



Dear Customers,

Many thanks for your trust and recognition to Shenzhen Center Power Tech Co.,Ltd.As a global leader in smart energy storage solutions, vision has been committed to providing customers with high-quality and reliable energy storage solutions with the mission of "smart energy storage, serving the world"

REVO series li-ion battery system from vision group is tailored for UPS industry with high quality spare lithium-ion battery energy storage system, to better serve customers, we provide a series of warranty terms, to enable customers to fully understand the warranty terms and use it properly, to achieve the desired use effect and life. The following is a list of standard warranty terms for REVO products

一、 General rules

The warranty is for REVO series and related products, including REVO series SP type products and TP type products. The formal warranty document shall be signed after full communication with the customer, understanding all the customer's needs and get customer's consent

1. Before using REVO products, customers should read the product operation instruction and product operation instruction provided by vision group completely. After fully understanding, the assembly and lapping system of REVO series products should be carried out according to the operation instruction process and the tools specified in the operation instruction
2. The features of the REVO series products are clearly described in the product specifications, and the warranty defined in the product sales shall be within the scope of the product specifications. If a customer receives a REVO product that does not meet the requirements of the product specification, or finds a serious defect in the product, we will consider changing the product for the customer according to the following circumstances
 - Vision group has the right to inspect the failed products in order to determine the cause of product defects
 - If vision group preliminarily determines that the repaired or replaced products are within the warranty scope, it will bear the transportation costs incurred by the transportation mode selected by vision group when repairing or replacing products

二、 warranty period

Vision group will provide 60 months free maintenance for the following defects of REVO series products. The maintenance period will be calculated from1) the date of completion of commissioning 2) if the commissioning is not completed within 4 months (according to the date of manufacture), the maintenance date will be calculated automatically according to 4 months after the manufacture, rather than the date of completion of commissioning

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- ✧ A product defects
- ✧ B Defective raw materials or accessories
- ✧ C Not in conformity with the contract specifications

① Once vision group determines that the products are defective, vision will repair or replace the defective products free of charge, and will provide relevant materials for repair or replacement, also in responsible for returning the defective products

② The warranty period of the repaired products is the remaining period of the original warranty period(5years): if the same problem leads to the need for two or more repairs, and the remaining period of the original warranty period is no more than 12 months, vision will provide 12 months of warranty for the products (from the date of the last repair)

③ The scope of warranty covers the whole set of products in REVO system, protecting battery modules, CBMS (module level BMS), GBMS (system level BMS), cabinets, communication cables and connection cables, etc

④ If the user claims compensation within the warranty period, need to provide (1) product serial number (bar code or qr code), (2) purchase invoice or order tracing number

三、Warranty terms

REVO system adopts online after-sales filing system. Please log in REVO online system for registration from the date of installation, and enjoy extended warranty +3 months. REVO system is designed and used for UPS room, and the quality assurance conditions are based on the air conditioning environment of UPS. The ambient temperature is based on 20-25 degree celcius. Exceeding the temperature range will have a certain impact on the warranty period. Please contact REVO sales staff or local service providers for details

- 1) If the buyer fails to provide the relevant supporting documents required by the supplier, any capacity deviation from the specification will be deemed to be caused by improper use of the user, and the user shall bear all maintenance costs
 - 2) If the user disassembles the battery module or BMS (including CBMS and GBMS) without prior written confirmation by vision group, the user shall bear all the maintenance costs regardless of the existing defects of the product
- A, If the product is not installed or dismantled by the professional installation team of vision group or the authorized service provider, but is installed or dismantled by other construction party, vision group will not be responsible for any product defects caused by the violation of the installation or dismantling specifications required by the REVO product manual

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- B, Vision group will not be responsible for any defects caused by users changing product parameters without the written permission of vision
- C, Vision group will not be responsible for any product defects caused by users reloading the system without authorization
- D, Any defects caused by natural disasters such as fire, earthquake, tsunami, thunderstorm or other force majeure or other improper installation environment such as dust, saline and alkaline land shall be borne by the user
- E, Vision group will not be liable for any additional, subsequent or special damage. In particular, losses in use, profits, production and revenues
- F, In case of any loss, the total responsibility of vision group shall not exceed the purchase price of the defective products
- G, This agreement has the effect of superseding and excluding all express or implied warranties; if there is any significance or conflict in this agreement in part or in whole in the business negotiation between the parties, it shall be explicitly put forward in the business contract and signed and sealed by the parties, the parties may use the provisions stipulated in the business contract as the basis, otherwise the agreement will be used as the benchmark for vision group to perform the quality guarantee responsibility
- H, If there is any fault, including minor fault, the user should contact vision group after-sales service center or designated service center within 3 working days. It is recommended to use REVO cloud online declaration system for quick feedback
- I, For matters not covered herein, the final business contract between customer and supplier shall prevail

四、Warranty process

- (1) After discovering the fault, please contact vision group after-sales service center or designated service center in time. REVO cloud online declaration system is recommended for quick feedback. Provide evidence such as purchase contract, invoice, photo, etc
- (2) After receiving the feedback, vision group will deal with it in accordance with the principle of 8311: confirm receipt of maintenance application within 8 hours, and provide preliminary analysis report and treatment plan within 3 days, including replacement, refund and other corresponding measures. The report will be issued within one week and the case will be completely closed within one month at the latest
- (3) The user shall cooperate with vision to conduct preliminary fault assessment to determine the cause of the fault, and then the user and the supplier shall conduct fault assessment together. If necessary, the user shall assist the supplier to transport the defective battery to the designated location
- (4) Once the product is discontinued within the warranty period, the supplier shall provide any of the following support: 1) provide substitutes similar to the quality

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and specifications of the defective battery 2) brand new products (subject to user approval)

- (5) If similar replacement products fail to meet the promised warranty period, the parties shall agree on other forms of compensation, such as cash refund

VISION GROUP

After-sales service center

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