



TNK-10000-LV-A1 Battery Limited Warranty

This limited warranty ("Warranty") applies to the TNK-10000-LV-A1 battery ("Product") supplied by Clenergy to end users through an authorised seller ("Seller").

Definitions

- "Well Energy" – Xiamen Well Energy Technology Co., Ltd. is the manufacturer of the Product. It is a subsidiary of Clenergy Technology Co., Ltd.
- "Clenergy" – Clenergy Technology Co., Ltd.; Clenergy Projects (Australia) Pty Ltd.
- "End User" – The buyer who has the Product installed on his/her premise and put it into operation for the first time via the authorised way by Clenergy.
- "Seller" – The seller authorised by Clenergy.
- "Product" – TNK-10000-LV-A1 battery (including the accessory components) purchased by the End User from the Seller.
- "Warranty Start Date" – The date that an End User purchases the Product. If the End User can provide a written document to prove the installation date of the Product, the date is the Warranty Start Date.
- "Nominal Energy" - The nominal energy printed on the label of the Product.
- "Minimum Throughput Energy" - The total output energy of the Product, recorded in the control module of the Product.

Applicable Product

TNK-10000-LV-A1 battery (including the accessory components)

Limited Warranty

Product Warranty

As the manufacturer of quality products, Clenergy warrants that the Product will be free from defects in materials and workmanship for a period of ten (10) years from the Warranty Start Date.

Our Product comes with guarantees under the Australian Consumer Law.

The benefits given by this warranty are in addition to any other rights and remedies you may have under laws in relation to the goods or services to which the Warranty relates.

Performance Warranty

Clenergy warrants that the Product retains seventy percent (70%) of the Nominal Energy for ten (10) years from the Warranty Start Date or for a Minimum Throughput Energy calculated from the Warranty Start Date as per the table shown below, whichever occurs earlier.

Product Model	Nominal Energy	Minimum Throughput Energy
TNK-10000-LV-A1	10.24kWh	28.58MWh

The following testing conditions are used to determine the energy of the Product.

- Ambient temperature: 25~30 °C
- Initial battery temperature from BMS: 25~30 °C
- Charging/discharging method
 - Charge: 0.2C charge until one cell reaches the high voltage protection (3.6V)
 - Rest: 10 minutes
 - Discharge: 0.2C discharge until one cell reaches the low voltage protection (2.85V)

Note:

Current and voltage measured at the battery DC side.

Exclusions

Product damage or deterioration resulting from any of the following activities is not covered by this Limited Warranty:

- The Product is not installed, operated or maintained in accordance with the Product user manual.
- Product damage caused by modification, alteration, disassembly, repair, replacement, maintenance and other services to the Product conducted by unauthorised personnel.
- Damage or defect due to the End User's unauthorised mix of batteries, change of functions or use in a system configuration outside the scope of the user manual.
- Improper transportation, storage, installation, wiring, or use with faulty or incompatible devices by the End User (transportation and installation are not performed by the Seller) - If the End User fails to use the original packaging materials provided by the Seller during the transportation of the equipment, the Product damage or failure shall fall outside of the warranty scope.
- Product damage or defects caused by the End User deliberately or by a wilful act.
- Product failure is not reported to the Seller, Clenergy or Clenergy Authorised Service Partner within 2 weeks of occurrence.
- The Product is left in a non-operation state for 6 months or more.
- Cosmetic damage, deformation, abrasion, stains, rust, mildew, or similar external influences caused by the End User.
- The Product is exposed to physical movement or shaking after installation or temperature not allowed by the user manual.
- Any force majeure events including but not limited to a natural disaster such as flooding, earthquakes, lightning and abnormal conditions such as war, strike, riot, or other activities intervened by the government which are out of Clenergy's control.
- Renewal of the national or regional laws or regulations.

The product warranty will not be applied to the following situations:

- The Product is purchased and installed outside of Australia.
- Use of an incompatible inverter, rectifier or power conversion system.
- The model number, nameplate or serial number of the Product has been altered, erased or is unrecognisable, or the tamper-evident logo has been arbitrarily damaged.
- Any defects which cannot be surfaced due to the limitation of the technology and scientific knowledge at the time the Product was sold to the End User.
- The warranty period has expired.
- The End User fails to provide the Product invoice for warranty claim.

Warranty Registration

To ensure that you get the best performance from your purchase, please create your profile and attach the purchase details to your account at www.clenergy.com.au/solution-centre/service-centre/.

Alternatively, please complete the registration form and keep it for your records.

If any problems arise, please contact the Seller.

Please retain a copy of the Warranty Registration form and proof of payment for any future warranty claim.

Your Details	
Name	
Address	
Contact No.	
Email	
Seller's Details	
Company Name	
Office Address	
Contact No.	
Email	
Product Details	
Serial No.	
Model No.	
Purchase Date	
Installation Date	
Inverter Brand	
On / Off grid	

Warranty Claim

If a product defect is suspected and needs to be attended to, you should follow the process laid out below to make a claim. If you are out of warranty, please contact Clenergy directly for assistance. The contact details are at the end of the document.

Warranty Period Confirmation

From the paperwork that was originally provided when you purchased the Product, you will be able to determine if you are still covered by warranty and whom to contact in case of a defect to the Product.

Fault Handling

Once you have identified the Seller, you should contact them directly. They will arrange for an inspection and collect the following information. Charges for attendance may apply if it turns out to be not a product fault or falls outside of the limited warranty.

- Faulty equipment serial number
- Working temperature
- Usage mode
- Supporting energy storage inverter manufacturer/model/specification
- Power consumption equipment information
- PV system configuration information
- Error details
- Operating procedures
- Battery operation logs

Note:

The warranty period remains the same after any repair or replacement activity. No restart or recalculation applies to the original warranty period after those activities.

If, however you are unsure of how to make a claim, are out of the Warranty period or do not know from whom you purchased the Product, you can contact us at Clenergy for support as per the details at the end of the document. Please provide the following information to start the warranty claim:

- Proof of purchase
- Description of the alleged defect(s)
- The relevant Product's serial number and the Warranty Start Date

Enquiries can be made via phone, email or website as below:

Phone: +61 3 9017 6688

Email: service@clenergy.com.au

Website: www.clenergy.com.au/solution-centre/service-centre/

Note:

To claim via the website, please register an online account and submit, manage and view your claim from the account.

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