



WeCo Srl a Socio Unico
Cap. Soc. 120.000,00 € Int. Vers.
Scarperia e San Piero – Florence-
P.IVA IT06567530487 - C.F. 06567530487

WeCo S.r.l.

HIGH VOLTAGE BATTERY LIMITED WARRANTY

This Limited Warranty (hereinafter "Warranty") applies to 5KO PRO batteries (hereinafter "Product") manufactured by WeCo S.r.l. (hereinafter "WeCo" or "Seller") for the Buyer customer (hereinafter "Buyer").

The main purpose of this document is to define the conditions and procedures related to the warranty policy applied to products paired with a compatible solar inverter system.

Premise

Lithium batteries, when used and maintained as prescribed, are safe and reliable products; However, if used in a manner that does not comply with the instructions contained in the use and maintenance manual supplied and if subjected to stress or external agents, they may lose the minimum safety characteristics. As a result, they may no longer be able to self-protect, function properly, and maintain their original designed performance.

The purchaser is required to comply with all the instructions contained in the manuals provided at the time of purchase (downloadable from the <https://wecobatteries.com/download-area/> website) as well as the conditions set out herein.

The installation site must comply with all the conditions contained in the manual and the regulations in force in your country. In addition, it is strictly forbidden to install batteries near fuels, flammable materials, gas storage or gas boilers, or in environments that do not meet the minimum legal or regulatory requirements of your country.

1. European Warranty against Factory Defects

The warranty against manufacturing defects begins on the date of delivery of the battery, if and to the extent that the conditions set out in the following articles have been met. If the products were purchased within the European Community, the warranty is defined and regulated in accordance with current European Law; if the purchase took place in Italy, the reference legislation will be only and only the Italian one. Only in the event that the Buyer is a consumer, the specific more favourable rules provided for this category of subjects will be applicable.

2. Ancillary performance guarantee

The battery lithium cell performance warranty, in addition to that set out in point 1, provided voluntarily by the manufacturer, is valid for 120 months from the initial date of installation or 120 + 2 months from the date of manufacture or 7,000 charge/discharge cycles, whichever occurs first, and has as its object the maintenance of a residual capacity of the battery at the end of the aforementioned period equal to **not less than 70%, provided that the product is installed and used in compliance with its use and maintenance manual as well as the provisions of art. 6 and does not incur the exclusions and forfeitures referred to in art. 5.**

3. List of equipment included in this warranty

Battery Model	Battery capacity
5KO PRO	100 Ah /5.12kWh

4. Limitations and Liability

WeCo's liability under this warranty is limited, at WeCo's sole discretion, to:

- a) replacement with a product equivalent to the remaining capacity at the date of the request,
- b) or repair
- c) or compensation calculated on the basis of the remaining capacity/expected life.

The battery must be sent to WeCo for capacity checks, it will be retained by WeCo if compensation for credit or replacement is granted, in the event of repair and/or replacement this will be retained in WeCo for the time necessary to conclude the technical intervention. In the case of compensation based on residual capacity, this will be calculated by multiplying the current price of the product by the lower value derived from the number of months of actual use of the battery and the value derived from the charging cycles, in relation to the performance guarantee provided by WeCo pursuant to Article 2 (120 months or 7,000 cycles, within 120 months), based on the following formula:

$$(\text{Battery price}^1) \times \text{MINIMUM } [(1 - \text{month of use}/120); (1 - \text{battery cycles} / 7000)]$$

¹ The price per kWh of WeCo will be applied for the same battery, or one of equivalent capacity/category, in force at the time of the warranty claim by the customer.

Registro Imprese di Firenze, Cap. Soc. 120.000,00 -REA number 638783-

Reg. Batteries-Accumulators IT18020P00004707 - WEEE Reg. IT18020000010253

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Replaced or repaired Products will be warranted for the remainder of the warranty life of the replaced battery. The act of replacement and/or repair will not result in the renewal of the duration of the original warranty, without exception.

WeCo is not responsible for any direct or indirect damages related to the failure to achieve performance, unproductive shutdown of the system, or any other damage resulting from any malfunction, loss of battery use, loss of profit, and interruption of any kind of service or supply. Similarly, WeCo shall not be liable for any consequential, incidental, indirect, special, exemplary, or punitive damages arising out of or related to this warranty, regardless of the form of action and whether WeCo has been advised or potentially anticipated by the other party of the possibility of such damages.

WeCo's liability under this warranty shall in no event exceed the amount paid by the Buyer.

The BMS is able to store key events for warranty purposes, and WeCo will extract them during the warranty claim process in order to validate or reject customer claims.

5. Disclaimer of Warranties

The warranties referred to in points 1 and 2 above do NOT cover damage to the Products caused, even in conjunction with one or more of the following activities or omissions, which automatically result in the forfeiture of both the legal warranty for manufacturing defects and the ancillary performance warranty:

The warranties referred to in points 1 and 2 above do NOT cover damage to the Products caused, even concurrently, by one or more of the following activities or omissions, which automatically result in the forfeiture of both the legal warranty for manufacturing defects and the ancillary performance warranty:

1. Transport/Storage/use not in accordance with the manual.
2. Mandatory FW update failure when reported/notified
3. Opening/tampering with the lid by non-WeCo authorized personnel or without written authorization.
4. Removal/damage of the warranty seal if present
5. Use of software and actions on the memory of the BMS that are not allowed to hide improper use or delete the memory.
6. Illegible or removed label/serial number (inability to identify the product).
7. Installation/use not in accordance with the requirements of the WeCo manuals.
8. Active BMS/Warranty logs such as Extreme Under Voltage, Overcurrent, Extreme Overvoltage visible from APP or BMS software.
9. Incorrect or incompatible wiring: batteries and/or HV BOX incorrectly connected; cables with non-conforming cross-section/quality, incompatible models connected together.
10. Electrical errors: polarity reversal, short circuits, damage to fuses/connectors/BMS due to incorrect installation.
11. Moving the battery without retesting and commissioning report performed by an unqualified electrician according to local regulations.
12. Failure to promptly disconnect the battery from the inverter in the presence of inverter/battery alarms.
13. Absence of BMS–inverter (CAN) communication or failure to acknowledge by the inverter.
14. External causes: overvoltages, abnormal inrush currents, lightning, flooding, fire, shocks/falls, lid opening and/or manual operation of the contactor, etc.
15. Unsuitable room: not ventilated, not compliant with the manual; presence of oxidation/condensation or contaminants (liquids, salts, vapors/solvents/acids) that can damage circuits and protections.
16. Use with non-WeCo approved equipment (inverters/chargers/BMS), even if temporary.
17. Exposure to liquids, splashes, gases, or vapors that may penetrate the product; Direct/indirect contact with water or other liquids (safety risk).
18. Installation environment does not comply with the requirements of the manual.

Following the production and distribution of the product, WeCo reserves the right to publish a "Critical Firmware Update" via its website, cloud monitoring platform and/or by communication to the e-mail address of the Professional Buyer with whom it has a business relationship.

It is the sole responsibility of the Purchaser to ensure that such update is properly implemented, including through its distribution channels, on the affected batteries within 60 days of receipt of the notice.

All battery owners can register for the WeCo newsletter to receive important communications regarding updates and best practices. Failure to update will result in the forfeiture of the warranty.

6. Additional mandatory conditions for installation and operation for the purpose of exercising the performance guarantee referred to in art. 2

The guarantee of ancillary performance referred to in Article 2 above is granted only and only on condition that all the following additional and more restrictive requirements have also been complied with, of which the Purchaser must provide proof.

Intended use: Integration into renewable energy storage systems with WeCo-approved inverters.

Site installation, use, maintenance and supervision must comply with the specifications of the manual throughout the period of use of the product.

Especially:

- a) Installation in a dry and ventilated space, within the prescribed operating limits
- b) Always-on CAN BUS communication between battery and inverter approved by WeCo.
- c) Routine maintenance as required by the manual
- d) Compliance, use, installation, maintenance fully respected.
- e) Constant connection to the Weco web portal with a disconnection period of no more than 60 days/year
- f) Charge/discharge and DOD profiles complied with as per the manual.
- g) Vibration-free environment

Important note: In order to maintain the **performance warranty**, **both** Art. 5 and this Art. 6. La **product warranty** for manufacturing defects is **only subject** to the exclusions/limitations of Art. 5. In any case, it is mandatory to follow the installation and use manuals.

7. Natural decay

The energy decay is non-linear and can be greater in the first 5 years or 1500 cycles than the ten-year weighted average. The battery, due to its chemistry, is subject to a natural degradation of capacity that can be greater during the first 1000/1500 cycles and/or 12-24 months than the remaining cycles. The battery also degrades when not in use and also during storage in the warehouse due to affection aging even if not actively used.

Cosmetic damage such as discoloration of the paint or other surface changes that do not compromise the safety, functionality or performance of the product are not to be understood as defects covered by the warranty. LEDs, switches, compressor, antenna, display, fuses, filters, accessories, and/or parts other than lithium batteries do not fall under performance warranty coverage. Such circumstances can in no way be considered a defect in the quality and/or performance of the product.

8. Force majeure

The warranties will also not apply to damage caused by force majeure events such as (but not limited to) floods, earthquakes, wars, riots, fires, fumes, power surges, lightning, pest/rodent damage, corrosion, exposure to water or other substances gaseous and/or liquid chemical systems, nor in relation to the progressive decay of the energy deriving from normal operating conditions. The discovery of liquids, oxidation and/or dirt inside the battery and/or cabinet will void any warranty.

9. Standard Test Conditions (STC) for Capacitance Measurement

For the purposes of activating the warranty referred to in point 2 above, and subject to compliance with the operating conditions listed in paragraphs 5 and 6, the performance of the battery cells must be measured in accordance with the procedure specified below to be carried out at WeCo or a laboratory accredited by WeCo:

- Place the battery in the climatic chamber for no less than 30min: before starting the test phase, the temperature of the cells measured by the BMS must be 25°C +/-1° C.
- Connect directly to the negative and positive terminals of the cell array and discharge with a constant current of 0.5C until the array reaches 40 VDC.
- Connect directly to the negative and positive terminals of the cell array and charge with constant current of 0.2C until the array reaches the BMS protection limit.
- Wait for 30 minutes, and then restart the constant voltage charging process with 0.05A until the BMS reaches 100% or the limit of OV level 1 again.

- Repeat the above discharge/charge cycle until the voltage difference between the cells is less than 0.05V.
- Allow the array to stand until the cell temperature, measured by the BMS, is 25°C +/-1°C.
- When the cells reach 25°C +/-1°C, connect directly to the negative and positive terminals of the cell array and discharge them with a constant current of 0.5C until the array reaches 40V, and measure the capacitance at the negative and positive terminals of the cell array using a certified DC counter with 1-second frequency of the datalogger.

10. Applicability and scope of the warranty conditions

These warranty conditions are applicable to all purchases made after they are issued, i.e. from the date indicated at the bottom of this document and will cease to be effective for products sold after the entry into force of any others that WeCo decides to draw up in the future.

Unless WeCo has issued a specific written statement in addition to or modifies the provisions of this document, the Seller is not subject to any type of obligation or liability other than or additional to those indicated above and/or provided for by mandatory legal regulations on the product sold.

11. Claim Procedures Warranty and/or Repair/Replacement

If, during the warranty period, the Purchaser discovers a manufacturing defect or suspects that the battery does not conform to the performance warranty, the Purchaser must immediately report the defect by providing the following information following the instructions set in the RMA procedure accessible online on the website www.wecobatteries.com the Warranty area or via direct link. This area is accessible to WeCo direct customers or professional installers as the warranty process will take place following the purchase chain:

- A clear description of the defect, including the date the problem occurred.
- The serial number of the battery.
- The type of inverter connected to it.
- A copy of the purchase invoice.
- The date of installation.
- Installation images (minimum 5 images from different angles).
- Permission to access the battery and inverter monitoring account.

Battery Access and Buyer Information Obligations

The buyer must guarantee WeCo access to the battery being tested, both physically and remotely, through a laptop computer provided by the customer, on which WeCo's proprietary software necessary for diagnosis and technical analysis activities can be installed.

If the information initially provided by the buyer is insufficient to carry out a complete assessment, WeCo may request a documentary or technical integration. This supplement must be received no later than 15 (fifteen) days from the date of the request.

In the event of failure to send, late submission or provision of information that is not suitable for diagnostic activities, WeCo may issue a second request for integration. If a further 15 (fifteen) days have passed without receiving useful feedback, WeCo reserves the right, upon written notice, to retain and dispose of the battery, if it is ascertained that it is irreparable; or send the battery back to the sender, with the final charge of all costs incurred (logistics, management, analysis, etc.).

WeCo will determine within a reasonable time (no longer than 30 days) whether the reported defect is eligible for coverage under the Limited Warranty. If the information received determines that the defect reported is not covered by the Limited Warranty, WeCo will inform the Buyer explaining the reasons for the non-coverage or non-applicability.

If, on the other hand, WeCo detects the need to analyze the battery in order to verify its current status, it will require the customer to send the battery to WeCo's premises or to a laboratory designated by WeCo. The battery must be shipped within 10 days from the date of WeCo's request and must be made in accordance with UN38.3 regulations.

During the execution of the tests, the complete charging and discharging phases will be required. In the case of batteries not properly used by the customer, these could lead to their destruction, as a result of the tests. In this case, WeCo will inform the customer that the warranty is not applicable.

If, as a result of the tests carried out, and within 30 days of receipt of the battery, it is determined that the battery is eligible for coverage under the Limited Warranty, WeCo will notify the purchaser proposing the provisions of Article 2 of this Limited Warranty. The product sent by the Buyer, in the event of compensation or replacement, will be retained by WeCo for recycling or disposal.

12. Repairs not covered by warranty

In the event that the warranty is not applicable, WeCo will provide the Buyer with a repair proposal, the price of which will vary according to the cost of the material used for the repair, labor costs, any travel expenses, transportation costs, any customs duties and disposal costs, if applicable. Where available, the manufacturer will have the right to propose the use of used or refurbished products. It should be noted that, if the installation or use of the product is carried out in violation of the technical requirements, such as to



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potentially compromise the safety of the system, for example in the event of installation in unsuitable environments, exceeding the limit values of use, WeCo reserves the right not to proceed with the repair. In such circumstances, the product must be considered unsafe and intended for disposal according to current regulations.

13. Applicable law and jurisdiction

This warranty is subject to Italian law. For any dispute relating to the interpretation, execution and termination of sales contracts, the Court of Florence shall have exclusive jurisdiction.

Florence, 1711/2025