, the battery performance is guaranteed for 5 years or 6,000 cycles at 70% EOL, whichever comes first.

2.3 Basic Warranty

Under the specified usage conditions, YOTAL guarantees:

- ① The product is free from defects in materials and workmanship throughout the warranty period starting from the commencement date.
- ② The product is covered by a 5-year design life warranty.

The following components, excluding the battery, are covered by a free functional warranty for the specified number of years:

Equipment	PCS	EMS	Air Conditioner	Fire Protection Equipment	Auxiliary Products
Basic Warranty Period (Years)	5	5	5	5	5

2.4 Advanced Warranty

- ① YOTAL guarantees that, during the warranty period starting from the warranty commencement date, the product is free from defects in materials and workmanship.
- ② The product is covered by a 10-year design life warranty.

The following table lists the free warranty period for components other than the battery:

Equipment	PCS	EMS	Air Conditioner	Fire Protection Equipment	Auxiliary Products
Advanced Warranty Period (Years)	10	10	10	10	10

Note:

- ① The following auxiliary materials and mechanical components are not covered by the warranty

Category	Description
Consumables	Includes cables, door locks, and lighting
Cables	Cables between containers
Mechanical components	Includes battery racks and other mechanical parts

Battery container accessories	Includes internal mechanical parts, documentation, product accessories, installation fittings, and tools
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- ② The warranty period starts from (i) the installation date or (ii) the 180th day after the product's manufacturing date, whichever comes first.
- ③ 70% EOL Definition: The end-of-life is determined when the initial available capacity or energy reaches 70%.
- ④ Product installation must be completed within three months after purchase. In case of a battery failure, YOTAI must be notified within two weeks of discovering the fault. Battery module damage caused by negligence, such as long-term non-charging, is not covered by the warranty.
- ⑤ If the product fault is caused by manufacturing defects, YOTAI commits to replacing or providing repair parts. If the product fails to meet the above guarantees due to improper use, natural disasters, unauthorized modifications, or other customer actions, the customer bears the related costs.
- ⑥ After the warranty period expires, the customer is responsible for the cost of parts and warranty services. The customer should purchase an extended warranty before the end of the basic warranty period. YOTAI reserves the right to refuse extended warranty service if not purchased on time.
- ⑦ Upon receipt of replacement parts, if YOTAI requires the faulty parts to be returned, the customer must send them to the location designated by YOTAI, with shipping costs borne by YOTAI.
- ⑧ YOTAI guarantees that all products delivered under this agreement are free from defects in materials or workmanship, comply with the intended contractual use and applicable laws, and do not infringe third-party intellectual property rights.

3 WARRANTY PRECONDITIONS

3.1 Usage Requirements

- ① Ensure the system performs no more than two charge and two discharge cycles per day.
- ② Charge/discharge current: battery charge and discharge current must be $\leq 0.5C$.
- ③ Grid voltage and frequency must remain within the normal operating range.
- ④ Three-phase grid voltage imbalance $\leq 3\%$; total current harmonic content $\leq 3\%$.
- ⑤ Charge/discharge voltage: must not exceed the maximum or minimum voltage limits specified in the user manual.
- ⑥ Depth of charge/discharge: under normal usage ($\leq 90\%$ DOD), at least one full charge-discharge cycle per month is required (charge to battery protection limit and discharge to battery protection limit).
- ⑦ Charge/discharge temperature: charging and discharging temperatures must follow the ranges specified in the user manual.

- ⑧ Normal communication between the battery, PCS, and EMS must be maintained.
- ⑨ Avoid contact with corrosive substances and keep away from fire and heat sources.
- ⑩ Follow the regular maintenance requirements of the product, such as periodically replacing filters, cleaning, and replenishing coolant.

3.2 Basic Environmental Conditions for Equipment Operation

- ① Altitude: ≤ 2000 m
- ② Ambient Temperature:
Operating temperature range: $-20 \sim +50^{\circ}\text{C}$ (derating above 45°C)
Storage temperature range: $-20 \sim +45^{\circ}\text{C}$ (less than 1 month) or $-20 \sim +35^{\circ}\text{C}$ (less than 6 months)
- ③ Maximum Relative Humidity:
Daily average: 0~95% RH (non-condensing)
- ④ Installation Location: Outdoor

3.3 This Warranty Is Subject to the Following Conditions

- ① The product must be installed and properly commissioned by personnel trained and certified by YOTAL or the original purchaser. Proof of correct commissioning (e.g., a certificate of conformity) may be required. Claims resulting from incorrect installation or commissioning are not covered by this warranty.
- ② Direct damage to the battery caused by site operating conditions or external power parameters that do not meet normal operating requirements, including but not limited to excessively high or low actual battery operating temperatures, unstable grid conditions, or frequent power outages.
- ③ Defects resulting from intentional misconduct or negligence during contract execution.
- ④ Defects aggravated by improper maintenance, whether performed by the Buyer or a third party, after the defect has occurred or due to improper maintenance of contract equipment.
- ⑤ Defects worsened due to the Buyer failing to take timely mitigation measures or notify the Seller immediately.
- ⑥ Problems caused by misuse of tools or unauthorized modifications to control system software functions (e.g., BMS monitoring, EMS).
- ⑦ Damage caused by over-discharge of the battery because the equipment was not powered on in time due to the Buyer's actions after on-site installation and system connection.
- ⑧ Capacity loss or irreversible damage to the battery caused by delayed charging or overlong storage due to the Buyer's actions.
- ⑨ Unauthorized changes by the Buyer to battery usage scenarios, relocation, or reinstallation without informing YOTAL.
- ⑩ The product's original serial number and grade label must remain complete and legible.

- ⑪ This warranty does not apply to any product that has been wholly or partially disassembled or modified, except for disassembly performed by YOTAI.
- ⑫ Replacement and re-commissioning of products must be performed by qualified installation personnel.
- ⑬ As the original purchaser, the Buyer is responsible for cooperating in good faith with YOTAI under reasonable and practical circumstances to limit the return of non-defective products.

4 WARRANTY TERMS

4.1 Replacement or Repair

- ① If the product has defects or faults in materials or workmanship, YOTAI will, at its sole discretion, repair or replace the product or any part thereof in accordance with the provisions below.
- ② YOTAI will make reasonable efforts to replace any product requiring replacement under this warranty with a product that matches the appearance, dimensions, and functionality. The replacement product may not be brand new, but its quality and specifications will meet the original product specifications. If this is not possible due to technological advancements, YOTAI will provide an alternative product of at least equivalent value and standard, although its size, shape, color, and/or capacity may differ.
- ③ If a product is replaced during the warranty period, the remaining warranty period will automatically transfer to the replacement product.

4.2 Disclaimer of Liability

- ① YOTAI's liability, for any reason, shall in no event exceed the purchase price paid by the customer for the product. YOTAI shall not be liable for any indirect or consequential damages, including but not limited to loss of profit, and does not accept any punitive damages.
- ② This warranty applies only to customers who purchase products directly from YOTAI. Without YOTAI's written consent, customers may not transfer the warranty to other end users.
- ③ For products not meeting the warranty, the customer must consult YOTAI regarding after-sales handling. In the event of a complaint, the customer should provide a written description including product model, product serial number (SN), order number, reason for nonconformance, and relevant photos or video files.
- ④ If nonconforming products cannot be returned for repair, please contact YOTAI for resolution.
- ⑤ If the product has been discontinued, YOTAI will consult with the customer to replace it with another model that meets the customer's requirements.
- ⑥ YOTAI is not responsible for product quality issues caused by reasons not attributable to the company.

⑦ Limited Warranty on Consumable Components: Subject to the exclusions and limitations in this manual, the limited warranty on consumable components covers the replacement of consumable parts manufactured or supplied by YOTAI within the applicable warranty period to resolve material or workmanship defects. If parts are damaged due to deliberate misuse or failure to follow relevant guidelines, or if the warranty period has expired, YOTAI may provide paid services. A list of commonly used consumable components is as follows:

No.	Component Name	Warranty Period (Years)
1	MSD Maintenance Switch	1
2	Contactor	1
3	Fuse	1
4	Indicator Light	1
5	Relay	1

4.3 Exclusions and Limitations

Any damage to the product caused by the following activities is not covered under this limited warranty:

- ① Improper storage or handling of materials that may cause the product to fall or be damaged by impact. For example, improperly stored materials may expose batteries to environments below -40°C or above 60°C.
- ② Battery PACKs exposed to moisture or damp conditions during outdoor storage.
- ③ Storage, installation, charging, operation, or control of the ESS not in accordance with the User Manual, including placing the equipment in environments below -30°C or above 55°C. Failures caused by operating conditions or external power parameters that do not meet the system's written specification.
- ④ Defects such as external scratches or stains, or natural wear and aging of materials, which do not adversely affect the normal operation of the product or its accessories.
- ⑤ Poor workmanship of cable terminations or connectors.
- ⑥ System left without auxiliary power for more than 24 hours after installation or shutdown, leading to internal condensation or moisture ingress.
- ⑦ Prolonged inactivity or shutdown exceeding 3 months, resulting in initial SOC below 50% and significant battery degradation.
- ⑧ Performance deficiencies caused by changes in laws or regulations.
- ⑨ Defects not identifiable at the time of product sale.

- ⑩ Direct issues caused by the customer's infrastructure.
- ⑪ Failure to promptly report any quality issues under this warranty to YOTAI, or failure to carry out repairs or maintenance as recommended.
- ⑫ Human factors, including improper maintenance, replacement, modification, or installation/use of parts or accessories by unauthorized personnel or organizations.
- ⑬ Improper regular battery maintenance, including using non-YOTAI parts or accessories.
- ⑭ Any hardware or software damage caused by unauthorized access to ESS data or software, including non-YOTAI parts or accessories, third-party applications, viruses, vulnerabilities, malware, or other forms of interference or cyberattacks.
- ⑮ External events such as earthquakes, floods, volcanic eruptions, landslides, lightning, fire, war, armed conflict, typhoons, hurricanes, tornadoes, extreme weather, or other force majeure causing equipment damage.
- ⑯ Theft, intentional damage, or civil unrest.
- ⑰ Accidental or indirect damage caused by other components of the power system, including but not limited to BCMU, BCU, BMS, circuit breakers, and fuses.
- ⑱ Products with serial numbers that have been altered, damaged, or removed.
- ⑲ Operation beyond YOTAI's recommended or allowable limits, or outside the load range explicitly specified in the User Manual.
- ⑳ Damage to the product or accessories during transportation when the claimant signed the delivery note (which requires careful inspection of the exterior and interior of the package and photographic evidence).
- ㉑ Irreversible damage to battery cells or components due to unauthorized adjustments of factory protection parameters, causing the product to operate under overcharge, overdischarge, overtemperature, undertemperature, or overcurrent conditions.

4.4 The Warranty Does Not Cover

- ① Any costs incurred by the end user or installation personnel for routine or periodic maintenance of the product; or any other expenses such as transportation costs (except for delivery of parts or products replaced under this warranty), travel and accommodation expenses for on-site support personnel, etc.
- ② Any property damage, personal injury, direct or indirect loss, consequential damages, or other expenses arising from a breach of this warranty, to the extent permitted by law. Any costs related to submitting a warranty claim that is invalid under this warranty are not covered.
- ③ If the product is beyond the warranty period, YOTAI may, at its sole discretion, provide after-sales services to the original purchaser, but all costs and expenses, including parts, labor, and travel, shall be borne by the original purchaser. To request such after-sales services, the original purchaser must provide sufficient information about any defects so that YOTAI's partners can determine whether the defects can be remedied.

5 WARRANTY SERVICE INSTRUCTIONS

① If a product failure occurs within the warranty scope, the customer should contact the YOTAI hotline to report the issue and provide the following information:

(1) A brief description of the failure, including but not limited to input and output parameters, alarm IDs, fault IDs, and operation logs.

(2) Product serial number.

(3) Photos or videos of the faulty product.

(4) Purchase documents such as the sales contract, invoice, and proof of payment.

The above information is required to report a fault. If the customer fails to provide sufficient information or replaces spare parts without YOTAI's confirmation, the customer shall bear the corresponding responsibility.

② Assist YOTAI's after-sales personnel in troubleshooting the issue. If the problem cannot be resolved remotely, YOTAI will arrange product repair or replacement.

③ After product repair or replacement, the warranty period shall continue according to the original contract.

④ Once the warranty period has expired, YOTAI may provide reasonable after-sales services upon the customer's request, with service fees charged based on the actual situation.

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Web

en.yotaienergy.com

Tel

+86-400-830-2980

Addr

Tellhow Industrial Park, Guansheng 5th Road,
Longhua District, Shenzhen City, Guangdong
Province, People's Republic of China.

E-mail

marketing@yotaienergy.com

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