



**TECLOMAN Residential Energy
Storage System
Firefly Series Product**

Warranty and Service Conditions



These warranty and service conditions apply to the following products:

- Firefly-L1/2/3/4/5/6/7
- Firefly Pro-H3/4/5/6/7/8

The Australian Consumer Law (ACL) protects consumers with certain guaranteed rights when purchasing goods and services. These rights are known as ‘consumer guarantees’. Under the ACL, our goods come with non-excludable warranties. You have the right to a replacement or refund for major faults and compensation for any other reasonably foreseeable loss or damage. You also have the right to have the goods repaired or replaced if they are not of satisfactory quality and do not constitute a major fault.

In the event of a major fault, you are entitled to a replacement or refund and to compensation for any other reasonably foreseeable loss or damage. Consumer Warranty There is no set time limit but it will generally last for a certain period of time, which is reasonably expected taking into account factors such as the cost and quality of the product or any representations made.

The warranty described in this document is subject to any rights you may have under the Consumer Warranty.

1 Product Warranty

1.1 Warranty Products:

This Agreement applies to the [Firefly Residential Energy Storage System(hereinafter referred to as RESS) Series] (constituting the ‘Products’ defined or detailed in the Sales Agreement, the Purchase Order and the attached Technical Agreement, hereinafter referred to as the ‘Products’) supplied by Tecloman to the User through the Authorised Service Provider.

1.2 The product warranty period limited warranty provides as follows:

(a) Tecloman warrants that on the date of delivery, the products are free from the following defects:

① Manufacturing Defects: Surface defects, dimensional defects, material defects, connection defects, assembly defects

② Material defects: electrostatic damage, bad pins, broken wires and short circuits

If a product has any of the above defects, the product is a defective product (‘ Defective Product’).

If the User complies with the user manual associated with the Product and the product instructions provided by Tecloman to the User from time to time, the standard warranty period for the Product shall be: (i) [10] years for the battery or 5500 cycles (25° C, 0.5C) at 90% DOD (whichever is earlier); and (ii) [2] years for ancillary components other than the battery. The warranty start date shall be calculated from the date of first installation and passing of the site acceptance test (‘ First Installation ’) or [3] months from the date of shipment of the product from Tecloman's factory (whichever is earlier).

(b) The above warranty does not cover consumable items such as, but not limited to, items such as fuses.

(c) Upon expiration of the standard warranty period, Customer may purchase an extended warranty (‘Extended Warranty’) for the Product. The Extended Warranty may be purchased in conjunction with the Product upon Customer's request.

1.3 During the product warranty period, if the product does not comply with the above guarantee, Tecloman shall provide spare parts for it or the user in the first instance:

① Repair the non-conforming or defective product;

② Replace defective product accessories with functional product accessories.

If the User believes that the severity of the Defect exceeds its ability to repair the Product, the User may send a Defect Notice to Tecloman. Tecloman shall carry out a remote diagnosis within [3] working days from the date of receipt of the notification of defect and shall instruct and assist the User in repairing the defect within the following [7] working days. If the defect cannot be

repaired by remote assistance, Tecloman shall, at the request of the User, repair the defect free of charge (including, but not limited to, on-site inspection and repair, and return of the product to the factory for inspection and repair) within [30] working days thereafter, with the exception of some auxiliary parts with a long transit time (including, but not limited to, batteries), whose delivery date is subject to renegotiation. The warranty period of the repaired or replaced product shall be the remainder of the original warranty period (key components (BMS, battery modules and sensors) shall be counted from the date of repair). In addition to the costs incurred by the User in repairing and/or replacing defective auxiliary components, Tecloman shall be responsible for any other repair or replacement costs associated with such non-conforming or defective products. For the avoidance of doubt, if the defective product is caused by the User's misuse, unauthorised replacement or repair, natural disaster, or abnormal installation environment, it shall be repaired or replaced by the User at the User's own expense.

1.4 The Parties agree and acknowledge that if Tecloman identifies a product defect in the Products under this Agreement, Tecloman shall have the right, at its sole discretion, to repair or replace the defective Product(s) and such Product(s) may be replaced with a new or refurbished Product(s) of the same type. In the event that such Products are no longer physically available from Tecloman, Tecloman may, at its sole discretion, use Products of a different size, appearance, model or power level and ensure that the replaced or refurbished Products are technically compatible with existing Products. The User agrees that such defective Products are the property of Trombone and shall be properly stored for recycling by Trombone. For the avoidance of doubt, the User acknowledges and understands that Tecloman shall have the sole right to determine the cause and nature of the identified defects ('Cause of the Defects'), and that in the event that the User disagrees with the Cause of the Defects, it shall be responsible for the costs of further analyses and/or conclusions of third-party testing organisations.

1.5 If the product warranty period has expired, at the request of the user, Tecloman will provide warranty service at market price.

1.6 User Commitment:

- (a) In order to fulfil the purpose of the use of the Products, the User undertakes to use the Products under this Agreement in accordance with the applicable specifications and environment in compliance with the User's manual or other product documentation. In the event of any defect in the Products, the User shall endeavour to protect such Products from further damage.
- (b) Once Tecloman or Tecloman's written authorised personnel ('Tecloman's Personnel') have reached the site, the User shall guarantee that such Personnel shall be able to freely enter and exit and direct the on-site services, and shall also ensure that the site is equipped with good safety measures and that there are no obstacles or hazards that may lead to damages to Tecloman's Personnel's personal or property security. The site must be equipped with good

safety measures. In the event of any damage caused by non-Tecloman personnel, the User shall pay all costs and liabilities arising therefrom.

- (c) The User must ensure that the performance of any third-party equipment shall not have any negative impact on the on-site service, otherwise the User shall be solely responsible for the delayed repair.

1.7 Claims by the User arising out of this Agreement shall be made on the basis of the following log file (as the case may be), failing which Tecloman shall have the right to assume that any deviation of the performance and/or capacity of the Products from the technical specifications is the result of the User's failure to comply with the User's manuals or other technical documents, and that any repairs or replacements of such Products shall be made at the sole cost and expense of the User.

Period	Required Documents
Storage Period	<ul style="list-style-type: none"> - Temperature and humidity record data - Inspection report of storage conditions and photos of product storage - Inspection report and defect report upon unloading and/or opening of product packaging
Installation Period	<ul style="list-style-type: none"> - Environmental conditions at the installation site - Report proving product defects (e.g., damage to modules upon unpacking, status of vibration sensors, with photos) - Historical records and test results
Operation Period	<ul style="list-style-type: none"> - Battery log data (data from the time period before and after the issue occurred) - Environmental conditions of the battery room - Report proving product defects

2、Warranty:

2.1 Warranty Specification for Firefly Series Products

Warranty Period		
Model	Warranty Start Date	Warranty
Firefly-L1/2/3/4/5/6/7	The warranty period begins on the 180th day from the date the product is shipped from the Tecloman factory, or the 1 st day from the date of installation, whichever is earlier.	120 months (10 years) Spare equipment, logistics, replacement costs
Firefly Pro-H3/4/5/6/7/8		

2.2 Battery Warranty Specification

Products	Warranty	Life cycle energy under warranty	Warranty Extension
Firefly Series	10 years	Remaining power 2.68 (3.6) KWh@25±2°C, 0.5C90%DOD,70%EOL	Not Applicable
Firefly Pro Series	10 years	Remaining power 1.79 (2.56) KWh@25±2°C, 0.5C90%DOD,70%EOL	Not Applicable

Notes:

- Battery warranty is defined as when the battery pack reaches the warranty period or after the completion of the survival cycle discharge, the remaining capacity EOL meets the specification requirements, the battery pack provides independent warranty.
 - Capacity test conditions: at an ambient temperature of 2°C at 25°C, 0.5C charge to 100% SOC, then let it stand for 10 minutes, discharge at a set current of 0.2C to the discharge termination voltage, and record the amount of power released during the discharge process.
 - In order to remotely upgrade the latest firmware to ensure battery life, it is necessary to connect the battery to the Tecloman Intelligent O&M Cloud System.
 - After purchasing the battery, installation must be completed within one month. If the battery fails, it must be reported within two days.
- Damage to the battery unit due to the battery not being able to charge for a long period of time is not covered by the warranty.
- The operating and service life of the battery is related to the operating temperature. Please install the battery within a temperature of 15~35°C.
 - The operating temperatures are charging: 0~50°C, discharging: -20~50°C.

➤ Remote Support

Remote support means that Tecloman provides customers with technical advice or problem solutions related to products by phone or email. It includes help remote technical support and online technical support

Contact Information:

Manufacturer: Chengdu Tecloman Energy Storage Technology Co., LTD

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