

# Warranty Update Statement for Energy Storage System

**For the Bytewatt Residential Product Series(Australia&New Zealand)**

Dear customers,

With the continuous progress of energy storage technology and our persistent pursuit of product quality, Bytewatt Technology Co., Ltd has decided to update the warranty policy for energy storage systems in order to provide you with better product protection and service experience. The relevant matters are declared as follows:

## I. Update Background

Under the general trend of energy transition, the importance of energy storage systems is increasingly prominent. We have been committed to researching and developing more efficient and reliable energy storage products and continuously optimizing after-sales service. This warranty update is based on in-depth insights into market demands and positive responses to customer feedback.

## II. Update Contents

### 1. Extended warranty period

1. The original warranty period was five(5) years, and now it is updated to **ten(10) years**. This will provide longer-term quality assurance for your energy storage system.

### 2. Expanded warranty scope

1. In addition to the warranty for hardware equipment, we will further cover the maintenance and upgrade services of software systems.

2. For performance degradation or failures caused by product quality issues, we will assume a broader responsibility.

### III. Effective Time

This warranty update takes effect from **November 1, 2024**. For energy storage systems purchased after this date, the new warranty policy will be directly applicable. For products purchased before this, we will provide transitional warranty services for customers according to specific circumstances.

### IV. Commitments and Guarantees

1. Bytewatt Technology Co. always adheres to the customer-centered principle and continuously improves product quality and service level.
2. We will strictly follow the new warranty policy and provide customers with timely and efficient after-sales service.
3. If you have any questions or need further understanding of the warranty policy update, please feel free to contact our customer service team at any time.

Thank you for your trust and support in Bytewatt Technology Co.! We will continue to provide you with high-quality products and services as always.

Bytewatt Technology Co.

November 1, 2024