# Midea RESS Warranty Policy

(for the Australian Market)

## 1. Scope of Warranty Policy

Midea provides the following limited warranty for its residential energy storage system (RESS) product(s) (herein referred to as the Product(s), unless explicitly stated otherwise) produced/provided by Midea. Midea, under its own discretion, has the right to decline the replacement of the product if the terms and conditions of the Policy are breached. This Midea RESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Midea partners.

## 2. Warranty Period

### 2.1 All-in-one RESS System

#### 2.1.1 Standard Warranty for All-in-one RESS System

The Standard Warranty for the All-in-One RESS System is valid for a period of 120 months from the date of installation, or a period of 126 months from the date of manufacture, whichever comes first.

#### 2.1.2 Performance Warranty for Battery Pack

Midea gives warranty under normal use of the Battery Pack in accordance with the safety precautions, maintenance, and proper installation instructions mentioned in the product user manual. The Battery Pack retains at least 70% of its nominal energy when the Battery Pack does not exceed the energy throughput limit shown below, which is calculated through 120 months from the date of installation or 6000 cycles for MEBC2-B5H-AIO series/ 8000 cycles for MEBC2-B14H-Pro series, whichever comes first.

The term "Nominal Energy" herein means the initially rated capacity of the Products as printed on the label of the Products.

The pre-condition before performance warranty claim would be as follows:

- The ambient temperature during the operation of the Products shall not fall below -20°C (-4°F) or exceed 55°C (131°F)
- The energy throughput of battery systems is less than the values in the table below:

| Product Model | Nominal Energy | Energy Throughput | Remark |
|---|---|---|---|
| MEBC2-B5H-AIO | 5.12kWh | 12.3 MWh | 5.0 kWh battery pack |
| MEBC2-B10H-AIO | 10.24kWh | 24.6 MWh | 10.0 kWh battery system |
| MEBC2-B15H-AIO | 15.36kWh | 36.9MWh | 15.0kWh battery system |
| MEBC2-B20H-AIO | 20.48kWh | 49.2MWh | 20.0kWh battery system |
| MEBC2-B25H-AIO | 25.6kWh | 61.4MWh | 25.0kWh battery system |
| MEBC2-B30H-AIO | 30.72kWh | 73.7MWh | 30.0kWh battery system |
| MEBC2-B35H-AIO | 35.84kWh | 86. MWh | 35.0kWh battery system |
| MEBC2-B40H-AIO | 40.96kWh | 98.3MWh | 40.0kWh battery system |
| MEBC2-B50H-AIO | 51.2kWh | 122.9MWh | 50.0kWh battery system |
| MEBC2-B60H-AIO | 61.44kWh | 147.46MWh | 60.0kWh battery system |
| MEBC2-B14H-Pro | 14.06kWh | 46.6MWh | 14.0kWh battery system |
| MEBC2-B21H-Pro | 21.09kWh | 69.9MWh | 21.0kWh battery system |
| MEBC2-B28H-Pro | 28.12kWh | 93.2MWh | 28.0kWh battery system |
| MEBC2-B35H-Pro | 35.15kWh | 116.5MWh | 35.0kWh battery system |
| MEBC2-B42H-Pro | 42.18kWh | 139.8MWh | 42.0kWh battery system |
| MEBC2-B49H-Pro | 49.21kWh | 163.1MWh | 49.0kWh battery system |
| MEBC2-B56H-Pro | 56.24kWh | 186.4MWh | 56.0kWh battery system |
| MEBC2-B63H-Pro | 63.27kWh | 209.7MWh | 63.0kWh battery system |
| MEBC2-B70H-Pro | 70.30kWh | 233MWh | 70.0kWh battery system |
| MEBC2-B84H-Pro | 84.36kWh | 279.6MWh | 84.0kWh battery system |

- Capacity measurement under the following conditions:

i. Ambient temperature: 25 ~ 30°C

ii. Initial battery temperature from BMS: 25 ~ 30°C

iii. Current and voltage measurement at the battery DC side

A reference for measuring capacity:

1. Set the battery priority mode through the APP to make the battery state of charge (SOC) up to 100%, and record the battery total discharge value displayed on the APP of that day.
2. Set only battery discharge (PV should not participate) through the APP and discharge the battery up to 10% SOC level (Avoid battery damage from a very low voltage). And record the day's total discharge of the battery displayed on the APP at this moment.
3. Subtract the total discharge value in Step 1 from the total discharge value in Step 2. Divide the result by 90% to get the current battery capacity.

*Note: Midea provides the standard or performance warranty only, whichever comes first.

## 2.2 Standard Warranty for Inverter (PCS)

The Standard Warranty for the hybrid inverter is valid for a period of 120 months from the date of installation, or a period of 126 months from the date of manufacture, whichever comes first. The Product(s) included in this Policy are:

| NO. | Product Model | Remark |
|---|---|---|
| 1 | MEI2-HT15H-AU | 15.0 kW Three-phase hybrid inverter |
| 2 | MEI2-HT20H-AU | 20.0 kW Three-phase hybrid inverter |
| 3 | MEI2-HT25H-AU | 25.0 kW Three-phase hybrid inverter |
| 4 | MEI2-HT29.9H-AU | 29.9kW Three-phase hybrid inverter |
| 5 | MEI2-HT30H-AU | 30.0kW Three-phase hybrid inverter |

## 2.3 Storage batteries

The Standard Warranty for the battery is valid for a period of 120 months from the date of installation, or a period of 126 months from the date of manufacture, whichever comes first.

## 2.4 Standard Warranty for BMS Control Box

The Standard Warranty for the BMS is valid for a period of 120 months from the date of installation, or a period of 126 months from the date of manufacture, whichever comes first.

## 2.5 Standard Warranty for Wi-Fi Module and Smart Meter

The Standard Warranty for the Wi-Fi module and smart meter is valid for a period of 24 months from the date of manufacture.

# 3. Scope of Warranty Period

Midea's liability under this Policy shall be limited to replacement, repair, or refund. Replaced or repaired products shall be warranted according to the original terms of the Warranty Policy. In any event, the replacement shall not justify the renewal of the Term of Warranty Policy.

Annual inspection is required from the 6th year after the battery's commissioning date by a Midea authorized suitably qualified technician, and that documented evidence of the inspection is kept on record. Failure to adequately maintain the equipment in the manner described may invalidate any warranty claims.

## 4. Warranty Policy Claim Eligibility Criteria

The only person(s) eligible to claim warranty under this Policy is the Purchaser or Midea authorized personnel. If the Purchaser has gone into administration or insolvency, or if the site is in a remote area, the End-User/Installer, at their discretion and expense, may appoint a Local Installer to carry out the functions of the original Installer.

## 5. Exclusions

Warranty claims relating to defects caused by the following factors are not covered by Midea's warranty:

- Damage that occurred during the transportation of the Product(s);
- The Warehouse (storage) location of the Product(s) is close to the gas station, heat source, fire source, corrosive gas, wet place, etc., resulting in damage;
- The battery is not installed within nine months from the date of manufacture without at least one full charge and discharge resulting in loss of battery capacity;
- Improper installation of the Product(s) where insufficient ventilation and circulation leads to minimized cooling and natural airflow, resulting in damage;
- Improper installation of the Product(s) and/or installation performed by a non-qualified Installer;
- Use of improper connectors or wires, e.g., in case the Installer has installed the Product with connectors which are not provided by Midea, resulting in damage;
- Improper wiring of the Product(s) causing damage to the Product or its parts;
- The recommended SoC of battery range: 10% ~ 95%, Damage of product caused by battery over discharge;
- Improper or noncompliant use, installation, commissioning, start-up, or operation;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual, resulting in damage;
- Unauthorized repair and reinstallation of the Product(s);
- Damage caused by water moving into the Product(s) during maintenance, use, and cleaning;
- Damage caused by customers using unapproved equipment to charge, discharge, maintain, etc.
- Improper use or misuse of the Product(s) by the Installer or End-User, e.g., damage resulting from dropping the Product(s);
- Damage of the Product(s) that is caused by external systems, e.g., PV system, home load, or the grid;

- Damage to the Product(s) by natural disaster (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding, etc.)
- Flaws that do not adversely affect the proper functioning of the Product(s), e.g., cosmetic issues, wear and tear;
- The product has been out of operation for 6 months or more;
- Midea RSS cannot be monitored online;
- Buyer uses the Product in violation of applicable laws and safety regulations, including national, state, or local government laws or regulations.
- The products are used or installed in places where vibration is expected to occur. For example, aircraft, boats, cars, or trains.
- Products used to power medical equipment or life support equipment.
- The components that were not initially sold by Midea as a part of the system.
- Not followed the warranty claim process, and/or no sufficient evidence of the fault and/or test carried out on site has not been provided to Midea.

## 6. Product Replacement

In the event the Products or spare parts are not available anymore, Midea, at its discretion, may replace them with an alternative product with equivalent functions and performance.

## 7. Warranty Claims Require Sufficient Information

It is the duty of the Distributor/Installer to contact Midea in the event of a fault with the following information:

**Name of the Installer:**
**Product Model No:**
**Fault Code:**
**Fault Details:**
**Fault Video Clip:**
**Contact Details:**

Midea may ask for additional details depending on the fault conditions. Midea will run tests on the product and may advise the Distributor/Installer to take photos or video for verification purposes. The Distributor/Installer is required to submit a document with the evidence and any additional information requested by Midea.

If an allegedly faulty Product is returned to MIDEA pursuant to this Policy, which is no defect found by MIDEA that would qualify it for replacement under this policy, or due to limited liability as stated in section 5, MIDEA will apply a flat-rate inspection charge for each

Product and will seek to recover the full costs of the replacement Product.

Note: Any product replacement has to be approved by MIDEA in all cases with a related RMA report sent to MIDEA. For acquiring the RMA report template, please email solar_service_au@midea.com. Any replacement of the Product issued without the consent of MIDEA will invalidate an associated claim.

## 8. Midea Warranty Extension

Warranty extension grants the RESS an additional warranty of inverters or standard systems warranty. To purchase the warranty extension or special requirements, please contact our sales team.

## 9. Applicable Law

This warranty is governed by the laws of Australia. In addition to the warranty provided by Midea, for customers in Australia, Midea goods are covered by a warranty that cannot be excluded under Australian consumer law. You are entitled to a replacement or refund for major defects and compensation for any other reasonably foreseeable loss or damage. You also have the right to have the goods repaired or replaced if the goods are not of satisfactory quality and do not constitute a major defect. The consumer's rights under this warranty are in addition to any other rights and remedies the consumer may have under applicable law with respect to the goods or services covered by this warranty. This warranty applies only to purchasers who acquire products for their own use. Midea shall not be liable for events and/or claims based on events occurring in countries or territories other than those listed herein. In the event of a legal claim, Midea (and not Midea's partners) is responsible for sending or receiving litigation documents.

## 10. Manufacturer Information:

Hiconics Eco-energy Drive Technology Co., Ltd.

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100176, Beijing, P. R. China

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E-mail: solar_service_au@midea.com

Web: au.hiconics-global.com

## 11. Importer Information

Midea Electronics Australia Co Pty Ltd

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