DISCOVER ENERGY SYSTEMS

HELIOS HYBRID INVERTER BUNDLE WARRANTY POLICY

HELIOS ESS WARRANTY POLICY

NON-TRANSFERABLE LIMITED PERFORMANCE WARRANTY

DISCOVER ENERGY SYSTEMS CORP. (DISCOVER), TOGETHER WITH ITS AGENTS, DEALERS, AND DISTRIBUTORS, WARRANTS TO THE ORIGINAL PRODUCT PURCHASER (USER) THAT YOUR DISCOVER HELIOS ESS (BATTERY) IS FREE FROM MANUFACTURING DEFECTS THAT WOULD PREVENT THE BATTERY FROM DELIVERING UNLIMITED CYCLES WHILE MAINTAINING AT LEAST 60% OF THE ORIGINAL 'RATED WH' FOR THE EARLIER OF THE LISTED 'BASE WORKMANSHIP WARRANTY PERIOD' OR 'TOTAL ENERGY THROUGHPUT LIMIT'. IF THE ORIGINAL BATTERY IS REGISTERED WITH DISCOVER WITHIN 30 DAYS OF INSTALLATION, THE WARRANTY WILL BE FOR THE EARLIER OF THE LISTED 'EXTENDED WORKMANSHIP WARRANTY PERIOD' OR 'TOTAL ENERGY THROUGHPUT LIMIT' AS PER THE TABLE BELOW, SUBJECT TO THE TERMS AND CONDITIONS OUTLINED HEREIN.

Battery Model	Volts / Rated Wh*	Base Workmanship Warranty Period	Extended Workmanship Warranty Period**	Annual Energy Throughput Limit	Total Energy Throughput Limit
52-48-16000	48 V / 16080 Wh	5 years	10 years with registration	9300 kWh	93 MWh

(*) Watt-hours at time of publishing and may change without prior notification. Please review latest product data sheets.
(**) Extended Workmanship Warranty Period requires registration at https://www.discoverenergysys.com.

Base and Extended Warranty

HELIOS ESS Throughput	SOH	Warranty Coverage: Energy Throughput Threshold
5 year	86%	47 MWh
**10 year	79%	93 MWh

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Definitions

“Annual Energy Throughput” means the aggregate energy charged and discharged through the Battery as logged by the on-board data logger over one year.

“Base Workmanship Warranty Period” means the total period in years from the initial installation date that the Battery is covered by this Warranty.

“Extended Workmanship Warranty Period” means the total period in years from the initial installation date that the Battery is covered by this Warranty. (Requires registration within 30 days of installation)

“Rated Wh” means the Battery’s nominal rated Watt-hour (Wh) energy at the time of manufacture and published in Discover’s technical documentation.

“Stationary Renewable Energy Storage Application” means the Battery application, typically off-grid solar, micro-grid or backup power, where the Battery is operated in a fixed and stationary position.

“Total Energy Throughput” means the total energy charged and discharged through the Battery as logged by the on-board data logger.

LIMITATION ON APPLICATIONS

Without the involvement of Discover in system design and Discover’s express written authorization, the battery is not intended for use in a Mobile Application, a closed-loop application of greater than 36 Batteries, as a primary or backup power source for life support systems or other medical equipment, or in any application where product failure could lead to injury to persons, loss of life or catastrophic property damage. To the extent permitted by law, Discover disclaims any and all liability arising out of any such use. Further, Discover reserves the right to refuse to service any Battery used for these purposes and disclaims any and all liability arising out of Discover’s refusal to service.

WARRANTY LIMITATIONS AND EXCLUSIONS

EXCEPT AS HEREIN EXPRESSLY STATED, THERE ARE NO WARRANTIES, GUARANTEES OR CONDITIONS, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, FOR ANY BATTERY IDENTIFIED IN THIS LIMITED PERFORMANCE WARRANTY. DISCOVER DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES AND/ OR GUARANTEES, EXPRESS OR IMPLIED, AND, AS SUCH, THE SAME SHALL NOT APPLY TO THE BATTERY. IN NO EVENT SHALL DISCOVER BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER FOR ANY REASON (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSS OF USE, LOST OF CONNECTED EQUIPMENT OR LOST REVENUES) REGARDLESS OF THE LEGAL THEORY ON WHICH ANY SUCH CLAIM MAY BE MADE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty does not cover defects caused by normal wear and tear, inadequate maintenance, insufficient ventilation, transportation, storage or a faulty repair, misuse, neglect, accident or abuse, modification to the Battery, failure to observe operating instructions and parameters or improper installation. This warranty does not cover defects caused by external influences while in the user’s possession, including unusual physical or electrical stress such as power surges, uncontrolled voltages and currents, system harmonics, lightning strikes, flooding, fire, or accidents. This warranty does not cover any damage that may occur due to improper connection or conductor sizing, system integration, or installation. This warranty does not cover consumable components including, but not limited to, fuses (or the cost to change a fuse) that are incorporated within the Battery for extra protection against external phenomena or operation outside of the preset parameters of the Battery and its Battery Management System (BMS).

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For further clarity, this warranty is void if the Battery:

1. is subjected to reverse polarity (terminal and/or busbar connections are reversed),
2. if used as a starting battery,
3. is not stored properly, as set forth in the English language version of the Operating Manual,
4. is continually operated (charged or discharged) below, or above its specified operating temperature range (as measured and logged by the Battery's internal data logger),
5. is operated continuously at an average temperature exceeding 30°C/86°F over the life of the battery (as measured and logged by the Battery's internal data logger),
6. surpasses the Annual Energy Throughput Limit in any 12-month period (as measured and logged by the Battery's internal data logger),
7. is not operated in accordance with the parameters as set forth in the English language version of the Operating Manual (all warnings and faults are measured and logged by the Battery's internal data logger),
8. is not charged in accordance with the parameters as set forth in the English language version of the Operating Manual (as measured and logged by the Battery's internal data logger),
9. is charged by a charge curve, charge algorithm, micro-hydro, wind turbine generator or battery charger or any other unregulated charge source that has NOT been approved by Discover as set forth in the English language version of the Operating Manual (as measured and logged by the Battery's internal data logger),
10. is float charged at a voltage not in accordance with the parameters as set forth in the English language version of the Operating Manual (as measured and logged by the Battery's internal data logger),
11. is subjected to vibration (indicating the battery is not stationary) as measured and logged by the Battery's internal data logger),
12. internal data logger is destroyed or altered,
13. manufacturing date codes, safety certification numbers, or serial and tracking numbers are destroyed or altered,
14. is disassembled, altered, or repaired by someone other than an authorized Discover agent,
15. is damaged during shipping or installation,
16. is not installed in conjunction with the appropriate balance of system components,
17. is not properly protected from inrush current, or is directly connected to a DC motor without the proper safety protection of, a motor controller, and or external motor voltage clamping systems,
18. is altered so that the BMS is bypassed,
19. is subjected to terminal burn out, terminal pull-out, or terminal damage of any kind,
20. data logs are not provided to Discover when requested and in support of a warranty claim, or
21. firmware is NOT updated to the specified version when requested and in support of a warranty claim.

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Exclusion for failure to properly protect the battery within the overall installation

To provide this Limited Performance Warranty, Discover requires the use of proper terminal torque. Additionally, proper grounding, isolation, fusing, breakers and disconnects must be correctly used throughout the balance-of-system to effectively isolate and protect all components of the system against faults, short circuits, reverse polarity or component failure. The sizing of all system components should be determined using established electrical codes and standards and evaluated by certified engineers, electricians, and licensed installers. Additional balance of system protections must always be included to protect the Battery from high voltage sources and voltage spikes. The internal circuitry, system firmware and fusing will not protect the battery from extreme electrical phenomena.

Exclusion for failure to provide data access to your Battery

To provide this Limited Performance Warranty, Discover requires the ability to update your Battery's operating system software. Any failure to install system updates when provided or to provide data logged information upon request will void this Limited Performance Warranty.

WARRANTY CLAIM PROCEDURE

In the event of an alleged defect in workmanship, you must make a warranty/service claim to the original Discover agent, dealer, or distributor that sold the Battery to you within fifteen (15) days of the alleged defect date.

NOTE: If your Battery was included in a purchase from an Original Equipment Manufacturer (OEM) as part of the equipment, you "must" contact the OEM for service and support in the event of an alleged defect in workmanship.

A Battery warranty claim must include:

1. Proof of original purchase that includes date and identity of purchaser, name of authorized seller, Battery model number, and purchase price (note the transaction currency, if not USD).
2. Copy of warranty registration acknowledgment (for Extended Workmanship Warranty Period claims)
3. Photos of battery that show battery model number and serial number.
4. Description of the alleged defect that includes a summary and photos and/or videos demonstrating malfunction or failure.
5. Battery data logger file(s) (aka log files) and diagnostic report (obtained using a LYNK II or LYNK LITE Gateway Device and LYNK ACCESS software).
6. Description and photos of the installation location and environment.
7. The shipping address for the repaired or replaced product.

HELPFUL HINT: Take photos of the Battery before and after packaging it for shipment

After receiving a Return Materials Authorization (RMA), you must pack the authorized Battery, along with copies of the information required (1~6 above), in an appropriate shipping container or packaging with the Discover RMA number clearly marked on the packaging. Unless directed otherwise, you will be required to prepay all shipping charges to the destination designated by Discover. You must insure the shipment or accept the full risk of loss or damage during shipment. Discover is not responsible for shipping damage caused by an improperly packaged Battery or the repair costs that might result therefrom. Alternatively, Discover may require you to hold the Battery on-site and permit an examination by a Discover representative.

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If Discover determines that the claim for the alleged defect is indeed a valid defect of workmanship and that it is covered by this warranty, Discover, in its sole discretion, will repair or replace the defective product with a new or refurbished product during the Total Energy Throughput Limit. Alternatively, Discover may provide credit towards the purchase of a new Discover product.

In the event that a credit is issued against the purchase of a new Discover product, the credit will be calculated using the original purchase price divided by the Base Workmanship Warranty Period in years plus, if originally registered, the Extended Workmanship Warranty Period. The available credit will be for the unused years of the warranty period. A partial year will be fully credited.

In the event that the needed Battery is no longer in production or is not available, Discover at its option, may replace it with a different Battery having equivalent function and performance, or provide a prorated credit based on the original purchase price and the remaining portion of the Base Workmanship Warranty Period in years plus, if originally registered, the Extended Workmanship Warranty Period.

Any repaired or replaced Battery will be warranted for the remaining unused portion of the original Base Workmanship Warranty Period in years plus, if originally registered, the Extended Workmanship Warranty Period.

The cost and responsibility for the removal of the defective Battery and all other costs related to the replacement will be the responsibility of the User.

Applicable Law and Effective Period

This Limited Warranty is subject to the laws of the province of British Columbia. This Limited Warranty is effective for sales of Batteries occurring after February 1st, 2025.

DISCOVER ENERGY SYSTEMS

INVERTER WARRANTY POLICY

WARRANTY

SUBJECT TO THE TERMS AND CONDITIONS DETAILED BELOW, WE PROVIDE A VOLUNTARY PRODUCT WARRANTY (THE WARRANTY) TO END USERS OF THE FOLLOWING PRODUCTS (THE PRODUCTS) WHICH ARE SUPPLIED BY US:

- REVO SERIES HYBRID INVERTER

THIS WARRANTY ONLY APPLIES TO NEW PRODUCTS. SECOND HAND PRODUCTS MAY CARRY PARTIAL WARRANTY SUBJECT TO ITS PREVIOUS OPERATION / INSTALL / UNINSTALLED CONDITIONS. THIS WARRANTY IS NON-TRANSFERABLE. THIS WARRANTY ONLY APPLIES WHERE THE PRODUCTS HAVE BEEN INSTALLED BY A PROPERLY CERTIFIED AND LICENSED INSTALLER.

General Terms

We warrant that we will repair or replace (at our option) a Product or any part thereof, if such Product is faulty or defective in manufacture or materials for a period of 5 years, commencing from the date of installation or from six months from the date of delivery, whichever occurs first.

We will endeavor to replace Products with identical products. However, due to technological advancements, that Product may not be available. In these cases, we will supply another type of product of at least the same value and standard, although the replacement product may be a different size, shape, color and/or capacity. Due to technical advances it is possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems is not covered by this Warranty.

If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this event, you will not receive a new certificate.

If the end customer discovers a defect in material or workmanship within the warranty period, they must notify Discover Energy Systems or their authorized installer as soon as possible. Prompt notification is required for the product to qualify for repair or replacement under this warranty.

The customer is responsible for installation, and we will provide remote installation guidance, and remote technical support services. During the warranty period, if the Products fail due to defects, we will provide free spare parts and remote technical support, and the replacement parts will be delivered at the original agreed location. If the customer requires our after-sales personnel to provide on-site after-sales service at an overseas project location, the related expenses incurred, including but not limited to travel, visas, accommodation and meal allowances, etc., shall be borne by the customer.

Each time a warranty claim is made against a system that has no internet connection, the installer or the end user is obliged to organize a qualified personnel to conduct an on-site inspection and data collection under the instruction of Discover Energy Systems.

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

- Any costs incurred by the end-user or the installer in normal or scheduled maintenance of the Product; or
- Any other costs such as transportation, traveling and accommodation cost of personnel etc.;
- 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.

Conditions

This Warranty is subject to the following conditions:

- The Products must have been installed and correctly commissioned by an authorized and licensed installer. Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- 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.
- The Product must have its original serial number and rating labels intact and readable.
- 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 Megarevo or Discover Energy Systems.
- The terms of this Warranty cannot be amended except in writing by one of our authorized officers.
- 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.
- Any warranty claim under this Warranty must meet the requirements set out below in the “How to Make a Warranty Claim” section.
- There must have been a commissioning report signed by the end-user and the installer for product commissioning and handling instructions.

Exclusions

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

- Due to storage, handling, installation (or removal and/or re installation) 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;
- 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);
- 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;

- 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;
- 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;
- As a result of repairs, alterations or modifications to the product which have been performed by a third party not authorized by us;
- 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;
- Where the nameplate or serial number of the product is modified, altered or not readable;
- If damage has occurred during transportation; or
- 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

Customer's assistance in returning the faulty unit

Following the receipt of the replacement unit, the customer must return the allegedly faulty unit in the same packaging material as the replacement unit. Megarevo / Discover Energy Systems will supply all labels, documentation and freight details for the return of the allegedly faulty unit. All allegedly faulty units must be returned within 10 (ten) working days of the receipt of the replacement unit. A qualified installer must be available for the unit exchange and re-commissioning. The replacement unit will be covered by the original warranty terms of the faulty unit for the remaining warranty period of the faulty unit.

Distributor Responsibility

In the event of an equipment failure or fault, it is the Distributor's (Discover Energy Systems) responsibility to work directly with Megarevo Service Center in order to limit the return of non-faulty equipment. Megarevo Service Center will work with the Distributor (Discover Energy Systems) to rectify the fault or fault message through telephone support or with direct PC links. Note: In order to qualify for further compensation and a replacement unit, the distributor/installer must first contact Megarevo and fulfill the distributor/installer's responsibilities under Section "how to make a claim"

Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty

claims. Such cases should be contacted with your seller (Discover Energy Systems) or submit a technical support ticket at https://discoverenergysys.com/contact/contact-technical-support

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How to Make a Warranty Claim

If a Product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

To make a Warranty claim under this voluntary warranty, the end-user can contact us by submit a technical support ticket at https://discoverenergysys.com/contact/contact-technical-support

When submitting a ticket, please have the following information to hand:

- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the Product (you can find both on the Product)
- Proof of purchase with date and address of the vendor
- Installation date and installation address
- Signed commissioning report or protocol
- Contact details of the installer
- A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications)

Costs of Submitting a Warranty Claim

For invalid claims under this Warranty, we will not be liable for the end-user's costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this Warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from us. Documentary evidence in support of such claim will be required.

Deadlines for Submitting Warranty Claims

We aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring of the warranty failures. It is therefore critical that all claims under this Warranty are promptly submitted to us as soon as the Product fails, and in any event, within three months of knowledge of the matter of event giving rise to the claim. No consideration will be given to claims under this Warranty which are made after this period.

Product Liability and Product Safety

We should be informed immediately about any potential product safety concerns within and outside the warranty period. We are well aware of our product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Product.

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Miscellaneous

This Warranty shall form part of the purchase contract in respect of the Product between us and the end-user and shall be complied with by both parties.

Contact Details

This warranty is offered on behalf of Discover Energy Systems, by Shenzhen Megarevo Technology Co.,Ltd,

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