

TranESS

After-Sales Service Agreement for Commercial and Industrial Energy Storage Products of TranESS

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Products of TranESS

Version 1.0

The After-Sales Service Agreement applies to commercial and industrial energy storage products of TranESS purchased on or after March 26, 2026, including those from the itel Energy and DYQUE product lines (hereinafter collectively referred to as "the Products").

The After-Sales Service Agreement (hereinafter referred to as "the Agreement") applies to battery energy storage systems and their auxiliary components provided by HIGGS ENERGY SYSTEM LIMITED (hereinafter referred to as "TranESS") to the end user (hereinafter referred to as "the Buyer") through the authorized seller (hereinafter referred to as "the Seller").

Please read the Agreement carefully and ensure that you understand TranESS's warranty policy regarding the Products.

Definition of End User

End User (hereinafter referred to as "the Buyer") refers to the party who first puts the Products into operation with authorization from TranESS.

Definition of Authorized Seller

Authorized Seller (hereinafter referred to as "the Seller") refers to an agent or distributor authorized by TranESS, or a partner specifically approved in writing by TranESS.

1. Purpose

The primary purpose of the After-Sales Service Agreement is to outline policies and procedures related to after-sales warranty of the Products.

1. Applicable Product Types

The After-Sales Service Agreement covers the following product models and configurations:

S/N	Model	Description	Applicable Brand
1	IHY-50KH3S	Hybrid inverter (power: 50 kW)	IteI Energy
2	IC-H60X	High voltage box	
3	IB-H51100-X-G1	Single pack capacity: 5 kWh	
4	IPX-51314SPT	Single pack capacity: 16 kWh	
5	DC-125K241-YG1	An integrated PV-storage system, with PCS output power of 125 kW, battery capacity of 241 kWh, and maximum PV input of 150 kW	DYQUE

Note: For other commercial and industrial energy storage products not listed above, please refer to the latest officially published product documentation from TranESS.

3. Product Warranty

3.1 Definition of Warranty Start Date

The warranty start date is defined as the earlier of the following two dates:

1. The date when this commercial and industrial energy storage system was **first powered on and successfully connected to the network (data obtained from the cloud service platform)**; or
2. 180 days after the TranESS's shipment date.

After the Products are repaired under warranty, the original warranty period shall remain unchanged and shall not be extended.

3.2 Warranty Coverage and Duration

For the itel Energy and DYQUE series of commercial and industrial energy storage products, the warranty periods for each component under the specified scenarios are as follows:

3.2.1 Itel Energy's Product Warranty Period

S/N	Component	Standard Warranty Period
1	IHY-50KH3S	5 years
2	IC-H60X	5 years
3	IB-H51100-X-G1	5 years
4	IPX-51314SPT	5 years

Note: Itel Energy's exclusive supplementary provisions:

The inverter warranty does not cover accessories such as terminals, meters, cables, and connectors.

3.2.2DYQUE's Product Warranty Period

S/N	Component	Standard Warranty Period	Remarks	
1	Battery Pack	5 years	Hardware	
2	EMS		Hardware	

3	BMS		Hardware	
4	PCS		Hardware	
5	PV Module (MPPT)		Hardware	
6	Module for phase loss	3 years	Covered by all-in-one units	
7	Fire Protection Component		Covered by all-in-one units	
8	Air Conditioner		Covered by all-in-one units	
9	Touchscreen		Covered by all-in-one units	
10	Other Accessories		Contactors, circuit breakers, and lighting switch accessories	

Important Note:

To be eligible for after-sales warranty terms, the Buyer must scan the QR code on the warranty card included in the TranESS product packaging to activate the warranty.

4. Warranty Conditions

Only commercial and industrial energy storage products of TranESS purchased through the following compliant sales channels are eligible for warranty service:

1. **Sold directly** by TranESS
2. Sold by **TranESS's authorized agents and distributors**
3. Sold by **partners specifically approved in writing by TranESS**

Additionally, the following installation and management requirements must be met:

1. Involvement of TranESS's commercial and industrial technical team before installation
- **TranESS's commercial and industrial (C&I) technical team must complete load calculations and on-site survey and evaluation.**
 - System design solutions must be reviewed by **TranESS's commercial and industrial (C&I) technical team.**

- Installation plans and bills of materials (BOM) must be verified and approved by **TranESS's commercial and industrial (C&I) technical team.**
- **TranESS's commercial and industrial (C&I) technical team must be notified** before any installation operation is performed.
- **TranESS's commercial and industrial (C&I) technical team must participate in the system design review and verification.**
- During installation, **TranESS's commercial and industrial (C&I) technical team** must be involved (either through on-site or remote supervision) and is responsible for the **final commissioning, acceptance, and approval.**

2. Installation Requirements

- All installations must adhere to **engineering regulations and safety standards approved by TranESS's commercial and industrial (C&I) technical team.**
- Installation operations may only be performed by **personnel certified by TranESS's commercial and industrial (C&I) technical team or approved EPC partners.**
- TranESS must submit complete documentation (including photos, videos, reports, test data, etc.).

3. Commissioning and Delivery Requirements

- Final commissioning must be **performed or officially signed off by TranESS's commercial and industrial (C&I) technical team.**
- **The system performance test recognized by TranESS's commercial and industrial (C&I) technical team must be completed** before delivery.
- **TranESS's commercial and industrial (C&I) technical team** must deliver system documentation to the customer and provide **operation instructions.**

4. Warranty Requirements

For warranty requirements, the following information should be provided:

1. The Buyer's purchase invoice and contact information, including name, phone number, email address, and shipping address.
2. Details for all defective products, including product model, serial number (SN), installation date, and date of failure; any issues should be reported within the warranty period.
3. Installation information, including the brand, model, and quantity of PV panels.
4. Error messages displayed on the LCD screen or a copy of the error log (if applicable), along with any other relevant information regarding the fault or error.
5. A description of the Buyer's operations before the fault and detailed records of any previous warranty claims (if applicable).

TranESS may arrange an on-site inspection to identify the root cause of the fault. The

Buyer shall allow technical personnel from TranESS or an authorized third-party company to enter the site, coordinate the inspection schedule, and ensure the safety of the inspection. If TranESS's technical personnel determine that the site is unsafe, TranESS reserves the right not to enter the site.

5. Warranty Terms

TranESS warrants that all products are free from defects in materials and workmanship under normal service conditions. If a defect for which TranESS is responsible occurs within the agreed warranty period, TranESS may, at its sole discretion, take one of the following actions:

- (1) Resolve the issue by updating the software or modifying the configuration; or
- (2) Repair the defect either at TranESS or at the customer's site; or
- (3) Provide an equivalent replacement.

Material defects do not include tears, abrasion, or deterioration of the Products' appearance (including but not limited to scratches, stains, mechanical wear, rust, or mold) that do not result in any functional impairment.

For each inverter replacement case, the Buyer must collect all necessary information and submit a fault report to TranESS (using TranESS's repair request template) for verification before replacing the inverter to confirm the repair request.

If it is determined that the issue is due to an installation error, TranESS reserves the right to contact the original installation personnel and require them to provide a solution before TranESS gets involved. Should the original installation personnel fail to offer an appropriate solution, TranESS may charge the original installation personnel for any subsequent costs incurred.

Note: Disputes shall be resolved through negotiation. If there is any dispute between the Buyer and the Seller regarding whether the Products meet the warranty conditions, they may negotiate to conduct a joint inspection or submit the product to a third-party inspection agency mutually recognized by both parties. The basis and conclusion of the inspection method shall be determined by mutual agreement between both parties. The Buyer shall pay the inspection fees in advance. If the test results confirm that the Products meet the warranty conditions, the Seller shall bear the associated shipping and testing costs and fulfill its warranty obligations for the defective products.

6. Allocation of Liability

1. In case of any of the following circumstances, TranESS or the Seller has the right to issue an invoice for inspection fees and require the Buyer to cover such costs:
 - An inspection of the Products by TranESS or the Seller indicates that they do not comply with the terms of this limited warranty, and the Buyer is not entitled to make a warranty claim.

- No defects were found during the inspection process, and the Products are functioning normally.
- 2. After a product or any internal component purchased by the Buyer from TranESS suffers damage covered under the warranty, any replaced parts shall become the property of TranESS.
- 3. The original warranty period shall still apply to repaired or replaced products. That is, the warranty for repaired or replaced parts remains valid for the remainder of the original warranty period.
- 4. TranESS or the Seller shall not be liable if a force majeure event (such as natural disasters, war, riots, strikes, shortages of labor, materials, or production capacity, or any other event beyond control) prevents TranESS or its partners from performing (or delays the performance of) their obligations under this limited warranty.

7. Out-of-Warranty Service

- (1) If the Products are out of warranty, TranESS or the Seller may provide the Buyer with paid after-sales service. All associated costs and expenses, including parts, labor, travel expenses, and other incidental charges, shall be borne by the Buyer. Additionally, the Buyer shall provide detailed information regarding the defect so that TranESS or the Seller can determine whether the defect is repairable.
- (2) Under no circumstances shall TranESS or the Seller be liable for any services provided after the expiration of the warranty period. This provision shall not be construed as a commitment by TranESS to provide any services beyond the warranty period.

Note: Extended Warranty Service

TranESS industrial and commercial energy storage products and their accessories are eligible for extended warranty service. For the above products, an extended warranty can be purchased from TranESS's authorized seller within 6 months of the initial installation date (preferred) or within 12 months of the production date. Alternatively, the Buyer may purchase it through TranESS Energy's cloud website after completing product activation. The new warranty period for the Products automatically encompasses both the extended warranty period and any remaining original warranty period. The duration and cost of the extended warranty can be negotiated separately with TranESS or the Seller.

8 Warranty Limitations

Products are not covered under warranty in the following circumstances:

1. The Buyer has not fully paid the purchase price of the Products.
2. The requirements specified in TranESS's *User Manual* and the "Usage and Transportation Requirements" are not met.
3. Product damage resulting from modifications, alterations, disassembly, repairs, maintenance, or other services performed by personnel not authorized by TranESS.
4. Damage or defects resulting from the Buyer's unauthorized use of its own designs, materials, mixtures, functional changes, or services related to the product.
5. Damage or defects resulting from the Buyer's improper use, mixed use, misuse, or abuse of the product.
6. Cosmetic damage, deformation, wear, stains, rust, mold, or similar effects caused by the Buyer during use.
7. Damage resulting from the Buyer's improper transportation, storage, installation, or wiring, as well as the use of faulty or incompatible equipment. If the Buyer fails to use the original packaging materials provided by the Seller when transporting the equipment, any resulting product damage or malfunction shall not be covered by the warranty.
8. The product model, nameplate, or serial number has been altered, erased, rendered illegible, or the tamper-evident seal has been damaged.
9. Products are subject to any abnormal external influences, including abnormal physical, natural forces, and electrical stresses (such as lightning, floods, and fires).
10. Product damage caused by external forces, force majeure (such as natural disasters, namely unforeseeable, unavoidable, and insurmountable objective events, including but not limited to war, civil unrest, strikes, riots, government intervention, terrorism, labor or material shortages, and other events beyond TranESS's control), or damage caused by other third parties.
11. Product damage indirectly caused by updates to local, national, or regional laws, regulations, or policies.
12. Product damage or defects intentionally or deliberately caused by the Buyer.
13. Product damage resulting from the use of incompatible AC voltage.
14. The Buyer fails to report product malfunctions to the Seller or TranESS **within four weeks** of their occurrence.
15. The Buyer purchases and installs the Products in regions outside the Seller's designated sales territory.
16. The above-specified warranty period has expired.
17. The Buyer fails to provide a product invoice, or the product serial number is unrecognizable or has been altered.

18. The product installation was not initiated **within one month after the warranty start date**, or was not **completed within three months**.
19. The Buyer refuses to install firmware updates provided by TranESS.
20. Products **have not been operated or recharged for six consecutive months or for a cumulative period exceeding six months**.
21. The Buyer removes the Products from the original installation site and relocates them to another place without written authorization from TranESS.
22. Construction and installation were carried out **without prior notification to the commercial and industrial (C&I) technical team**.
23. Installation was conducted **without supervision, verification, or approval**.
24. **The Buyer modifies the system design solutions without authorization.**
25. The Buyer uses **installation and construction methods that are non-standard, non-compliant, or do not meet applicable standards**.

9. Governing Law

This warranty is governed by the laws of the local country or region.

If the Buyer is protected by consumer protection laws or regulations in their country or region, all rights and remedies provided by such laws and regulations shall apply in addition to those granted under the Agreement.

10. Usage and Transportation Requirements

Products include lithium iron phosphate batteries and their accessories. To ensure the Buyer is entitled to full warranty coverage, the following terms must be strictly observed during product transportation and usage. Failures or damage resulting from violation of the following requirements are not covered under warranty.

1. Operating Environment

1.1 For itel Energy's commercial and industrial energy storage products:

- The battery pack must be installed indoors.
- Operating temperature: -20°C to 50°C (derating required above 45°C)
- Operating humidity: 0% to 95% RH
- Altitude: <3,000 m (derating required above 2,000 m)
- Free of conductive dust or corrosive gases.

- The ground should be level.
- There must be no flammable or explosive materials near the installation site.
- Keep the equipment away from areas with dust, debris, water sources, and heat sources to prevent water ingress and overheating.

1.2 For DYQUE's commercial and industrial energy storage products:

- Operating temperature: -20°C to 50°C (derating required above 45°C)
- Operating humidity: 0% to 95% RH
- Altitude: <3,000 m (derating required above 2,000 m)
- Free of conductive dust or corrosive gases.
- The ground should be level.
- There must be no flammable or explosive materials near the installation site.
- Keep the equipment away from areas with dust, debris, water sources, and heat sources to prevent water ingress and overheating.

2. Storage Environment

- Short-term (within 1 month) storage temperature for batteries: -20°C to 45°C
- Long-term (within 1 year) storage temperature for batteries: 0°C to 35°C
- Short-term (within 1 month) storage humidity for batteries: ≤90% RH
- Long-term (within 1 year) storage humidity for batteries: ≤70% RH

3. Transportation

- When shipping the Products individually, each item must be packed using the original packaging materials provided by the Seller. For long-distance transport, such as sea freight, additional packaging measures must be taken to ensure transport safety. During transportation, ensure that Products are not stacked.
- If the original packaging materials provided by the Seller are not used during transportation, the Buyer must take into account the risks of vibration, drops, and collisions, and take adequate protective measures to ensure the safe transport of the Products.

4. Installation

- Before installation, check the Products for any signs of physical damage and verify the types and quantities of accessories against the packing list.
- Ensure that the equipment is powered off.
- Verify that the maximum charge and discharge currents designed for external load facilities and systems meet the specifications of the energy storage modules.
- Ensure that the external power supply does not produce voltage surges that could damage the Products.
- When connecting the external AC power cables, pay attention to the order of

connection to ensure correct wiring.

- Do not connect the Products directly to an unsuitable AC power source.
- Do not disassemble or independently use the battery or other hardware components.
- Products must be properly grounded, and the grounding resistance must be less than or equal to the value specified in the local standard.

5. Equipment Use

- For prolonged continuous operation of the Products, the charging rate shall not exceed 0.5C.
- After the battery is fully charged, use it as soon as possible to avoid a loss of available capacity due to self-discharge. Regardless of the battery discharge mode, stop charging immediately once the battery temperature exceeds the required operating ambient temperature range (-20°C to +50°C).
- For prolonged continuous operation of the Products, the discharging rate shall not exceed 0.5C.
- Overdischarge is prohibited. When the battery is fully discharged, recharge it within 48 hours.
- Avoid high-rate discharges in high-temperature environments to prevent battery performance degradation.
- Regardless of the battery discharge mode, stop discharging immediately once the battery temperature exceeds the required operating ambient temperature range (-20°C to +50°C).
- Before long-term storage, batteries should be stored at a low state of charge (25% to 50%).
- Except for routine maintenance, where the cabinet door may be opened, it is prohibited to open the battery enclosure or disassemble any components without the written authorization of the Seller.
- The system comes with a built-in fire extinguishing device; however, when manual intervention is required in an emergency, only dry powder fire extinguishers may be used.