



Yingli Energy Storage System Warranty Terms and Policy

I . Standard Warranty Period

Xiongan Yingli Energy Technology Co., Ltd. (herein after referred to as “Yingli”) provides a 5-year product warranty for the battery, effective from the date of the bill of lading.

1. Performance Warranty Period for Lithium Battery:

Yingli warrants that, within five (5) years from the date of the bill of lading (or 6,000 cycles, whichever occurs first), the usable energy shall not be less than seventy percent (70%) of the initial usable capacity under the @25°C±2°C, 0.5C/0.5C condition.

2. Standard warranty for inverter systems warranty starts from the delivery date

3. Product accessories such as connecting lines, etc., have a warranty period of 12 months (1 year).

4. From the initial purchaser's installation date, if the customer is unable to provide sufficient documentation, the warranty start date will be the date of shipment from Yingli.

Note: Usable capacity is tested under the following conditions: new battery, 100% DOD, 25 ± 2 °C, 0.5C charge/discharge rate. Usable energy may vary depending on the cabinet configuration.

II . Warranty Preconditions

1. Malfunctions must occur within the warranty period.

2. Any failure, malfunction, or warning affecting operation must be reported within 14 days according to the warranty policy.

3. The system must be installed and operated by qualified personnel familiar with local regulations and trained on this product.

4. The system must be installed and used according to the user manual.

5. Valid proof of purchase (or equivalent documentation recognized by Yingli) is required for after-sales service or warranty claims.

6. The system must be installed within 6 months from the production date. If not installed immediately, the storage environment must meet the following:

- * Keep the equipment in sealed packaging with desiccants.
 - * If not installed within 3 days after unsealing, repackage it.
 - * Storage SOC: 30%~60%, and one full charge/discharge every 3 months.
 - * Storage temperature: 0°C to 35°C (for up to 6 months).
 - * Humidity: 0~90% RH (no condensation); do not install with moisture on interfaces.
 - * Keep away from flammable, explosive, corrosive items.
 - * Do not expose to rain.
 - * Damage due to improper storage is not covered under warranty.
7. Charging temperature must be within 0 °C to 50 °C; discharging temperature -20 °C to 50°C. Installation must meet ventilation requirements.
8. The system is not intended for life-support medical devices or vehicle applications.
9. To enable remote diagnosis and software upgrades, and to maintain battery performance, it is strongly recommended to connect the system to Yingli's energy management system.



III. Warranty Policy

If a failure occurs during the warranty period, the buyer must report the issue within 14 days and seek resolution through Yingli or an authorized distributor/service partner. End users should first contact their installer or distributor.

Submission channels:

Website: <http://www.Yingli.com/en/>

Email: info@Yinglibattery.com

Phone: 0086-18805257509

Required documents:

- * Invoice, receipt, warranty certificate, commissioning report, or equivalent proof of purchase
- * Product for inspection, testing, or correction
- * Product nameplate, model, and serial number
- * Installation report copy, installation date, and maintenance log
- * LCD error messages (if any), fault description
- * System design details (modules, circuits, etc.)
- * Product operation records and status info

Note: Failure to provide the above may result in denial of warranty claims.

Yingli may provide one of the following solutions:

- A. Remote support or software upgrade
- B. Return for evaluation or repair
- C. On-site diagnosis or repair
- D. Replacement parts or full unit (with performance not lower than original)

Notes:

1. If the root cause is not a quality issue, Yingli reserves the right to charge a service fee (as per quotation).
2. For capacity doubts, buyers may use a qualified third-party lab (agreed with Yingli) for testing. If confirmed as a product issue, Yingli will reimburse the test fee.
3. Replacement batteries will inherit the remaining warranty of the original device. If less than one year remains, the replacement will have a 1-year warranty from the shipment date.
4. Keep purchase invoices for future reference. Batteries/parts returned must be properly packed; any loss or damage is the buyer's responsibility.
5. During the standard warranty period, Yingli will cover material and logistics costs (including round-trip shipping), but not indirect losses. Maximum compensation shall not exceed the purchase price of the product.

IV. Warranty Disclaimer

The following are not covered:

- * Products beyond warranty period (unless extended warranty is signed)
- * Installation, operation, or storage not as per manual or standards (e.g., poor ventilation)
- * Unauthorized disassembly, repair, or modification



- * Force majeure or human-caused damage (storms, floods, lightning, pests, fire, theft, poor signal, etc.)
- * Consumables or wear-and-tear parts
- * Unauthorized design or part replacement
- * Improper maintenance
- * Deliberate damage or markings (e.g., paint)
- * Tampering with the serial number
- * Normal wear and tear
- * Non-compliant installation or unsafe system integration
- * Damage from test equipment like DC power supplies
- * Use of non-Yingli components, third-party software/hardware incompatibility
- * Shipping damage or scratches
- * Corrosion from harsh environments
- * Products used for testing, training, or exhibition only
- * Products bought from unauthorized or overseas channels
- * Consumables like filters, fuses, lightning protection parts

V. Limitation of Liability

1. Yingli does not cover: travel, lodging, buyer personnel costs, shipping, customs duties, taxes, labor, or import fees.
2. Incompatibility of replacement parts with other components or monitoring systems is not covered.
3. Service does not include modifications to PV systems, building wiring, or third-party equipment.
4. Yingli is not liable for special, indirect, or punitive damages (e.g., profit loss, installation, data loss). Compensation will not exceed the purchase price of the product in question.

VI. Invalid Warranty Responsibility

If a submitted warranty claim is found invalid, all related costs shall be borne by the buyer.

Notes:

1. These terms apply to products sold by Xiongan Yingli Energy Technology Co., Ltd.
2. Warranty policies may be updated based on laws and regulations.
3. Yingli reserves the final right of interpretation for these terms.