



## Midea Limited Warranty for Energy Storage System

This Limited Warranty applies to MIDEA Energy Storage System purchased and installed in Australia.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### Warranted Products

H1 Series Storage System

### Warranty Period

#### a. Limited Product Warranty- 10 years

MIDEA warrants the hardware of electronics and enclosure (including power module, circuit breaker, BMS PCBA) will be free of defects caused by improper workmanship or defective materials for ten (10) years from Warranty Start Date.

#### b. Limited Performance Warranty -10 years

MIDEA warrants that the battery product will maintain either seventy percent (70%) of the Usable Energy for ten (10) years or a Minimum Throughput Energy calculated from the start date of the warranty, whichever occurs first. The Usable Energy and Minimum Throughput Energy for each Product Model are set out in the table below:

Product Model	Nominal Energy <sup>[1]</sup> (kWh)	Minimum Throughput Energy <sup>[2]</sup> (MWh)	Product Type
H1-5-B3	5	12.75	Battery Module
H1-5-E0	5	12.75	Battery System
H1-10-E0	10	25.50	
H1-15-E0	15	38.25	
H1-20-E0	20	51	

[1] Test conditions:0.2C charging/discharging at 25°C ,100%DOD.

[2] Minimum Throughput Energy values may vary with geographic ambient temperature. The operation and service life of battery are related to the working temperature. The recommended working temperature for battery is15~30°C.

The Standard Warranty Period will be starting from the original end user purchase date, if the customer is unable to provide adequate documentation of the original purchase, the warranty start date shall be 6 months after the product was manufactured.

### Preconditions for Warranty

- The defect of product occurs within the warranty period as determined above.
- If the covered product has failures or warnings which leads to system not working or working abnormally, the relative information must be reported to your distributor within 14 days of appearance. Or, please call the MIDEA service Hotline for record



and send the warranty card to MIDEA Service Center by fax or email within 14 days of appearance.

- Covered product must be installed in applicable ventilated territory, and shall not be exposed in an installed area to direct sunlight, the ambient temperature shall not fall below -10°C or exceed 50°C.
- Covered product should be installed and commissioned by a MIDEA authorized installer.
- Covered product should be installed, operated and maintained in accordance with the product instructions.
- The covered storage system shall only contain MIDEA brand compatible inverter. If you want to use any other brand inverter, please check with MIDEA to make sure it's compatible in advance.
- The installation of battery part for the end user shall be completed within 6 months from the date of product shipment from MIDEA.
- This warranty covers a capacity equivalent to 1 full cycle per day. The product is not suitable for supplying life-sustaining medical devices and automotive application.
- This warranty does not apply to accessories and tool kits supplied with the products

## Out of Warranty

If the warranty is expired, MIDEA will charge the end user for on-site service expense, parts expense, labor expense and logistics expense. Please see the table below for detailed standards:

	Send back to the factory for repair	On-site service
No need to replace parts	Labor costs + logistics costs (delivery cost of devices from and to MIDEA)	Labor costs + on-site service fees
Need to replace parts	Labor costs + parts costs + logistics costs (delivery cost of devices from and to MIDEA)	Labor costs + on-site service fees + parts costs

Note:

On-site service expense: Travel cost of technicians present at the site.

Parts expense: Cost of replacement parts (including any freight/management fees).

Labor expense: The labor cost of technicians, including personnel who repair, maintain, install (hardware or software) and debug faulty equipment.

Logistics expense: Logistics costs for delivery of defective products from customer to MIDEA and replacement products from MIDEA to customer, including customs duties and other derivative charges

## Claiming Process

In the event of a fault, please contact the installer who sold you the battery to arrange preliminary troubleshooting and contact MIDEA if necessary.

In order to make a claim under this warranty. End user must:

- Provide all of the information requested in the Warranty Card accompanying these Terms.
- Provide the serial number of the product and installation date.



- Provide the proof of the original purchase of the product and any subsequent ownership transfer.
- Provide description of alleged defect(s).

### **Remedy**

- If the covered product is confirmed by MIDEA or authorized service partner to be defective or non- conformity, MIDEA will replace or repair the defective or non-conforming product at its sole discretion. Any maintenance or replacement shall not be deemed as extension or recalculation of warranty period.
- MIDEA will be responsible for the approved repair or replacement costs in connection with such non- conforming or defective products. The replaced battery or product in exchange will become MIDEA's property immediately.
- If the product/parts are not manufactured anymore, MIDEA, at its option, may replace it with a different type of product with equivalent function and quality to the origin product/ part or refund the market price of an equivalent product at the time of the warranty claim.
- If the product is repaired or replaced under this warranty, the remaining warranty period of the original product will apply to the repaired or replacement product.
- The replacement battery or accessories may not be a brand new item, but the quality and specification are in accordance with product specification.

### **Exclusion of Liability**

Product problems caused by the following conditions are not covered by the warranty. (MIDEA authorized dealers and distributors are responsible for the following investigations).

- Warranty period specified above has already expired.
- End user fails to provide all the information required for Claiming Process.
- Failure to notify distributor, dealer or MIDEA of defective products within **14 days** of appearance.
- Attempt to modify product, whether by physical means, programming or otherwise, without the permission from MIDEA or by personal unauthorized by MIDEA.
- Product damage and defect caused by improper installation, commissioning, use and operation by end user or personal unauthorized by MIDEA, which fails to comply with any/all user manuals.
- Damage to product during transportation, incorrect installation, exceedance of working temperature range during use and improper use.
- Use of incompatible PCS (inverter, DC/DC converter etc.).
- Insufficient ventilation of Battery.
- The effects of other objects and force majeure (including but not limited to



- floods, lightning, earthquake, grid overvoltage, bad weather, fire, etc.).
- Removal and reinstallation of the product at a location other than the original installation location, without the permission from MIDEA.
  - Cosmetic defects on the enclosure that does not affect the normal operation of battery.
  - Product damage caused by the intentional or gross negligence of the end user.
  - Defects of product arise due to amendment or modification of national or regional laws or regulations.

### **Non-applicability of Warranty Claim**

If the claimants do not conform to the above warranty terms, MIDEA will claim for all other expenses incurred by the claimants.

### **Warranty Limitations and Disclaimer**

Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and above remedies shall be exclusive and replace all other guarantees, remedies and conditions, whether oral, written, statutory, expressed or implied. To the extent permitted by applicable law, MIDEA expressly disclaimed any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and any warranties against latent or potential defects. If MIDEA cannot disclaim implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, MIDEA limits the duration of and remedies for such guarantees and warranties to durations and remedies described in this Limited Warranty. No distributor, agent or staff of MIDEA and / or MIDEA authorized service partner can modify or waive any part of this warranty.

The legality and enforce ability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

To the greatest extent permitted by law, MIDEA will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

To the greatest extent permitted by law, MIDEA's liability from any cause whatsoever under this warranty shall not exceed the amount of the purchase price paid by end user to MIDEA for such product. Some countries and regions do not allow, or restrict, the exclusion or limitation of damages, including incidental or consequential damages, so



the above limitation or exclusion may not apply to you, or may only apply to a limited extent.

**Contact us:**

Importer:

Importer Business Name: MD APPLIANCES PTY LTD

Importer Address: 7 Ordish Rd, Dandenong South VIC 3175, Australia

Importer Contact Number: 1300726002

Importer Website: <https://www.mdhome.com.au>

Importer Email: [info@mdhome.com.au](mailto:info@mdhome.com.au)

Manufacturer:

GD MIDEA AIR-CONDITIONING EQUIPMENT CO., LTD

Lingang Road, Beijiao, Shunde, Foshan, Guangdong, China

[www.midea.com/global](http://www.midea.com/global)

Web: [www.midea.com/global](http://www.midea.com/global)

Email: [infomess@midea.com](mailto:infomess@midea.com)