

WARRANTY MANUAL

- For Portable Energy Storage & Hybrid Energy Units

PES Series

PHE Series

BES Series

RHE Series

Product Warranty Card (For Factory) NO.

End User Info.

Customer Name:
Location:
Contact Person:
Tel:

Distributor Info.

Distributor:
Address:
Contact Person:
Tel:

Product Order Info.

Order NO.
Product S/N:

Product model:
Product ID:

Service

The date of claiming:
The date of repairing:
Engineer Signature:

Acceptance Check

	(Stamp)
User:	Date:



Attention:

1. This card is the evidential document for warranty, please keep it well.
2. The signature of engineer is necessary to make this card effective. The product cannot be started if the product is not tested and showed that it is in order.
3. The warranty period bases on signing time of this card. If POWERLINK does not receive this card in the coverage, the warranty period will be deemed to be abandoned or timed from the factory date.

Note: Please finish this card, then tear off along the dotted line and mailed back to POWERLINK.

Product Warranty Card (For User) NO.

End User Info.

Customer Name:
Location:
Contact Person:
Tel:

Distributor Info.

Distributor:
Address:
Contact Person:
Tel:

Product Info.

Order NO.:
Product S/N:

Product model:
Product ID:

Service

The date of claiming:
The date of repairing:
Engineer Signature:

Acceptance Check

(Stamp)	
User:	Date:



Attention:

1. This card is the evidential document for warranty, please keep it well.
2. The signature of engineer is necessary to make this card effective. The product cannot be started if the product is not tested and showed that it is in order.
3. The warranty period bases on signing time of this card. If POWERLINK does not receive this card in the coverage, the warranty period will be deemed to be abandoned or timed from the factory date.

Note: Please do NOT tear this card off the manual.

Warranty Statement

Any defect of products can only be eliminated through repairing or replacing accessories and spare parts, unless it is regulated by laws or specific regulations. The warranty stated in this manual by POWERLINK is the only legitimate warranty applying to POWERLINK products. WARRANTY MANUAL and USER MANUAL define the responsibilities and rights between the users and POWERLINK regarding to product warranty, services and the agreement validity conditions. Please make sure you have read carefully WARRANTY MANUAL and USER MANUAL before using POWERLINK products. If your products are damaged by abuse, neglect, improper operation, insufficient maintenance, or unauthorized remodel, your claim for compensation or any direct or indirect claim for warranty repair will not be accepted by POWERLINK After-sales Service Department, nor the authorized after-sales service centers.

Warranty coverage: Repair range in warranty coverage covers the repair of damages caused by materials or craftworks. Damages are repaired through using new accessories and spare parts or re-manufactured accessories and spare parts.

Items	Warranty Period
Unit (Excluding battery module)	2 years
Battery module	5 years or 6000 cycles*

* Battery quality standard: 5 years lifespan after delivery (the available capacity of the remaining electricity in the cell is not less than 70% of the rated capacity (@10°C-30°C, 0.22C/0.22C, pulsing 0.9C, lasting 30S, 85%DOD (10%-95%SOC) , annual operation 300 days, 1 time a day, storage average SOC≤50%, temperature based on the cell shell side center)), or to meet the 6000 cycles (the available capacity of the remaining electricity in the cell is not less than 70% of the rated capacity (@25°C, 0.5P/0.5P, 100%DOD, charge and discharge between 30mins)), whichever comes first.

Repaired Parts Warranty Period: If the repaired or replaced accessories and spare parts are POWERLINK genuine accessories and spare parts, six months warranty is provided. If not, no warranty is provided.

All the repaired or replaced accessories and spare parts or machine can only enjoy the remaining time of warranty period of the original accessories, spare parts or machine.

Labour and travelling cost

We anticipate that all our installers or distribution partners are equipped with skilled staff to perform warranty-related tasks. POWERLINK will not cover any labour and travelling costs associated with warranty work.

End User/Distributor's responsibilities

Install, operate and maintain the products correctly

- You should operate and maintain your POWERLINK products as required in WARRANTY MANUAL and USER MANUAL. All the records of maintenance and repair should be well kept.
- You should establish a scientific operation and maintenance plan, and replace genuine accessories and spare parts in the right way.
- You should email the warranty card and relevant documents to the manufacturer within ten (10) days after first start of your machine or within thirty (30) days after the purchasing days. The time which is due first is used as the criterion.

E-mail address: service@powerlinkenergy.com

Report the defects

- You should report any product defect to POWERLINK, distributor, dealers or repair workshop. The report should be delivered as soon as the defects are found. In any cases, the report should not be delivered later than the fourteenth days after the expiration of warranty. At least a general description of the defects should be included in the report.

Damages not in Warranty Coverage

Damages caused by accidents, improper operation or replacing parts

Damages caused by any of the following reasons are not in the warranty coverage:

- Damages caused by accidental collision, burning, theft, freezing, devastation, prang, or natural disasters, or other force majeure (for example, war);
- Damages caused by remodeling on the final assembled products, replacing spare parts, including changing the canopy, engine, alternator, base tank and spare parts.

Damages and erosion caused by environment or chemical treatment

- Damages caused by radioactive air (chemistry, serum, etc.), acid rain, stone, hailstone, earthquake, hurricane, lighting, chemistry, etc., are not in the coverage.

Damages caused by improper operation, insufficient maintenance or improper repair

- Damages caused by transportation, improper installation, or repair unrecognized by POWERLINK;
- Accessories or products are used in violation of the law or for obvious vicious purpose;
- Damages caused by man-made improper operation, insufficient maintenance, not maintaining the machine regularly as regulated in this manual and USER MANUAL, or not using the recommended liquid are not in the warranty coverage;
- Damages directly or indirectly caused by improper repair and consequent malfunctions and damages are not in warranty coverage.

Not able to provide required documents

Those who are not able to provide POWERLINK with the following documents or some provided documents are invalid cannot get warranty:

- Product Warranty Card (valid within 3 months after delivery);
- Original records of maintenance and repair.

Vulnerable parts and daily used spare parts

- Vulnerable parts, daily used spare parts are not in warranty coverage.

Spare part specified or provided by customer

- Spare parts specified by customer but not covered by standard spare parts range provided by POWERLINK are not in warranty coverage;
- Accessories or spare parts provided by customer are not in coverage.

Not Using POWERLINK Genuine Spare Parts

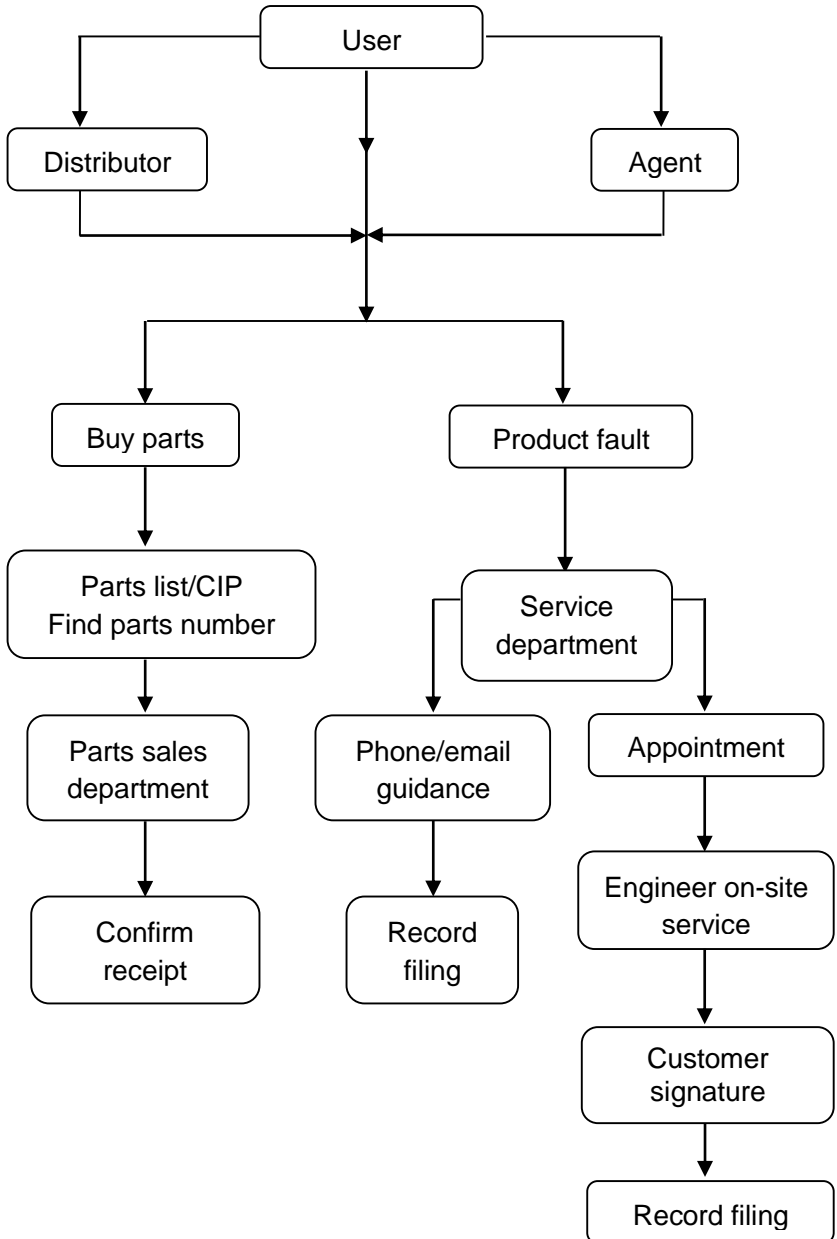
- Damages caused directly or indirectly by not using POWERLINK genuine spare parts or using spare parts not recognized by POWERLINK are not in the warranty coverage.

Extra Expenditure

Warranty does not include the economic loss or extra expenditure due to downtime, for example:

- Economic loss and time loss due to unable to use products
- Expenditure for storing products

Service Process



POWERLINK

<http://www.powerlinkenergy.com>

Contact POWERLINK or your local agent for more details.