**Factory Limited Warranty**

**(For Global Markets)**

**Limited Product Warranty**

Coslink Digital Energy Technology Co., Ltd. (“Coslink”) warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty 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:

|  |  |
| --- | --- |
| **Covered Product\*** | **Warranty Period** |
| Smart Lithium Battery 48V100Ah | 5 years |
| Smart Lithium Battery 48V150Ah | 5 years |
| Smart Lithium Battery 48V200Ah | 5 years |
| 5G Micro Base Station Power Supply System | 5 years |

\*Installed on or after December 1st, 2023

Product Warranty commencing on the earlier of：

(i) The date of product be installed, activated and registered on site.

(ii) The date of retailers' invoice or written documents (such as receiving note) to prove the time when product is delivered to the installation site.

If it can’t be judged by the above two information, the warranty starting date shall be 6 months after the product was manufactured.

**Note:** The warranty period provided by Coslink is 5 years for the batteries or the negotiated battery cycle life according to the PO. Whichever comes first:

**Precondition For Warranty**

This Warranty is subject to the following conditions:

(i) If the equipment is not to be installed or used immediately, the storage environment needs to meet the following conditions

a. Storage SOC: 30%~50%SOC. Charge and discharge the battery every 6 months.

b. Storage temperature: Store at -20℃~0℃ or 35℃~45℃ for not more than 3 months; Not more than 1 year for storage under 0~35℃.

c. Storage humidity: 5%RH~95%RH(no condensation). Do not install the battery if any moist or condensation is found.

d. Place the equipment in a cool place where away from direct sunlight and rain.

e. Keep the equipment away from flammable, explosive, and corrosive matters

(ii) The ambient temperature during the operation of the products shall not fall below -20℃ or exceed 55℃.

(iii) The battery system shall be installed by a skilled and trained installer.

(iv) The battery system installation location must be ventilated in accordance with the

requirements of User Manual.

**Claim Process**

Provide the following product information to coslink within 48 hours after discovering a product defect, so as to exchange according to this requirement:

* Battery data includes:

(i) Product number

(ii) Product serial number

(iii) Product indicator status

* Documentation includes:

(i) Copy of original purchase invoice.

(ii) Full system details (e.g. system schematic)

(iii) Previous claims/exchange documents (if any)

Coslink may contact the buyer to obtain detailed information about the battery defect. Coslink may require the Buyer to complete basic analytical testing of the battery to provide evidence to support the claim. Final verification of the claim is the responsibility of Coslink. Coslink reserves the right to reject claims where sufficient information has not been provided.

Contact information for claiming to Coslink:

**Address:** Room 2A, Building No.2, Winlead Park, No.143 of Xihuan Avenue, Guangming District, Shenzhen

**Post code:** 518105

**Telephone:** +86 755-29691626

**E-mail:** info@coslink-energy.com

**Warranty Obligations**

Coslink will use new or refurbished batteries as replacement batteries with performance equal to or better than that of the defective battery. If the model is no longer available on the market, Coslink may replace it with a different model with the same features and performance during the performance warranty period.

**Warranty Cover Range**

Unless a special/unique agreement exists between Coslink and customer, the limited warranty covers:

(i) Hardware materials costs for necessary to reestablish trouble-free operation of the

covered product.

(ii) Labor cost relating to repairs, uninstalling and reinstalling of spare parts /products on-site.

(iii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

Travel and accommodation fee of service on site as well as costs related to claimant’s employees, unless otherwise agreed in writing in advance by Coslink, are NOT covered by the limited warranty.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

**General Exclusions**

This Limited Warranty does not apply to circumstances from the following,

(i) Damage caused by improper installment by the installer not following the installation instructions.

(ii) Damage caused by improper use by the end user not following the user manual.

(iii) Damage caused by willful conduct of users, authorized installers and certified third parties.

(iv) Disassembly, repairs and replacement of parts by third -party/personnel not authorized

by Coslink.

(v) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)

(vi) Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the product.

(vii) Damaged by software, interfacing, parts, supplies or other products not supplied by Coslink.

(viii) Damage caused during transport, exceeding of temperature range during use.

(ix) Any rust that appears on the device’s enclosure caused by harsh environmental conditions, accidents and external influences.

(x) Vandalism, engraving, labels, irreversible marking or contamination or theft.

(xi) The equipment is installed in coastal areas within 500 meters of the coastline or in areas affected by sea winds.

**Limitation of Liability**

It is the end user’s sole and exclusive remedy against Coslink and Coslink’s sole and exclusive liability in respect of defects in battery system. This limited warranty\*\*\* replaces all other Coslink warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), Coslink does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, Coslink’s liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of Coslink or in case of death or personal injury resulting from Coslink’s proven negligence.

\*\*\* 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 Coslink’s local distributor; should any claims arise in this respect, please direct them to the local distributor.