

# WARRANTY



Official Website



Brighsun New Energy Pty Ltd

319 Hallam North Rd, Lysterfield South, VIC 3156, Australia

<https://www.brighsun.com/> Email: [battery@2u.com](mailto:battery@2u.com)

## Warrantor

The warrantor is 2U.CHAT, located at 319 Hallam North Rd, Lysterfield South, VIC 3156, Australia

## Products

The following limited warranty terms and conditions apply exclusively to 2U.CHAT's products of the following types ('Covered Products'):



RECHARGEABLE LI-ION BATTERY (Low-Voltage)

RECHARGEABLE LI-ION BATTERY (Low-Voltage) will represent the following modes: 2U-BSL200-NOVA.

## Product Suitability

2U.CHAT's products are designed to meet stated European, and Australian Safety Standards and Regulations. Because local safety standards and regulations vary significantly, customer assumes responsibility for compliance with such safety standards and regulations in the localities in which a product will be shipped, sold, or used. Before purchase and use of any product, customer shall review the product application, and national and local codes and regulations, and must verify that the use and installation of the product will be in compliance therewith.

## Product Warranty

For the Covered Products, 2U.CHAT covers all defects in workmanship and materials during the Warranty Period under normal application, installation, use and service conditions. The Product Warranty is not intended to be a durability warranty, as end-user conditions and usage is variable. 2U.CHAT specifically disclaims any warranty to include specific components in any product or service.

2U.CHAT warrants, on the terms and conditions set out below, that:

Table 1: Product and Warranty Period

Product	Model	Warranty Period
Rechargeable Li-ion Battery	2U-BSL200-NOVA	10 years standard warranty, starting from the earlier one of the following two dates: a. 6 months after the date of manufacture b. Date the product was first installed

## Important Note: Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Note:

1. The above warranty terms and conditions apply to Australia.
2. In the event of a special warranty agreement, the agreement shall prevail.

## Performance Warranty

2U.CHAT warrants that the Products maintain seventy percent (70%) of the Nominal Energy for ten (10) years from the warranty start date or a Minimum Energy Throughput calculated from the warranty start date, whichever occurs first. The Nominal Energy and Minimum throughput Energy for each Product Model are set out in the table below. The term "Nominal Energy" herein means the initial nominal Energy of the products as printed on the label of the Products. The preconditions of the valid 10-year Performance Warranty shall be followed in accordance with the Product being operated in a normal manner that adheres to the manual guidelines provided by 2U.CHAT.

Table 4-1 Product Energy:

Product Type	Nominal Energy(kWh)	Minimum Throughput Energy(MWh)
2U-BSL200-NOVA	10.24	30

## Capacity measurement condition

Ambient temperature: 25~30°C

Initial battery temperature from BMS: 25~30°C

## Charging/discharging method

Charge: (0.2) CC/CV (Constant voltage: (57.6) V/ Cut-off current (0.05) C)  
Discharge: (0.2) CC (Cut-off voltage: (44.8) V)

Current at (0.2)C

Note. Current and voltage measurement at battery DC side

## About Service Products / Parts

### Fault Handling

(1) If the product fails, the Buyer shall cooperate with the Seller to obtain the faulty equipment usage information, including but not limited to: faulty equipment serial number, working temperature, usage mode, supporting energy storage inverter manufacturer / model / specification, power consumption equipment power information, PV system configuration information, fault phenomena, operating procedures, battery operation logs, etc.

(2) Remote services (e.g. providing the Customer with consulting or guiding services via telephone, mail or by other means as designated by 2U.CHAT in writing).

(3) Returning the Defective Product to the repair center designated by 2U.CHAT for repair.

(4) When both parties agree that the product belongs to the warranty scope, 2U.CHAT or 2U.CHAT authorized sellers can repair or replace the non-conforming products or parts. Before repairing or replacing the non-conforming products, the Buyers shall confirm with the 2U.CHAT or 2U.CHAT authorized sellers in writing and provide the serial number of the failure equipment and the serial number of the spare parts to be installed in time. The warranty period of the replacement product shall follow the remainder of the original product warranty period.

(5) If the two parties disagree with whether the faulty equipment meets the warranty conditions, the products may be tested jointly by the ways approved by both parties, or the products shall be submitted to the third-party testing institutions recognized by both parties. Both parties can provide reasonable

opinions on the test methods, basis and conclusions. The testing fee shall be borne by the Buyer first. If the testing result proves that the product meets the warranty conditions, the Seller shall pay the transportation fee and testing fee generated in full to the Buyer, and assume the responsibility for the faulty equipment warranty.

## Warranty Obligations

(1) During the Warranty Period, 2U.CHAT will, at its sole discretion, repair the defective parts (if economically feasible) or replace the defective parts free of charge, provided that you properly notify 2U.CHAT of the product defect within the Warranty Period, and provided that 2U.CHAT, through inspection, establishes the existence of a defect covered by this Limited Warranty.

(2) If 2U.CHAT repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or ninety (90) days from the date of the repair or replacement, whichever is greater.

(3) This Warranty covers 2U.CHAT costs for materials necessary to reestablish trouble-free operation of the Covered Product. This Warranty does NOT cover, however, costs of installation, cost of removal, cost of labor for repair, cost of shipping or cost of reinstallation of a Covered Product or parts thereof.

(4) In the event of a defect of products or services supplied by 2U.CHAT, Customer's sole remedy shall be, at 2U.CHAT's cost and expense up to 100% of the cost of the equipment, (i) repair or replacement of defective product at 2U.CHAT's discretion, or (ii) re-performance of defective services.

(5) Except for visible defects of products and services, for which Customer shall provide notice to 2U.CHAT immediately, as defined in 2U.CHAT's Terms & Conditions, Customer shall provide written notice of any defect to 2U.CHAT within TEN(10) days after discovery of such defect.

(6) 2U.CHAT's liability with respect to any product, including without limitation 2U.CHAT's obligation to repair or replace defective products or to re-perform defective services, shall be excluded if (a) Customer fails to inspect products or services as required as defined in 2U.CHAT's Terms & Conditions or elsewhere in those Terms, (b) Customer fails to inform 2U.CHAT about defects as required defined in Terms & Conditions or section (5) or (6) above or elsewhere in this Warranty document, (c) Customer fails to observe product operating and maintenance instructions provided by 2U.CHAT, (d) any product or product part has been opened, modified, repaired, processed, replaced or installed, or any other work has been performed in relation to or that affects any product, by a non-certified or otherwise unauthorized person, (e) any other act or omission has occurred that otherwise has resulted in a loss of product warranty.

(7) In the event 2U.CHAT determines that an alleged product or service defect did not exist or if it existed, was excluded from 2U.CHAT's liability by 2U.CHAT's Terms & Conditions, Customer shall reimburse 2U.CHAT for all costs and expenses incurred by 2U.CHAT as a result of 2U.CHAT's attempt to repair, replace or re-perform.

(8) 2U.CHAT is not liable for product(s) damaged through installation error or installation error regardless of the installer's status of having attended or not attended the 2U.CHAT provided Certified Installer Training. Determination of warranty coverage is as set out in this Warranty document, and at the discretion of the 2U.CHAT's Service team.

(9) Except as otherwise provided by applicable law, the foregoing remedies state 2U.CHAT's sole and exclusive obligation and your sole and exclusive remedy for a breach of the foregoing limited warranty.

#### Transferability

This Warranty is non-transferable except in cases where the Products are installed in a building. If the ownership of the building changes, this Warranty will then be transferred to the new owner of the building, provided that the Products remain installed. This transfer of warranty entitlement ensures continuity of coverage and adds value to the property in which the Products are installed.

#### Warranty Claim Procedure

(1) If you believe that you have a justified claim covered by this Warranty, you must submit the claim in writing ('Claim Notice') to 2U.CHAT within the applicable Warranty Period to 2U.CHAT's address set forth above, or such future address as 2U.CHAT may provide from time to time. Any Claim Notice must include the following information:

the serial number of the Covered Product for which a Claim Notice is being sent;  
a copy of the dated purchase receipt for the Covered Product;  
• a copy of the installation protocol for the Covered Product signed by an Authorised Dealer;  
• information about the use of the Covered Product in reasonable detail;  
• information about the defect in reasonable detail.

(2) Upon receipt of your Claim Notice 2U.CHAT may ask for further information or claim verification from you, receipt of which will be required prior to processing the claim.

(3) Upon acceptance of your warranty claim, 2U.CHAT may require that you send the Covered Product at your own costs to a 2U.CHAT warranty claim center located.

#### Exclusion of Warranty

Damage to the Products resulting from any of following activities is not covered by this Limited Warranty:

(1) Without payment to the Seller, the Buyer may pay the unpaid amount to the Seller in support of the warranty claim under the circumstances that the Seller has the right to refuse the warranty request in accordance with this clause.

(2) Not complying with 2U.CHAT's official user manual of the product and "Appendix 1- Usage and Transportation requirements".

(3) Product damage caused by modification, alteration, disassembly, repair or replace maintenance and other services conducted by personnel unauthorized by 2U.CHAT.

(4) Damage or defect arise due to the buyer's unauthorized use of his own design, materials, mixed, function changed or service to the Products.

(5) Product damage and defect caused by buyer's improper use, mixed-use, misuse, abuse, which non-conforming with User Manual.

(6) Appearance damage, deformation, abrasion, stain, rust, mildew, or similar external influences caused by the buyer during use.

(7) Improper transportation, storage, installation, wiring and use with faulty or incompatible devices by Buyer. If Buyer fails to use the original packaging materials provided by Seller during the transportation of the equipment, the Products damage or failure shall not fall under the warranty scope of the product.

(8) The model number, nameplate or product serial number of the product has been altered, erased or unrecognizable or the tamper-evident logo has been arbitrarily damaged.

(9) Products suffered any external influences including unusual physical, natural force, electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.).

(10) Product damage caused by external force, force majeure (causes of natural disasters such as unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events which are out of control of 2U.CHAT) or other third party.

(11) Removal and reinstallation at another place from the original installation without the written confirmation from 2U.CHAT.

(12) Damage of Products arise due to renewal of the national or regional laws or regulations.

(13) Product damage and defect caused by End User deliberately or by willful act.

(14) Use of an incompatible inverter, rectifier or PCS.

(15) Products failure is not reported to Seller or 2U.CHAT Authorized Service Partner within 10 days of appearance.

(16) Purchase and installation of the Product in an area other than the local area.

(17) Warranty period specified above has already expired.

(18) This warranty does not cover cosmetic defects which do not directly influence energy production, or degrade form, fit, and function.

(19) Claims that go beyond the scope of this limited Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits, are expressly NOT covered by this Warranty.

#### Miscellaneous

This Warranty shall form part of the purchase contract in respect of the Products and shall be complied with by all parties involved.

The company reserves all rights for the final explanation of the warranty terms.

Please fill the required information in and send to 2U.CHAT to apply for the Warranty.

#### End User Information

Name/Company Name:	
Detailed Address:	
Phone Number:	
Email Address:	

#### Product Installation Information

Battery Model:	
Product Quantity:	
Serial No (S/N):	
Invoice Number:	
Purchase Date:	
Dealer:	
Installation Date:	
Commissioning Data:	
Application Scenario:	
Installation Location:	

#### Warranty / Return Instructions

Product Error Message:	
Additional Description:	
Registration Form Completed By:	
Date:	

#### Contact us:

Company Name: Brighsun New Energy Pty Ltd

Address: 319 Hallam North Rd, Lysterfield South, VIC 3156, Australia

Website: <https://www.brighsun.com/>

Tel: +61469210081

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