



SINENG ELECTRIC CO.,LTD.

Address: NO.6 Hehui Road, Huishan District, Wuxi, Jiangsu, China

Tel: 86-510-88888118

Fax: 86-510-85161899

Limited Warranty Terms for Battery Systems Containing EM-6.4KWH-HA/EM-6.4KWH-HB Pack

Applicable Products: Energy storage battery systems, including

EM-6.4KWH-HA/EM-6.4KWH-HB pack and

EB-6.4/12.8/19.2/25.7KWH-HA/HB battery systems

Manufacturer: Sineng Electric Co., Ltd.



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End User Definition

The End User is defined as the buyer who first puts the battery systems containing EM-6.4KWH-HA/EM-6.4KWH-HB pack into operation in the manner authorized by Sineng. The End User must operate and maintain the Product in compliance with the official User Manual, Quick Start Guide, and these Warranty Terms.

Authorized Seller

Authorized Seller refers to agents, distributors, partners, or service providers duly authorized by Sineng to sell and provide services for the Product.

1. Purpose

The purpose of these Warranty Terms is to clearly define the warranty policy and after-sales service scope of the battery systems containing EM-6.4KWH-HA/EM-6.4KWH-HB pack, ensuring transparency and protection for End Users in their lawful use of the Product.

2. Applicable Products

These Warranty Terms apply solely to the battery systems containing EM-6.4KWH-HA/EM-6.4KWH-HB pack manufactured by Sineng. They do not apply to other Sineng product models.

3. Product Specifications

3.1 Battery system specification



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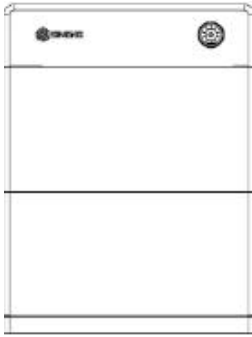
Model	EB-6.4KWH-HA	EB-12.8KWH-HA	EB-19.2KWH-HA	EB-25.7KWH-HA
	EB-6.4KWH-HB	EB-12.8KWH-HB	EB-19.2KWH-HB	EB-25.7KWH-HB
Usable battery capacity	6.4KWH 	12.8KWH 	19.2KWH 	25.7KWH 
Dimensions (W*H*D)	750*605*250.9mm	750*975*250.9mm	750*1345*250.9mm	750*1715*250.9mm
Weight	80.8kg	148.8kg	216.8kg	284.8kg
Operation temperature	Charge: -15~45°C, Discharge: -15~50°C			
Humidity	0~95%RH, non-condensation			
Installation method	Ground-mounted			
Protection degree	IP65			
Display	LED & APP			
Normal operating conditions	One cycle of 80% energy charge and discharge per day			
Max. altitude	2000m			

Table-1



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3.2 Battery pack specifications

Battery module	EM-6.4KWH-HA	EM-6.4KWH-HB
Battery cell type	LFP 3.2V/340Ah 1P6S	
Nominal voltage	412.8V	374.4V
Output voltage range	361.2~492.75V	327.6~448.95V
Rated charge/discharge power	3kW	3kW
Max. charge/discharge current	7.5A/7.9A	8.29/8.72A
Installation method	Ground-mounted	
Weight	68kg	68kg
Topology	Isolated	
Notes	Models with the suffix "HA" mostly used in three-phase hybrid solutions	Models with the suffix "HB" mostly used in single-phase hybrid solutions

Table-2

3.3 Battery cell specifications

Item	Parameter	Conditions
Model	C15FKSD	
Material	LiFeP04+Graphite	
Nominal Voltage	3.2V	25°C, 0.5C
Nominal capacity	340Ah	25°C, 0.5C, 2.0~3.8V
Nominal Energy	1088Wh	25°C, 0.5C
Battery Cell Weight	6.6±0.2 kg	
Charging Environment Temperature	0~+50°C	



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Cycle Life	8000cycles@70% EOL	25°C, 0.5C
Standard Charging Current	170A	25°C

Table-3

4. Product Warranty

4.1 Warranty Start Date Definition

(1) The date when the first installation of the product is completed and commissioned; or (2) One hundred twenty (120) days after the date of shipment from Sineng Electric Co., Ltd., whichever occurs first.

4.2 Warranty Period

The product is covered by a limited warranty for a period of *ten (10) years from the Warranty Start Date or until the product reaches eight thousand (8000) cycles of 80%* energy charge and discharge, whichever occurs first.

*: The necessary conditions for a 10-year battery warranty are: the battery must communicate with Sineng hybrid inverter, and the Sineng hybrid system must be online on Sineng monitoring platform.

*: The battery cycle needs to have a reserve of power. The definition of the number of cycles is: 80% energy charge and discharge is counted as 1 cycle.

4.3 Special Warranty Conditions

The warranty period shall be limited to five (5) years if:

the battery system operates without communication with the inverter;

or the product is used in mobile or non-stationary applications, including but not limited to:



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recreational vehicles (RV);

marine applications;

portable or temporary installations.

5. Performance Warranty

Sineng warrants that during the Warranty Period, the battery systems containing EM-6.4KWH-HA/EM-6.4KWH-HB pack will maintain at least seventy percent (70%) of its initial nominal capacity, subject to exclusions and conditions.

Performance measurement conditions:

- Ambient temperature: $25 \pm 2^{\circ}\text{C}$
- Charging: 0.5 CC/CP to 3.65V, rest 30 minutes
- Discharging: 0.5 CC/CP to 2.8V, rest 30 minutes
- Two consecutive test results below 70% of nominal capacity (335Ah baseline on the low voltage side) constitute End-of-Life (EOL).



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6. Exclusion of Warranty

This Warranty does not cover damages caused by the following:

- Failure to follow Sineng's User Manual, Quick Start Guide, or installation instructions.
- Installation or operation by personnel not certified or authorized by Sineng.
- Unauthorized modification, disassembly, alteration, or software tampering.
- Use with non-Sineng or incompatible PCS or inverter systems.
- Improper storage, transportation, or installation outside recommended specifications.
- Improper operation conditions. The following are permitted conditions:
 - Operating temperature: -15~45°C (charge), -15~50°C(discharge);
 - Storage temperature: -20~45°C @1 month; 20~30°C @12 months;
 - Altitude: $\leq 2000\text{m}$;
 - Humidity: 0~95% RH, non-condensation.
- Damage caused by natural disasters, force majeure events, or external forces (earthquake, flood, lightning, fire, war, etc.).
- Cosmetic damages such as corrosion, rust, mildew, deformation, or discoloration not affecting performance.
- Tampered, altered, removed, or unreadable serial numbers or labels.
- Intentional misuse, negligence, accident, or improper handling by End User or third parties.



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7. About Service Products/Parts

Fault Handling:

In case of a fault, the End User shall provide full information regarding the defect, including serial number, usage data, operating conditions, PCS model, and observed fault description. Sineng or its Authorized Seller will assess the claim. If covered, Sineng may repair or replace the defective Product or parts at its discretion.

Out of Warranty:

For products that are out of warranty, Sineng may provide after-sales service at its discretion. All costs, including spare parts, labor, travel, and logistics, will be borne by the End User.

8. Claim Payment Policy

Warranty claims must be made within two (2) weeks of defect appearance. Claims require submission of proof of purchase, Customer information, Product serial number, and a defect description. Incomplete claims may be denied.

9. Applicable Law

These Warranty Terms shall be governed by and construed under the laws of the People's Republic of China. In case of discrepancies between language versions, the English version shall prevail.



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Appendix 1 - Usage and Transportation Requirements

Details of operating environment, storage, transportation, installation, and use requirements must be strictly followed for the warranty to remain valid.

Short-term storage environment: -20~45°C, 0~95%RH, non-condensation @1 month

Long-term storage environment: 20~30°C, 0~95%RH, non-condensation @12 months

Appendix 2 - Preconditions of Valid 10-year Performance Warranty

To qualify for the 10-year Performance Warranty, the following conditions must be met:

- Product model: Battery systems containing EM-6.4KWH-HA/HB pack
- There is communication between the battery and the Sineng hybrid inverter, and the Sineng hybrid system is online on Sineng monitoring platform
- Minimum guaranteed performance: $\geq 70\%$ of nominal capacity
- Warranty period: 10 years or 8000 cycles of 80% energy charge and discharge, whichever occurs first
- Maximum Depth of Discharge (DOD): 90%
- Normal operating cycle: One cycle of 80% energy charge and discharge per day
Compliance with Appendix 1 requirements for environment, storage, transport, and installation