

WeCo S.r.l. a Socio Unico

LIMITED WARRANTY MODEL 5K3-EVO (Stackable Dual Voltage) + HV BOX 1000V

This Limited Warranty (hereinafter referred to as the "Warranty"), applies to 5K3-EVO batteries (both "Stackable" and "Rack") hereinafter collectively referred to as "Products" or individually "Product" manufactured by WeCo S.r.l. (hereinafter "WeCo" or "Seller") for the Buyer customer (hereinafter "Buyer").

The primary purpose of this document is to define the conditions and procedures regarding the warranty policy applied to products for indoor household use combined with a compatible solar charger system.

Data

Lithium batteries, if used and maintained as prescribed, are safe and reliable products; however, if used in a manner that does not comply with the requirements contained in the use and maintenance manual provided and if subject to stress or external agents, they may lose the minimum safety feature and therefore may no longer be able to protect themselves, function correctly and maintain project performance.

The purchaser is required to comply with all the indications contained in the manuals provided at the time of purchase (which can be downloaded from the <https://www.wecobatteries.com/download-area/> website) as well as in these conditions.

The HV BOX are mandatory control devices for use with 5K3-EVO batteries used in high voltage mode.

It is also forbidden to install near fuels, flammable material in general, gas storage or gas boilers or in environments that do not meet the minimum requirements required by law or regulations in your country.

1. European Warranty against Factory Defects

The warranty against manufacturing defects of the products starts from the date of production of the products mentioned in this document, if and to the extent that the conditions set out in the following articles have been complied with. If the products were purchased within the European Community, the warranty is defined and regulated as per 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 most favourable specific regulations provided for this category of subjects will be applicable.

2. Ancillary Performance Warranty

The battery lithium cell performance warranty, in addition to that referred to in point 1 and voluntarily provided 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 comes first, and has as its object the maintenance of a residual capacity of the battery, at the end of the aforementioned period, not less than 70% **at the end of the period of use of the battery, provided that the product is installed and used in compliance with the use and maintenance manual of the product as well as the provisions of art. 6 and does not incur the exclusions and forfeitures referred to in art. 5.**

WeCo requires that the battery connected to its cloud system to make mandatory critical updates, failure to connect to the portal for a period of time

3. List of equipment included in this warranty

Batteries	Battery capacity
5K3-EVO Dual voltage S/N 2025	5.22kWh /102Ah
HV BOX 5 year warranty	
HV BOX EVO	1000V

4. Limitations and Liability

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

- replacement (battery or HV BOX), with a product equivalent to the residual capacity or age of the products on the date of the request,
- to repair,
- to compensation calculated on the basis of the residual capacity/expected life.

In the case of credit compensation, the battery sent to WeCo for capacity checks will be retained by WeCo.

The indemnity will be calculated by multiplying the current average price by the lower value between that deriving from the number of months of actual use of the products and that deriving from the recharging cycles of the same in relation to the performance guarantee provided by WeCo pursuant to art. 2 (120 months or 7,000 cycles, within 120 months), based

on the following formula:

Current average price to specialized distribution¹ X MINIMUM [(1-month use/120); (1 - battery cycles/7,000)]

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

The Seller is not liable 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 malfunctions, loss of battery use, loss of profit and interruption of any type of service or supply; likewise, 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 that such damages may occur.

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

5. Disclaimer of 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.

¹ Current average price calculated on the basis of similar products available from the manufacturers of batteries and HV controllers at the time of the request and in any case not higher than the purchase price. If comparable prices are not available, the average price per kWh of similar products found in the Customs registers of the country of origin applies.

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

The ancillary performance guarantee referred to in art. 2 is recognized only if, in addition to compliance with all the exclusions of art. 5, all the following conditions are met (proof of which is the responsibility of the Buyer):

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

Site installation, use, maintenance and supervision must always 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 provided for in 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 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 not linear and could 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 natural capacity degradation that can be greater during the first 1000 cycles and/or 12-18 months than the remaining cycles. The battery degrades even when not in use and even during storage in storage.

These circumstances cannot in any way be considered a qualitative and/or performance defect of the product.

8. Force majeure

The warranties will also not apply in the event of damage caused by force majeure events such as (but not limited to) floods, riot wars, vandalism, earthquakes, fires, fumes, surges, lightning, damage from parasites/rodents, corrosion, exposure to water or other substances gaseous and/or liquid chemical systems, nor in relation to the progressive energy decay resulting from normal operating conditions.

9. Standard Test Conditions (STC) for Capacitance Measurement

For the activation of the warranty referred to in point 2 above, and subject in any case to compliance with the operating conditions listed in paragraphs 5 and 6, the performance of the battery cells must be measured according to the procedure specified below to be carried out without fail 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 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 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 meter with 1-second datalogger frequency.

10. Applicability and scope of the warranty conditions

These warranty conditions are applicable to all purchases made after their issue, i.e. from the date indicated at the bottom of this document and will cease to have effect for products sold after the entry into force of any other products that WeCo deems to draw up in the future.

Unless WeCo has issued a specific written declaration in addition to or modification of what is provided for in this document, the Seller is not subject to any type of obligation or liability different or additional to those indicated above and/or provided for by mandatory legal regulations with regard to the product sold.

11. Claim Procedures Warranty and/or Repair/Replacement

If, during the warranty period, the Purchaser discovers manufacturing defects or suspects that the battery does not conform to the performance warranty, the Purchaser shall immediately report the defect by providing the following information:

1. A brief description of the defect, including the date the problem occurred.
2. The serial number of the battery.
3. The type of inverter connected to it.
4. A copy of the purchase invoice.
5. The date of installation.
6. The installation images (minimum five images from different angles).
7. Permission to access the battery monitoring account, if any.

The buyer must also grant WeCo access to the battery, either in person or remotely via a laptop provided by the customer for the installation of WeCo software for analysis operations.

The claim must be made within 30 days from the date of the failure, otherwise late communication will be considered as a waiver of the right to make a warranty claim.

WeCo will determine within a reasonable time and within 30 days whether the reported defect is eligible for coverage under the Limited Warranty. If it is determined from the information received that the reported defect is not covered under the Limited Warranty, WeCo will inform the Purchaser 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 ask the customer to send the battery to WeCo's headquarters or to a laboratory indicated by WeCo. The battery must be shipped within 10 days of the date of WeCo's request and must be made in accordance with UN38.3 regulations.

During the execution of the tests, complete charging and discharging phases will be necessary, these in the case of batteries not correctly used by the customer, could lead to the destruction of the same, as a consequence of the tests. In such a case, WeCo will inform the customer that the warranty does not apply.

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 accordingly as described in 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 effective, WeCo will provide the Buyer with a repair proposal, the price of which will vary according to the material cost used for the repair, labor costs, any travel expenses, transportation costs, any customs duties and disposal costs, if applicable. Where available, the manufacturer will be able to offer the use of used or refurbished products.

It should be noted that, if violations of the installation and use regulations may involve safety risks, such as in the event of installation in an outdoor or otherwise unsuitable place, or exceeding the maximum or minimum voltage limits, WeCo may refuse to proceed with the repair and the product must be disposed of.

13. Applicable law and jurisdiction

This warranty is subject to Italian law. The exclusive jurisdiction for any dispute relating to the interpretation, execution and termination of sales contracts will be that of Florence.

Florence, 17/11/2025