



## Factory Limited Warranty

### 1. Standard Warranty Period

DoGo Power Technology Co., Ltd. (hereinafter referred to as "DoGo") provides the following quality assurance services for the products manufactured and sold by the company. Such services shall be valid within the "Warranty Period" defined in the table below and subject to the relevant terms and conditions:

Equipment Type	Product Model	Standard Warranty Period
Utility Energy Storage System	DG2000-2508kWh-2H0 DG2000-2090kWh-2H0 DG2000-1672KWh-2H0	2 years or fewer than 2000 equivalent cycles, whichever comes first
Commercial & Industrial Energy Storage System	DG1000-268kWh-2H0	5 years or fewer than 3000 equivalent cycles, whichever comes first
Transformer Station	DG-TFS2000	2 years
Power Management Control System	DG-PMS1000 DG-PMS2000	2 years
Smart Microgrid Cabinet	DG-SMC1000	5 years
Smart Energy Management System	DG-EMS2000	2 years

(1) Warranty start date: 90 days from DoGo's shipment date or the commissioning date, whichever comes first (if the warranty start time is stipulated in the contract, the contract shall prevail).

(2) Warranty services shall be provided by DoGo or its authorized channel partners. DoGo provides warranty services solely in accordance with the terms and conditions described

in this document. In case of any conflict with the contract terms, the contract terms shall prevail.

(3) DoGo's warranty services are subject to the authorized sales territory of the equipment.

## 2. Warranty Content

### 2.1 Warranty Service Details

DoGo Warranty Service		
Service Category	Service Content	Service Response SLA
Remote Technical Support	Hotline Acceptance	24x7
	Remote Troubleshooting	8x5
	Online Technical Support	24x7
Software Support	Software Update	24x7
Hardware Support	Hardware Pre-replacement	8x5x2BD-S**

Term Explanation:

8x5: Working days, 9:00 - 18:00, excluding statutory holidays

24 x7: Monday to Sunday, 00:00 - 24:00

BD: 工作日 (Work day)

\*\* : DoGo shall dispatch the spare parts within 2 working days, starting from the time DoGo confirms the necessity of hardware replacement and provides a solution.

(1) During the warranty period, the equipment replaced by DoGo shall automatically inherit the remaining warranty term of the faulty original equipment. If the remaining warranty term of the original faulty equipment is less than 6 months, the replaced equipment shall be granted a 6-month warranty term.

(2) Spare parts shall be owned by the Customer, while the original faulty parts shall be owned by DoGo. If the damage is finally confirmed to be not caused by product quality issues, DoGo reserves the right to charge service fees.

(3) The performance of the spare parts provided by DoGo shall not be lower than that of the Customer's faulty equipment, but DoGo does not guarantee that the appearance of the spare parts is identical to that of the faulty equipment, nor does it guarantee that the spare parts are new units.

(4) The spare part delivery SLA commitment shall be subject to the actual local spare part service capacity and contract commitments.

## **2.2 Warranty Scope**

(1) Hardware material fees necessary for restoring the normal functions of the equipment.

(2) Logistics costs arising from the shipment of replacement hardware and the return of faulty equipment.

(3) Labor costs related to on-site maintenance and reinstallation of spare parts/products, including the travel and accommodation expenses of the maintenance personnel and indirect costs related to the Customer's employees, are not covered by the warranty. Other costs, including but not limited to direct or indirect damages caused by defective products, or power loss during product downtime, are not covered by the warranty.

## **3. Preconditions for Warranty Fulfillment**

This warranty is subject to the following conditions:

(1) If the equipment is not to be installed or used immediately, the following storage conditions must be met:

- ① Storage temperature:  $-30^{\circ}\text{C}\sim 55^{\circ}\text{C}$ ;
  - ② Storage humidity: 5%RH ~ 95%RH (no condensation);
  - ③ Store the equipment in a cool place, avoiding direct sunlight and rain;
  - ④ Keep the equipment away from flammable, explosive and corrosive substances.
- (2) The energy storage system shall be recharged in accordance with the total storage and transportation time requirements specified in the User Manual:
- ① A maximum of 1 recharge is allowed during the storage period;
  - ② If the energy storage system exceeds the specified storage and transportation period and is not recharged in a timely manner in accordance with the User Manual requirements, DoGo will conduct a health check on the energy storage system in advance before the Customer uses the equipment to confirm whether the battery pack meets the recharge conditions. Failure to meet the recharge conditions will result in the invalidation of the energy storage system's warranty;
  - ③ The Customer shall provide the instruments and equipment required for the recharge service at its own cost.
- (3) The equipment shall be powered on as soon as possible or maintained in accordance with the User Manual. The product's operating environment and working conditions must meet the requirements of the User Manual, without the impact of extreme environments (such as flood, fire, lightning strike, earthquake, etc.), industrial corrosion, abnormal grid impact and other adverse factors.
- (4) The ambient temperature for equipment operation shall not be lower than  $-20^{\circ}\text{C}$  or exceed  $50^{\circ}\text{C}$ .
- (5) The equipment shall be installed and operated by professional personnel who are familiar with local regulatory standards, have received relevant training and master the professional knowledge of the product.
- (6) The installation location of the equipment must comply with the ventilation

requirements, spacing requirements and other provisions specified in the Installation Guide.

(7) To ensure the performance and safety of the products, DoGo shall notify the customer of the upgrade in advance, and the customer shall cooperate in the implementation of the upgrade.

(8) This document does not involve any third-party or non- DoGo supplied products. The following auxiliary materials and structural components are not covered under warranty.

<b>Type</b>	<b>Description</b>
Consumables (Auxiliary Materials)	Including but not limited to cables, humidifiers, silicone, emergency light tubes, door frame sealing strips, door locks, fire extinguishing agents, fuses, lead-acid batteries for fire suppression, portable fire extinguishers, smoke detectors, wall switches, smart ETH sockets, accessory kits/version accessory kits, halo switch function accessory kits, antenna spare parts, data collector power cable accessory kits, external fan on-site replacement accessory kits, SIM data cards, power connectors, cable terminal blocks, device connectors, power surge protectors, etc.
Attachments, Tools	Including but not limited to documents, product accessories, installation accessories; tools (handling and lifting accessory kit, SPD plug-and-pull tool), etc.
Cabinet and Structural Components	Including but not limited to battery racks, Y terminals, DC cable protection box assemblies, engineering mounting kits, etc.

## **4. Service Acceptance Guide**

Customers may report product and fault information to DoGo through the DoGo service hotline or service email. DoGo's hotline engineers will create a service ticket for the Customer and provide corresponding solutions.

(1) Service Hotline: 4009-681-776

(2) Service Email: [service@dogopower.com](mailto:service@dogopower.com)

Customers may also consult the local authorized DoGo service centers or the distributors who provided the products.

## **5. Disclaimer Clauses**

The following circumstances are not covered by DoGo's standard warranty:

- (1) Damage caused by incorrect installation in violation of the Installation Manual.
- (2) Damage caused by the Customer's failure to use the product in accordance with the User Manual or by misuse.
- (3) Damage caused by intentional man-made damage or incorrect operation.
- (4) Damage caused by transportation, storage, installation, relocation, maintenance, repair and other operations performed on the equipment by unauthorized third-party personnel or service institutions.
- (5) Damage caused by force majeure factors, such as volcano, earthquake, war, fire, flood, explosion, etc.
- (6) Appearance issues (such as wear and tear, rust, etc.) that do not affect the normal functions of the product.
- (7) Damage caused by software, interfaces, parts, supplies or other products not provided by DoGo.
- (8) Damage caused during transportation or by exceeding the specified temperature

range during use.

(9) Stolen equipment or equipment involved in cross-territory unauthorized sales.

(10) This warranty service is only applicable to equipment manufactured by DoGo; equipment outside the agreed scope is not covered by this service commitment.

(11) DoGo may not be able to provide services as required under the following circumstances:

① Unexpected events caused by force majeure (e.g., fire, flood, earthquake, lightning strike, etc.);

② Deterioration of service conditions caused by social issues (e.g., turmoil, war, strike, government control, etc.);

③ Inability to perform services due to energy supply interruption (e.g., power, water supply, fuel, etc.).

(12) DoGo does not warrant that the products/services provided are completely defect-free, fully meet the customer's requirements, or that the use of such products/services will be free of any problems or interruptions.

(13) DoGo does not provide any warranty for customer data stored in its products or associated with its products in other forms. The customer is solely responsible for backing up relevant data to prevent loss.

(14) If DoGo is unable to perform its services due to reasons not attributable to DoGo, DoGo shall be exempted from relevant liabilities and compensation.

## **6. Limited Liability**

The warranty obligations stipulated in this warranty are the sole liability of DoGo for defective products. This limited warranty supersedes all other warranties and liabilities of DoGo, whether oral, written, statutory (non-mandatory), contractual, tortious or otherwise,

including but not limited to any implied warranties, representations or other terms related to quality satisfaction and fitness for a particular purpose, to the extent permitted by applicable law. To the maximum extent permitted by applicable law, DoGo shall not be liable for any data loss, loss of profit, loss of functional use, loss of business, loss of contract, loss of revenue or anticipated mitigable losses, increase in costs or expenses, or any indirect, special or punitive damages.

DoGo's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of DoGo or in case of death or personal injury resulting from DoGo's proven negligence.