



Factory Extended Warranty

1. Extended Product Warranty

Equipment Type*	Product Model	Extended Warranty Period(Years)
Utility Energy Storage System	DG2000-2508kWh-2H0 DG2000-2090kWh-2H0 DG2000-1672KWh-2H0	Product rated at 0.5C, Extended Warranty Term: 1CPD: Max. extended warranty up to Year 20 1.25CPD: Max. extended warranty up to Year 19 1.5CPD: Max. extended warranty up to Year 17 1.75CPD: Max. extended warranty up to Year 15 2CPD: Max. extended warranty up to Year 14
Commercial & Industrial Energy Storage System	DG1000-1672KWh-2H0	Product rated at 0.5C, Extended Warranty Term: 1CPD: Max. extended warranty up to Year 20 1.25CPD: Max. extended warranty up to Year 19 1.5CPD: Max. extended warranty up to Year 17 1.75CPD: Max. extended warranty up to Year 15 2CPD: Max. extended warranty up to Year 14
	DG1000-268kWh-2H0	Max. extended warranty up to Year 15 or 8,000 equivalent cycles, whichever comes first
Transformer Station	DG-TFS2000 Series	Max. extended warranty up to Year 10

Power Management Control System	DG-PMS1000 DG-PMS2000	Max. extended warranty up to Year 10
Smart Microgrid Cabinet	DG-SMC1000	Max. extended warranty up to Year 10
Smart Energy Management System	DG-EMS2000	Max. extended warranty up to Year 10

*The sale of extended warranties is limited to the above listed device types. DoGo reserves the right to add or remove device types to or from the overview list at any time

*Equivalent cycle life is calculated based on standard operating conditions and converted at the nominal DOD

(1) The Customer shall purchase the extended warranty while the Equipment is still within its valid warranty period. In principle, the extended warranty service shall not be sold if the Equipment has expired its warranty.

(2) The extended warranty period shall commence at zero o'clock on the day following the expiration of the standard warranty period of the equipment, and end on the expiry date of the maximum extended warranty term stipulated herein.

(3) In case of any inconsistency between these extended warranty terms and policies and the purchase contract, the provisions of the purchase contract shall prevail. If there is any discrepancy between these terms and policies and the warranty clauses (including but not limited to extended warranty period, service scope, liability limitations, etc.), these extended warranty terms shall apply to matters within the term and scope of the extended warranty service; the warranty clauses shall govern all matters arising during the standard warranty period (i.e. before the extended warranty service takes effect).

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 – 17:00, 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) When a defect falling within the scope of warranty is confirmed during the warranty period, DoGo shall, at its sole discretion, adopt remedial measures to rectify such defect, including but not limited to making configuration changes, releasing software updates, and replacing spare parts where necessary.
- (2) 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.
- (3) 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.

- (4) 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.
- (5) 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°C~55°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°C or exceed 50°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.

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

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 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 shall use commercially reasonable efforts to ensure that the performance and safety of the products comply with the descriptions set forth in the product technical specifications. However, DoGo does not warrant that the supplied products or services are completely defect-free, fully meet customer requirements, or operate without any issues or interruptions. DoGo shall not be liable for temporary outages or quickly repairable defects arising from causes beyond its control, including but not limited to cyberattacks and software version updates.

(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 price of the product (calculated based on the unit price of the faulty equipment specified in the original purchase contract). The aforesaid limitation shall not apply to gross negligence or willful misconduct of DoGo, nor to personal injury or property loss incurred by third parties resulting from quality defects of DoGo's products.