



Official Website



# WARRANTY

## Warrantor

warrantor is Hinen,located at No.24 Dongkang Road,Dalingshan Town,Dongguan City , Guangdong Province, China

## Products

The following limited warranty terms and conditions ('Factory Warranty') apply exclusively to Hinen's products of the following types('Covered Products'):

- 5000Wh BATTERY SYSTEM<sup>①</sup>
- RECHARGEABLE LI-ION BATTERY SYSTEM (High-Voltage)<sup>②</sup>
- RECHARGEABLE LI-ION BATTERY SYSTEM (Low-Voltage)<sup>③</sup>

which:

- were manufactured by and bear the original manufacturing label of Hinen.
- were sold by Hinen directly or through a certified Hinen dealer('Authorised Dealer') as new products in the world;
- were installed and commissioned by an Authorised, Certified Dealer in the world.

① 5000Wh BATTERY SYSTEM will represent the following models: SA5KWL-BG1-UV, B5000  
 ② RECHARGEABLE LI-ION BATTERY SYSTEM (High-Voltage) including battery and BMS. it will represent the following models: BH7700A, BH7700B, BH7700C, BH7700P  
 ③ RECHARGEABLE LI-ION BATTERY SYSTEM (Low-Voltage) will represent the following modes: BP5000, BP10000, BP15000, BP20000

## Product Suitability

Hinen's products are designed to meet stated European, Australian and African Safety Standards and Regulations. Because local safety standards and regulations vary significantly, Hinen cannot guarantee that products meet all applicable requirements in each locality. Customer assumes responsibility for compliance with such safety standards and regulations in the localities in which a product will be shipped, sold, or used. Before purchase and use of any product, Customer shall review the product application, and national and local codes and regulations, and must verify that the use and installation of the product will be in compliance therewith.

## Product Warranty

For the Covered Products, Hinen covers all defects in workmanship and materials during the Warranty Period under normal application, installation, use and service conditions. The Product Warranty is not intended to be a durability warranty, as end-user conditions and usage is variable. Hinen specifically disclaims any warranty to include specific components in any product or service.

Hinen warrants, on the terms and conditions set out below, that:

Table 1: Product and Warranty Period

Product	Model	Warranty Period
5000Wh BATTERY SYSTEM	SA5KWL-BG1-UV, B5000	5 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
RECHARGEABLE LI-ION BATTERY SYSTEM (High-Voltage)	BH7700A, BH7700B, BH7700C, BH7700P	5 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed
RECHARGEABLE LI-ION BATTERY SYSTEM (Low-Voltage)	BP5000, BP10000, BP15000, BP20000	5 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed

Note:

1. The above warranty terms and conditions apply to African.
2. In the event of a special warranty agreement, the agreement shall prevail.

## Performance Warranty

HINEN warrants that the Covered Product will maintain at least eighty per cent (80%) of its usable capacity for a period of one hundred and twenty months (10 years) from the earlier of (i) the date of first installation of the Product, or (ii) the 180th day after the date of shipment of the Product from the factory.

It is a prerequisite for the Performance Warranty to be valid:

- The ambient temperature during operation of the product must not fall below -10 °C or exceed 50 °C.
- The throughput energy per kWh shall be less than 3.65 MWh and the SOH shall be less than 70%, with the SOH calculated from the earlier of (i) the date of first installation of the battery storage system or (ii) the 180th day after the date of shipment of the product from the factory.

Throughput energy performance with different working conditions is listed in the table below.

Scenario	Pre-condition of Qualify for Warranty			Warranty Correlation	
	Operational Temperature	Throughput/(MWh/kWh)	SOH @ EOW	Throughput	SOH
Claim Scenario 1	25°C to 28°C	<3.38	<80%	AND	
Claim Scenario 2	-10°C to 50°C	<2.76	<80%	AND	
Claim Scenario 3	-10°C to 50°C	<3.65	<70%	AND	

Capacity measurement condition:

Charge / Discharge method: (Ambient temperature: 25~28°C)

1. Discharge the battery with Constant Current until the battery reaches the End of Discharge Voltage or the battery self-protects automatically.
2. Lay aside the battery for 10 minutes.
3. Charge the battery with Constant Current and Constant Charge Voltage until the battery reaches the Cut Off Current or the battery self-protects automatically.
4. Lay aside the battery for 10 minutes.
5. Discharge the battery with Constant Current until the battery reaches the End of Discharge Voltage or the battery self-protects automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current)
6. Calculate formula: Current Capacity = Discharge time × Constant current value.
7. Charge the battery with Constant Current and Constant Charge Voltage until the battery reaches the Cut Off Current or the battery self-protects automatically.
8. Measure the current and voltage at the battery's DC side.
9. If the battery has not been used for 3 months, please repeat the charging/discharging process above three times and select the highest capacity as the test result. Notice: Lay aside the battery for 2 hours between each cycle.

Test value list:

Product Type	End of Discharge Voltage(V)	Constant Charge Voltage(V)	Constant Current(A)	Cut Off Current(A)
SA5KWL-BG1-UV, B5000	44.2	54.4	33	2.5
BH7700A	149.2	183.6	15	1.2
BP5000	44.2	54.4	33	2.5

## Replace or Repair

This warranty covers all defects in design, components and manufacturing. During the warranty period, if the equipment becomes defective and it will not be impossible or unreasonable to do so, the equipment will be replaced by HINEN :

- repaired by HINEN
- repaired on-site
- repaired on-site by the user or the relevant distributor with the required components or spare parts or guides supplied by HINEN
- replace the replacement product or any part thereof of the same value, depending on the model and age of use.

HINEN will endeavor to replace any products that require to be replaced under this warranty with products of equivalent appearance, size, and functionality on a like-for-like basis. The replaced product may not be brand new, but the quality and specifications are in line with the product specifications. Where this is not feasible, due to technological advancements, HINEN will supply another type of product of at least the same value and standard, although it may be of a different size, shape, color, and capacity.

If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this case, you will not receive a new certificate, since your rights have already been recorded with HINEN.

For valid claims made under this warranty, the end user will not be charged reasonable costs associated with making a warranty claim, including warranty processing costs, replacement part costs, and freight costs. Compensation for necessary and reasonable costs or expenses incurred in making a valid warranty claim under this Warranty may be claimed from HINEN. Supporting documentation is required for such claims.

This Warranty does not cover:

- any costs incurred by the end user or installer for normal or periodic maintenance of the product;
- any other costs such as transport (other than delivery costs for parts or products replaced for the original purchaser under this Warranty), travel and accommodation costs for on-site support personnel;
- any property damage, personal injury, direct or indirect loss, any consequential damages or other costs incurred as a result of a breach of the terms of this warranty, other than a breach of the laws of this warranty;
- any costs of making an invalid warranty claim under this warranty

## Warranty Obligations

(a) During the Warranty Period, Hinen will, at its sole discretion, repair the defective parts (if economically feasible) or replace the defective parts free of charge, provided that you properly notify Hinen of the product defect within the Warranty Period, and provided that Hinen, through inspection, establishes the existence of a defect covered by this Limited Warranty.

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(b) Hinen will, at its sole discretion, use new and/or reconditioned parts in building replacement parts. Hinen reserves the right to use parts or products of original or improved design in the repair or replacement of your product. If Hinen repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or ninety (90) days from the date of the repair or replacement, whichever is greater.

(c) This Factory Warranty covers Hinen costs for materials necessary to reestablish trouble free operation of the Covered Product. This Factory Warranty does NOT cover, however, costs of installation, cost of removal, cost of labour for repair, cost of shipping or cost of reinstallation of a Covered Product or parts thereof.

(d) In the event of a defect of products or services supplied by Hinen, Customer's sole remedy shall be, at Hinen's cost and expense up to 100% of the cost of the equipment, (i) repair or replacement of defective product at Hinen's discretion, or (ii) re-performance of defective services.

(e) Except for visible defects of products and services, for which Customer shall provide notice to Hinen immediately, as defined in Hinen's Terms & Conditions, Customer shall provide written notice of any defect to Hinen within TEN(10) days after discovery of such defect.

(f) Should Hinen be unable to repair or replace defective products or re-perform defective services to the agreed-upon standard within thirty (30) days after written notice from Customer of such defect, Customer shall grant Hinen a 10-day cure period in writing. Should Hinen fail to replace defective products or re-perform defective services to the agreed-upon standard within such 10-day cure period after written notice from Customer, Customer shall have the right to rescind the contract and Hinen shall promptly reimburse Customer for all invoices paid to Hinen on account of such defective product(s) or service(s).

(g) Hinen's liability with respect to any product, including without limitation Hinen's obligation to repair or replace defective products or to re-perform defective services, shall be excluded if (1) Customer fails to inspect products or services as required as defined in Hinen's Terms & Conditions or elsewhere in those Terms, (2) Customer fails to inform Hinen about defects as required defined in the Terms & Conditions or section (e) or (f) above or elsewhere in this Warranty document, (3) Customer fails to observe product operating and maintenance instructions provided by Hinen, (4) any product or product part has been opened, modified, repaired, processed, replaced or installed, or any other work has been performed in relation to or that affects any product, by a non-certified or otherwise unauthorised person, (5) any other act or omission has occurred that otherwise has resulted in a loss of product warranty.

(h) In the event Hinen determines that an alleged product or services defect did not exist or, if existed, was excluded from Hinen's liability by Hinen's Terms & Conditions, Customer shall reimburse Hinen for all costs and expenses incurred by Hinen as a result of Hinen's attempt to repair, replace or re-perform.

(i) To avoid reduction of the warranty period due to faulty internet connection, please contact your dealer as soon as possible if the internet connection is faulty or interrupted.

(j) Hinen is not liable for product(s) damaged through installer error or installation error regardless of the installer's status of having attended or not attended the Hinen provided Certified Installer Training. Determination of warranty coverage is as set out in this Warranty document, and at the discretion of the Hinen's Service team.

(k) Except as otherwise provided by applicable law, the foregoing remedies state Hinen's sole and exclusive obligation and your sole and exclusive remedy for a breach of the foregoing limited warranty.

#### **Transferability**

This Warranty is non-transferable except in cases where the Products are installed in a building. If the ownership of the building changes, this Warranty will then be transferred to the new owner of the building, provided that the Products remain installed. This transfer of warranty entitlement ensures continuity of coverage and adds value to the property in which the Products are installed.

#### **Warranty Claim Procedure**

(a) If you believe that you have a justified claim covered by this Factory Warranty, you must submit the claim in writing ('Claim Notice') to Hinen within the applicable Warranty Period to Hinen's address set forth above, or such future address as Hinen may provide from time to time. Any Claim Notice must include the following information:

- the serial number of the Covered Product for which a Claim Notice is being sent;
- a copy of the dated purchase receipt for the Covered Product;
- a copy of the installation protocol for the Covered Protocol signed by an Authorised Dealer;
- information about the use of the Covered Product in reasonable detail;
- information about the defect in reasonable detail.

(b) Upon receipt of your Claim Notice Hinen may ask for further information or claim verification from you, receipt of which will be required prior to processing the claim.

(c) Upon acceptance of your warranty claim, Hinen may require that you send the Covered Product at your own costs to a Hinen warranty claim centre located in the world.

#### **Exclusions for Failure to Connect to the Internet**

It is required all Products be connected to the Internet or 3G/4G networks for service purposes.

In the event of a temporary failure or interruption of the Internet connection lasting 48 hours or less:

- If the failure lasts longer than 20 minutes, the product owner shall notify HINEN as soon as possible and take steps to monitor the product for defects during the period of the failure;
- The product owner shall locally collect and save data from the system and the product in order to retain the data generated by the system during the internet outage and send it to HINEN in a timely manner as soon as the internet is reconnected;
- HINEN shall not be liable for any resulting inability to remotely monitor/detect system or product defects or anomalies, nor shall warranty apply;
- HINEN is not responsible, and the warranty does not apply, for failure to provide product or system updates that were scheduled to be performed remotely over the Internet during an Internet outage;
- Any defects discovered and reported during an Internet outage should be accompanied by sufficient evidence (including relevant photographs) to allow the defect to be fully investigated and to prove, as far as possible, that the problem was not caused by the Internet outage itself;
- The warranty period will be shortened for products that are not connected to the Internet. This will be determined by HINEN and the approved installer on the basis of the actual situation;
- The product owner shall organise an on-site inspection and data collection by qualified personnel under the direction of HINEN each time a warranty claim is made for a product that is not connected to the Internet;

• If the product is connected to the internet, HINEN will monitor the performance of the product and notify the product owner of any defects found via the internet during the warranty period. Otherwise, the product owner should notify HINEN as soon as he/she becomes aware of a defect or potential defect in the product during the warranty period.

#### **WARRANTY LIMITATIONS**

(a) Hinen makes no warranties, either expressed or implied, orally, or in writing, with respect to any other warranty coverage except those expressly stated in this limited Factory Warranty.

(b) The Factory Warranty does not cover damages that occur due to:

- No related documents such as warranty cards have been sent to the dealer or HINEN;
- Transport damage (including scratches caused by internal packaging during transport), please claim directly from the transport company or insurance company as soon as possible and obtain proof of damage such as container/packaging unloading;
- Products without warranty certificates, warranty certificates that do not match the product model, or warranty certificates that have been altered.
- The product nameplate and SN barcode are torn off, altered or damaged, indistinct and unidentifiable.
- Failure to comply with applicable safety regulations (certification standards, etc.);
- Failure to comply with product user manuals, installation manuals and maintenance instructions;
- Product maintenance processes that do not follow the relevant standards;
- Misuse or improper use of the equipment;
- Installation, commissioning and use in an incorrect manner (e.g. installation in an environment that is too hot or too cold, too humid or too dry, at too high an altitude, with an unstable voltage or current, with incorrect wiring/connections of the DC or AC poles, batteries are not standardized for charging and discharging, etc.);
- Damage caused by improper storage by the distributor or end user;
- Exchanging equipment or replacing parts without the consent of HINEN;
- Use of substandard materials to match our products, causing product failure;
- It is not the technician authorised by HINEN or HINEN to modify or attempt to repair or erase the serial number or silkscreen of the product;
- Defects in the product due to updates in national or regional laws or regulations;
- Failure or damage caused by force majeure (such as earthquake, lightning, fire, etc.).
- Failure or damage caused by unforeseen accidental factors or human causes (operating errors, scratches, handling, bumps, access to unsuitable voltage, etc.).

(c) This factory warranty does not cover cosmetic defects which do not directly influence energy production, or degrade form, fit, and function.

(d) Claims that go beyond the scope of this limited Factory Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits, are expressly NOT covered by this Factory Warranty.

(e) In no event will Hinen be held responsible or liable for any personal injuries resulting from the use of the system, or for any other damages, whether direct, indirect, incidental, or consequential, even if Hinen has been advised of such damages.

#### **Miscellaneous**

This Warranty shall form part of the purchase contract in respect of the Products and shall be complied with by all parties involved.

Please fill the required information in and send to Hinen to apply for the Warranty.

#### **End User Information**

Name/Company name:	
Detailed address:	
Phone number:	
Email address:	
System location:	

#### **Product Information**

Inverter Model:	
Serial No (S/N):	
Invoice number:	
Purchase date:	
Dealer:	
Commissioning data:	

#### **Contact us:**

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