

Quality Assurance Agreement for Residential Energy Storage Systems

Party A (Purchaser):

Party B (Supplier):

This Agreement shall apply exclusively to Littech battery product lines, specifically including the following models: **TB series, TR series, and TR-Pro series.**

1. General Principles

- 1.1. Adhering to the principles of good faith, mutual benefit, and win-win cooperation, Party A and Party B have mutually agreed upon the quality-related matters concerning the products supplied by Party B to Party A, and hereby enter into this Quality Assurance Agreement (hereinafter referred to as the "Agreement").
- 1.2. This Agreement is executed in two counterparts, with each party retaining one copy. Both counterparts shall possess equal legal force and effect.
- 1.3. Any matters not covered under this Agreement shall be resolved through amicable consultation between both parties.
- 1.4. This Agreement shall enter into force immediately upon being signed by the authorized representatives or agents of both parties and affixed with their respective corporate seals. It shall remain in full force and effect until a subsequent agreement is executed by both parties or terminated upon mutual written consent.

2. Governing Scope and Definitions

- 2.1. This Agreement shall strictly apply to the products supplied by Party B and intended for the specific purposes contractually agreed upon by both parties.
- 2.2. Product: Refers to any and all products purchased by Party A and supplied by Party B.

- 2.3. Product Warranty: Refers to the complimentary repair or replacement services provided for any malfunctions, liquid leakage, or hardware damage resulting from inherent defects in materials or manufacturing processes of battery cells, BMS (Battery Management System), structural components, or printed circuit boards (PCBs).
- 2.4. Performance Warranty: Refers to the capacity retention commitment for the battery under standard operating conditions, which constitutes a core quality assurance clause of this Agreement.
- 2.5. Rated Capacity & Initial Available Capacity: "Rated Capacity" refers to the nominal capacity specified on the product nameplate. "Initial Available Capacity" shall mean the capacity measured during the first full charge-and-discharge test cycle of a brand-new unit under standard testing conditions at a stabilized ambient temperature of 25°C.
- 2.6. The quality warranty shall automatically terminate upon the expiration of either the warranty period or the specified operational cycle count, whichever occurs earlier.

3. Quality Standards

- 3.1. The Product quality shall strictly comply with the specifications, drawings, or purchase order requirements mutually confirmed by both parties for different product models.
- 3.2. The Product shall meet the cosmetic and aesthetic standards mutually agreed upon and confirmed by both parties.
- 3.3. The Product shall fully comply with all applicable environmental protection, health, and safety laws, regulations, and statutory requirements.
- 3.4. The Product shall conform to the relevant industry standards, national standards, and international standards mutually designated and confirmed by both parties.

4. Commencement of Warranty Period (Whichever Occurs Earlier)

- 4.1. The date on which the installation and commissioning of the Product are completed (subject to the provision of the installation completion report and equipment SN registration).
- 4.2. The 90th day following the date of shipment from the Supplier's factory.

5. Warranty Period

- 5.1. Hardware Product Warranty (Full System Components)

5.1.1. BMS PCBA: A product warranty period of three (3) years.

5.1.2. Battery Module: A performance warranty period of ten (10) years.

5.2. Capacity Performance Warranty

5.2.1. The Performance Warranty shall remain valid for a period of ten (10) years from the commencement date of the warranty, or until the Product has achieved 6,000 full operational cycles (at 70% DoD), whichever occurs earlier.

5.2.2. Under Standard Testing Conditions (comprising an ambient temperature of $25\pm 2^{\circ}\text{C}$, a 0.2C charge/discharge rate, a State of Charge [SoC] range of 10%–90%, and a utilization frequency of ≤ 1 full cycle per day), the available capacity of the battery system shall not fall below 70% of its Initial Available Capacity. If the measured capacity falls below 70%, the Supplier shall provide corresponding capacity compensation, module replacement, or full-unit replacement.

5.3. Standard Capacity Testing Conditions

5.3.1. Ambient Temperature: $25\pm 2^{\circ}\text{C}$, followed by a rest period of two (2) hours.

5.3.2. Charging Protocol: Constant Current (CC) charge at 0.2C up to the cut-off voltage, followed by Constant Voltage (CV) float charge until the charging current drops to $\leq 0.02\text{C}$, followed by a rest period of 30 minutes.

5.3.3. Discharging Protocol: Constant Current (CC) discharge at 0.2C down to the discharge cut-off voltage; the recorded discharge capacity shall be deemed as the actual available capacity.

5.3.4. Evaluation and Determination: The test shall be repeated three (3) times to calculate the average value. The laboratory test report issued by the Supplier or an authorized, authoritative third-party testing report shall serve as the final and conclusive basis for determination.

6. Warranty Coverage

6.1. Complimentary Warranty Coverage (Within the Warranty Period)

6.1.1. Replacement or repair of battery cells due to internal electrode plates, electrolyte, or packaging process defects that result in liquid leakage, swelling, zero voltage output, or excessive cell-to-cell voltage variance.

- 6.1.2. Replacement or repair of the BMS due to factory defects, communication failure, or protection function abnormalities in the BMS mainboard, voltage/temperature sampling cables, or balancing modules.
- 6.1.3. Replacement or repair of original structural components, wiring terminals, or heat dissipation cooling ducts due to factory assembly defects.
- 6.1.4. Replacement or repair of original accessories, or remedy for enclosure/cabinet corrosion occurring under normal and intended use conditions.
- 6.1.5. Replacement of battery cells or modules whose capacity retention rate falls below the contractually agreed 70% threshold.
- 6.2. Costs and Expenses Borne by the Supplier
 - 6.2.1. The Supplier shall bear the two-way (round-trip) logistics expenses for the defective Products, the cost of original spare parts/components, and the provision of remote technical guidance.
- 6.3. Warranty Rules for Replaced Products
 - 6.3.1. Any replaced or supplementary battery cells, modules, or full units shall inherit and carry the remaining warranty period of the original Product; under no circumstances shall the warranty period be recalculated or restarted.

7. Warranty Claim Procedures

- 7.1. Upon detecting any malfunction or abnormal capacity degradation, Party A shall submit the supporting documentation to Party B's after-sales department within Seven (7) working days. The required documentation includes, but is not limited to: the product serial number (SN), purchase invoice, installation records, photographs/videos of the malfunction, system background operational data, and operating environment logs.
- 7.2. Party B shall respond within one (1) working day to conduct remote troubleshooting. If the issue cannot be resolved online, Party B shall instruct Party A to return the Product for physical inspection, and shall issue a Return Merchandise Authorization (RMA) form to Party A prior to shipment.
- 7.3. Where the inspection confirms that the defect is an inherent factory quality issue, Party B shall complete the repair or replacement and return the Product within seven (7) working

days. Conversely, if the inspection reveals that the damage is caused by human error or improper usage, Party B shall issue a formal inspection report; in such event, Party A may opt for paid repair services, and all costs for spare parts and logistics shall be borne solely and in full by Party A.

- 7.4. In the event that Party A fails to report the issue in a timely manner, or unauthorizedly disassembles the unit prior to sending it for inspection, Party B reserves the absolute right to refuse the provision of warranty services.

8. Warranty Exclusions

The quality warranty shall automatically and immediately terminate upon the occurrence of any of the following circumstances, and Party B shall be fully exempt from any warranty liabilities:

- 8.1. Exceeding Operational Conditions: Prolonged operation in environments where the ambient temperature is $>40^{\circ}\text{C}$ or $<0^{\circ}\text{C}$; exposure to open-air sunlight or rain; installation in damp basements without adequate ventilation; or exposure to salt spray or corrosive gas environments.
- 8.2. Unauthorized and Non-compliant Operations: Unauthorized disassembly of the battery; alteration of the BMS; modification of internal wiring; connection to non-standard or incompatible inverters; charging or discharging beyond rated power limits; or forced manual bypass/deactivation of BMS protections.
- 8.3. Improper Usage: Overcharging; over-discharging; external short circuits; connection to low-quality or sub-standard photovoltaic (PV) controllers; or prolonged idling/storage without performing regular monthly supplementary charging as specified.
- 8.4. External Force Damage: Collision; dropping; water immersion; fire damage; insect or rodent infestation; water seepage caused by civil engineering/building leakage; or bumps and damage resulting from unauthorized transportation or handling.
- 8.5. Natural Disasters and External Power Surge: Earthquakes; floods; lightning strikes; typhoons; voltage surges; or burnout caused by power grid failures or fluctuations.
- 8.6. Non-authorized Maintenance: Repair services performed by unauthorized third-party personnel; or replacement using non-original battery cells or aftermarket components.

- 8.7. Over-utilization Beyond Specifications: Operational usage exceeding two (2) full cycles per day; continuous high-power discharge; or usage outside the specific scope of application contractually agreed upon by both parties.
- 8.8. Identification and Cosmetic Degradation: Product serial number (SN) that has been altered, defaced, torn, or rendered unrecognizable; or damages resulting from intentional human wear and tear.
- 8.9. Normal Wear and Tear: Normal cosmetic degradation under natural conditions; minor external shell scratches; or minor capacity degradation above the 80% threshold that does not impair the functional performance of the Product.
- 8.10. Force Majeure Events: Battery damage, accelerated degradation, or functional failure resulting from Force Majeure events, including but not limited to wars, armed conflicts, geopolitical confrontations, international import/export sanctions, trade embargoes, port closures, shipping disruptions, riots, strikes, or public protests.
- 8.11. Policy and Regulatory Interferences: Abnormal product damage or loss induced by regulatory factors, including but not limited to sudden changes in importing country policies, shifting electricity standards, temporary adjustments to energy storage regulations, forced grid voltage regulation, or load shedding/curtailment policies.

9. Rights and Obligations of Both Parties

9.1. Rights and Obligations of Party A

- 9.1.1. Party A shall strictly comply with Party B's user manuals and technical specifications regarding the installation, operation, and storage of the Product. The utilization of the Product shall be strictly confined to indoor, residential, and ambient temperature environments.
- 9.1.2. Party A shall properly safe-keep and retain the purchase invoices, product serial number (SN) labels, and installation records, and shall provide complete historical operational data in its entirety in the event of a product malfunction.
- 9.1.3. In the event that any warning alarm or operational abnormality occurs, Party A shall immediately shut down and disconnect the power supply of the Product. Continuous operation of the Product under a faulty or abnormal state is strictly prohibited.

9.1.4. Party A shall solely bear all expenses related to out-of-warranty repairs, on-site disassembly and installation, round-trip logistics insurance/declared value fees, and independent third-party testing or inspection costs.

9.1.5. Party A shall not lease, loan, resell, or modify/redeploy the Product for use in any non-residential energy storage scenarios.

9.2. Rights and Obligations of Party B

9.2.1. Party B shall provide the product user manuals, installation specifications, operational environment requirements, and necessary after-sales technical support.

9.2.2. Within the applicable Warranty Period, Party B shall provide complimentary repair or replacement services for Products confirmed with inherent factory defects, and shall issue a formal inspection report thereof.

9.2.3. Party B shall establish and maintain the product serial number (SN) archives, and securely retain the factory-exit capacity test data to serve as the baseline and benchmark for any subsequent capacity determination.

9.2.4. Exclusion of Consequential Damages: Under no circumstances shall Party B be liable for any indirect, incidental, or consequential damages incurred by Party A, including but not limited to loss of power generation revenue, labor downtime costs, damage to ancillary/connected equipment, property or interior decoration damage, or any business interruption and operational losses.

10. Dispute Resolution

10.1. In the event of any dispute or disagreement between Party A and Party B regarding the capacity testing results, both parties shall jointly entrust a third-party energy storage testing institution accredited with CNAS (China National Accreditation Service for Conformity Assessment) qualifications to conduct a re-test.

10.1.1. Where the re-test determines that the issue stems from an inherent factory quality defect, all testing fees and round-trip logistics expenses shall be borne by Party B.

10.1.2. Where the re-test determines that the issue results from operational environments, usage conditions, or human error, all testing fees and logistics expenses shall be borne entirely by Party A.

10.2. This Agreement is formulated and spearheaded by Party B's Quality Center; any unilateral alteration or scratching out shall be null and void. Any matters not covered herein shall be resolved through amicable consultation between both parties. Should consultation fail, the dispute shall be submitted to the People's Court with jurisdiction over the place where Party B is located for resolution.

Party A (Purchaser):

Authorized Representative

(Signature/Seal):

Date:

Party B (Supplier):

Authorized Representative

(Signature/Seal):

Date:

