



HUBBLE ENERGY CUBE

WARRANTY

WARRANTY LETTER

This document defines the warranty policy terms and conditions (referred as “Warranty” in this document) of the Battery series and the PCSs (referred as “Product(s)” in this document) by Hubble Energy (Pty) Ltd (referred as “Hubble Energy” in this document). Hubble Energy is not obligated to notify the customer on any possible amendments or the non-applicability of this Warranty regarding the Products.

This warranty only covers the repair or replacement of a defective Product and does not cover normal wear and tear because of normal usage. Hubble Energy will repair or replace the Product if the Product is defective and returned during the Warranty Period. The repaired or replaced product will continue the original remaining warranty period. In either case it shall not justify as a renewal of the warranty period.

1. PRODUCT WARRANTY

- 1.1. The battery is warranted for Ten (10) Years; PCS is warranted for Ten (10) Years, the warranty is subject to a maintenance schedule ¹ for the Products and other components.
- 1.2. This warranty is only valid if the battery is used with direct communication with a Hubble Energy PCS and sold by Hubble Energy and as per the rest of terms and conditions of this document, for as long as no other PCS is used together with the products during the Warranty period.
- 1.3. The Warranty period will commence from the date of commissioning.
- 1.4. If the products require a replacement due to battery cell or pack failures covered under this warranty policy the cost of the battery cell or pack will be prorated to the remaining

¹ The maintenance schedule details the maintenance services to be completed and the frequency of the maintenance services, this forms part of the warranty document.



cycles recorded by the BMS against the warranted 5,000 cycles or the remaining warranty period available of the ten (10) years.

- 1.5. If during the warranty period the PCS ("**Power Conversion System**") is found defective, the warranty shall be applicable as standard ten (10) years' warranty on all major components excluding labor charges.

2. GENERAL WARRANTY TERMS AND CONDITIONS

- 2.1. The warranty in respect of the Product only applies if the Products:
 - 2.1.1. Are purchased together in conjunction with any of the Hubble Energy supplied PCSs.
 - 2.1.2. Is purchased from Hubble Energy or a Hubble Energy Authorized reseller.
 - 2.1.3. A legible serial number is visible on the product.
 - 2.1.4. Invoice for the product is presented.
 - 2.1.5. Is installed, operated and maintained in accordance with the Product Manual.
 - 2.1.6. Is installed and operated in a non-condensation humidity environment.
 - 2.1.7. Is being used for energy storage system as intended.
 - 2.1.8. Although the system can discharge to 100%, the average Depth of Discharge must not exceed 90% over the operational period.
 - 2.1.9. A valid COC ("**Certificate of Compliance**") to be issued on installation.
 - 2.1.10. A Certificate of Electrical compliance has been issued for the installation.
 - 2.1.11. The Warranty becomes void if the Product's performance is attributable to buyer's misuse, abuse, accident, or non-observance of the installation instructions included with the Product Manual.



3. SPECIFIC WARRANTY TERMS AND CONDITIONS

- 3.1. PCS's and batteries initially supplied by Hubble Energy but reinstalled with other PCSs afterwards will not qualify for the warranty program.
- 3.2. The cumulative duration of battery usage above 45 degree Celsius must not exceed more than 100 hours per year.
- 3.3. No Sub-Zero operation, inside the Energy Cube, is allowed. The HVAC system is designed to cool and heat the Energy Cube to achieve optimal performance.
- 3.4. Minimum discharge voltage of each battery module cannot be lower than 47V at any time.
- 3.5. Battery operation to be strictly on closed loop with full PCS communication. No open loop applications of the products are covered within his warranty (i.e., No communication between battery and PCSs).
- 3.6. Batteries shall be recharged within 48 hours after each full discharge. Full discharged batteries reaching their internal cutoff require immediate recharge within 72 hours.
- 3.7. Hubble Energy will replace at its discretion any individual cell which consider is damaged without the need to replace the entire battery module.
- 3.8. Any warranty claim shall be made within 1 month of the occurrence of failure as recorded by the battery BMS. The Customer must accompany his claim with the Inverter operational parameters, Product serial number, as well as images of the installation at the time of the fault. The fault must be reported to Hubble Unified Operations Centre at (021) 531 4464 or slamaintenance@hubbleenergy.com.
- 3.9. Peak load of the battery bank is limited to 0.5C, incorrect battery bank sizing and damages originated by this to battery modules is not covered by the warranty policy. (I.e., Incorrect sizing of Battery PCS combination, too large PCS to too small battery bank.)
- 3.10. Charge current must be limited to 0.5C for long term operation of the battery pack.
- 3.11. In the event that the BMS is damaged, and cycles cannot be recovered, 3 cycles per day (60% DoD) will be assumed from day of purchase to date of battery repair and these will be carried towards the entire battery life covered under this warranty.



3.12. One cycle is defined as the accumulative consecutive cycles of discharge adding to more than 60% Depth of Discharge (i.e., one cycle of 40% plus a cycle of 20% Depth of charge will be counted as (1) One Cycle for metering purposes).

4. EXCLUSIONS OF WARRANTY

- 4.1. The Warranty becomes void if any of the following conditions are met:
 - 4.1.1. Battery installation without communication between PCS and battery.
 - 4.1.2. Battery packs have been opened and warranty seal tampered with.
 - 4.1.3. Improper or negligent Product handling that does not adhere to the Product Manual. Battery and PCS have not been installed or operated properly according to the Product Manual, or incorrectly transported to site.
 - 4.1.4. Product is used outside the recommended environment, ambient temperature conditions, and humidity condition in accordance with the Product Manual.
 - 4.1.5. Transportation damages, including but not limited to dropping, trampling, deforming, impacts, incorrect transportation, etc.
 - 4.1.6. Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Hubble Energy or a person/ entity authorised by Hubble Energy;
 - 4.1.7. Abuse, misuse, negligence, accidents, or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, water ingress, conductive dust, salt water, corrosive gas exposure, or other events.
 - 4.1.8. The Product has been connected to a different type, size or brand of battery module.
 - 4.1.9. The Product has been installed with other products in a way that maximum DC connector current rating has been exceeded.
 - 4.1.10. The Product has been moved, re-installed, or transferred to any other place from the first commissioning place without authorization from Hubble Energy;
 - 4.1.11. Theft or vandalism of the Product or any of its components.
 - 4.1.12. Damages to any of the Products (PCSs or Batteries or other system components) as a consequence of lightning and grid surges are not covered by the Warranty regardless of any earthing arrangements during installation.



- 4.1.13. Equipment is not suitable for seafront installation, damage due to corrosion and rust of internal components due to sea spray are not covered under the warranty policy.
- 4.1.14. Damage or rust to the actual Energy Cube structure caused by environmental conditions is not covered by the warranty policy.
- 4.1.15. If the Product, due to negligence, comes into contact with water, corrosive dust particles or corrosive gases.
- 4.1.16. Mechanical damage to battery, including display LED, reset buttons, dip switches and others are not covered under Warranty.

5. Exclusion for failure to connect your Energy Cube System EMS to the internet

The Hubble Energy Cube system includes an advanced EMS system to control and monitor the health of your system. The EMS is designed to send notifications and warnings to relevant maintenance/operations staff to ensure events and potential problems are monitored and potentially taken care of before to try and prevent a failure event. To provide the warranty, Hubble requires the ability to monitor the health and operational use of the Hubble Energy Cube system through the internet and the Hubble portal, thus it is required to ensure the Hubble Energy Cube system is connected to the internet for the full period of the warranty. If we detect that the Hubble Energy Cube system has been disconnected from the internet for an extended period, we will contact you through the email address and mobile phone number that you have registered with. If after numerous attempts of contact you still fail to place the Hubble Energy Cube System online, it will be the sole discretion of Hubble Energy to void or reduce the warranty period.

Herewith confirmed on 24th July 2024.

Hubble Energy (Pty) Ltd