# LIMITED WARRANTY

## For the TCL Digital Power Commercial & Industrial Product Series

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## 1. Products

TCL Digital Power Co., Ltd. hereby warrants that the hardware components of its electronics and enclosures shall be free from defects resulting from faulty workmanship or defective materials. This limited product warranty is effective only for the duration specified in the “Warranty Period” table below and is subject to the following terms and conditions.

### 1.1 Product Model Description

| Product Name | Product Model | Note |
|---|---|---|
| BlueArk W10 All-in-one Energy Storage System | W10 125kW/261kWh | 125kW AC output<br>261kWh battery |

## 2. Scope of Warranty

1. This Limited Warranty applies exclusively to brand-new Products that have not been previously installed, commissioned, or used for any purpose prior to the original retail purchase.

2. This Limited Warranty is strictly tied to the original installation site. It is transferable to a subsequent owner of the premises where the Product was originally installed, provided that the Product remains continuously installed and unaltered at its original installation site. Any removal or relocation of the Product from its original site will immediately void this warranty.

3. This Limited Warranty is valid only if the Product is installed and commissioned by a qualified and appropriately licensed professional who is certified or explicitly authorized by TCL Digital Power, or by an official TCL Digital Power distributor, in regions where such certification requirement is applicable.

4. This Limited Warranty applies exclusively to Products officially sold and installed within the European Countries, Australia, Southeast Asia and Africa. It explicitly does not apply to Products installed outside these jurisdictions, nor to Products intended for other regions but imported into Europe, Australia, Southeast Asia, or Africa from other regions (parallel imports).

### 2.1 Limited Components Warranty

TCL Digital Power hereby provides a Limited Components Warranty, the full terms and details of which are outlined below. The warranty period commences on the earlier of: (i) the date of installation at the end-user's site, or (ii) six (6) months after the date of manufacture.

| Product | Standard Warranty Period（years） | Commencement Date |
|---|---|---|
| Battery Packs | 10 | The earlier of date of Installation, or 6 months after the date of manufacture. |
| PCS | 5 | |
| EMS | 5 | |
| Hight-voltage distribution Box | 5 | |
| Lighting, Liquid Cooling AC, Security, | 2 | |

| | | |
|---|---|---|
| switch, electrical components in Cabinet | | |
| Fire Protection System (Including smoke detector, Thermal sensor, Flammable gas detector in Cabinet | 2 | |

Note：

1. The specific components covered under this warranty are limited to those included in the original Energy Storage System (ESS) purchase. When providing replacement parts, TCL Digital Power reserves the right to use new, reconditioned, or refurbished parts of equivalent or superior quality and performance.

2. The repair or replacement of a defective component, or the replacement of the entire ESS, shall not extend, restart, or otherwise alter the original warranty period of the overall system.

- The following are excluded from warranty coverage:

| Type | Description |
|---|---|
| Cable | Cables between cabinets |
| Mechanical Part | Including but not limited to battery racks and mechanical parts |
| Battery Cabinet Accessory | Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories and tools |

## 3. Limited Performance Warranty

TCL Digital Power warrants that the Battery Pack(s) will retain at least seventy percent (70%) of their Initial Usable Energy until the earlier of: 1. Ten (10) years from the Warranty Start Date; or 2. The point at which the total Energy Throughput reaches 1238.91 MWh.

The aforementioned energy throughput is a system-level metric, representing the net output of the BlueArk W10 system, not the summed output of its constituent battery packs.

This is a prerequisite for the Battery Pack performance Warranty to be valid:

Ⅰ. Ambient temperature: 25±2°C

Ⅱ. Initial battery temperature from BMS: 25±2°C

Ⅲ. Current and voltage measurement at battery DC side

Ⅳ. Depth of discharge： 100%

Ⅴ. Recommended Charging/discharging conditions (charging and discharging condition must be of a complete battery stack)

VI．Charge: Charge at 0.2C (62.8A) constant current to 3.54V for any single cell, then charge at 15.7A constant, current to any single cell charging cutoff voltage (3.65V for any one cell) or total voltage charging cutoff voltage (949V)

VII．Standstill for 30 minutes;

VIII．Discharge: discharge at 0.2C (62.8A) constant current to any single cell discharge cut-off voltage (2.8V) or total voltage discharge cut-off voltage (728V);

IX．This throughput is the current maximum remaining energy, which needs to be multiplied by DOD (100%) to obtain the current maximum usable energy. Current and voltage measurement shall be at battery DC side.

In the event that the battery pack does not maintain the specified retention capacity as outlined in our Warranty terms, TCL Digital Power will either repair or replace, at its sole and own discretion, the affected battery pack accordingly.

The Warranty is based on an assumption of 2 cycles per day. For practical Warranty claims or calculations, the criterion that occurs first will apply.

Battery packs storage environment temperature:-20℃~45℃; recommended long-term storage temperature: 0℃~35℃; storage environment relative humidity: 0~95%, non-condensing.

## 4. Preconditions for Warranty

The validity of this warranty is expressly subject to the following conditions. Failure to comply with these requirements may render the warranty null and void:

### 4.1 Product Warranty

1. Products must be installed and commissioned by a properly trained, legally licensed, and TCL Digital Power certified installer or an authorized distributor.

2. Proof of correct installation and commissioning (e.g., certificate of compliance, commissioning report) must be provided upon request to validate any warranty claim.

3. This Limited Warranty explicitly excludes any defect, damage, or failure resulting from improper installation, incorrect commissioning, unauthorized handling, or any failure to strictly adhere to TCL Digital Power’s official installation manuals and guidelines.

### 4.2 Product Identification

1. Products must retain their original serial numbers, nameplates, and rating labels.

2. Any product with altered, removed, or unreadable identification shall not be eligible for warranty service.

### 4.3 Operating Conditions

1. The installation location and its operating environment (including but not limited to temperature, humidity, altitude, and ventilation) must strictly comply with the specifications outlined in the official user manual and installation guide.

2. This warranty shall be immediately voided for any Products that have been disassembled, repaired, tampered with, modified, or altered in any way without TCL Digital Power's prior written consent, including instances where the original factory warranty seals or serial number stickers have been removed, defaced, or altered.

## 5. Warranty Coverage

1. If a Product is proven to be defective in materials or workmanship during the applicable Warranty Period, TCL Digital Power shall, at its sole discretion, choose to repair, replace, or appropriately compensate for the defective Product or part thereof.

2. Any replacement will be conducted on a like-for-like basis where commercially reasonable. TCL Digital Power reserves the right to use new, reconditioned, or refurbished parts that meet or exceed original specifications. If an identical model is obsolete or unavailable, TCL Digital Power may provide a functionally equivalent product of equal or greater value and performance.

3. Any repaired or replaced Product or component shall continue to be covered only for the unexpired, remaining portion of the original Warranty Period. Under no circumstances shall the provision of repair services or replacement parts extend, restart, or otherwise reset the original Warranty Period.

### 5.1 Cost Covered by TCL Digital Power

For valid warranty claims, TCL Digital Power will bear the following costs:

1. Warranty processing and administration costs, as well as the cost of materials, replacement parts, and factory-level labor incurred during the repair of the defective Product at TCL Digital Power's authorized facilities.

2. Standard ground freight costs for shipping the repaired or replacement unit back to the original purchaser, provided the location is within the original country/region of purchase.

## 6. General Exclusions

This Limited Warranty shall not apply to defects, malfunctions, or failures of the Products arising from, or in connection with, any of the following circumstances:

1. The Warranty Period for the relevant Product has expired, or the warranty claim is not submitted within the required notification period as defined in this warranty.

2. Damage sustained during transit, handling, or delivery prior to installation.

3. Improper storage, handling, transportation, installation, removal, reinstallation, or commissioning of the Products, including failure to comply with TCL Digital Power's installation manuals, user manuals, safety standards, or applicable regulations; or the use of Products of an inappropriate type, size, or configuration for the intended purpose.

4. Operation, use, or maintenance not in accordance with TCL Digital Power manuals and specifications, including failure to perform routine cleaning or maintenance as required by the official product maintenance manual.

5. Use, storage, or operation of the Products outside the specified environmental conditions described in the user manual or installation guide, including but not limited to extreme temperatures, humidity, inadequate ventilation, or other unsuitable site conditions.

6. Damage caused by external environmental influences, such as contamination, moisture, corrosion, abnormal mechanical stress, electromagnetic interference, infestation by insects, pests, or vermin, or other external factors beyond normal operating conditions.

7. Damage caused by abnormal electrical conditions, including but not limited to grid instability, power surges, voltage spikes, lightning, improper grounding, wiring faults, or the use of incompatible or non-approved electrical devices.

8. Any defect, damage, or loss resulting from Force Majeure or extraordinary events, including but not limited to natural disasters, acts of God, fire, explosion, war, terrorism, civil unrest, strikes, government actions, shortages of materials, pandemics, or other circumstances beyond the reasonable control of TCL Digital Power.

9. Normal wear and tear, gradual performance degradation consistent with Product aging, or the maintenance/replacement of consumables required as part of regular service.

10. Cosmetic or surface damage (e.g., scratches, dents, discoloration, corrosion, paint defects) that does not materially affect the performance or safety of the Product.

11. Repairs, alterations, modifications, or disassembly performed by parties not explicitly authorized by TCL Digital Power.

12. Use of spare parts not manufactured, sold, or approved by TCL Digital Power, or interconnection with other products or systems not approved by TCL Digital Power.

13. Products with altered, removed, defaced, or illegible nameplates, rating labels, warranty seals, or serial numbers.

14. Continued operation of the Products after a defect or abnormality has been identified, or should reasonably have been identified through regular inspection or monitoring.

15. Any attempt to artificially extend, reduce, or modify the life or performance of the Products (including but not limited to software/firmware modifications, jailbreaking, reprogramming, or physical interventions) without TCL Digital Power's prior written approval.

16. Product defects resulting from compliance with or changes in national or regional laws, standards, or regulations implemented after the date of installation.

17. Limitation of Liability: Under no circumstances shall TCL Digital Power be liable for any indirect, incidental, special, punitive, or consequential damages. This includes, but is not limited to, loss of profits, loss of revenue, business interruption, loss of data, loss of goodwill, reputational damage, or the cost of sourcing substitute equipment, facilities, or services.

18. Life Support Exclusion: The Products are not designed, intended, or authorized for use in life-support systems, health maintenance devices, or any other critical applications where product failure could lead to injury, loss of life, or catastrophic property damage. TCL Digital Power shall not be held responsible for any claims or damages arising from such unauthorized use.

## 7. Exclusions for Failure to Connect to the Internet

1. If the system remains offline, the product owner must notify TCL Digital Power within three (3) months. If the system fails during the offline period, the product owner must notify TCL Digital Power within two (2) weeks of the failure.

2. The product owner shall implement, where possible, appropriate measures to collect and save system and product data locally during any period of Internet outage, and promptly provide such data to TCL Digital Power once Internet connectivity is restored. If the product owner fails to save such data, resulting in data loss or incompleteness, TCL Digital Power shall bear no liability for any warranty dispute arising from the absence of data. TCL Digital Power reserves the right to reject any warranty claim that is not supported by sufficient data or evidence.

3. TCL Digital Power shall have no obligation to provide remote support services for systems that are not connected to the Internet, including but not limited to software or firmware updates.

4. Performance issues arising during any system downtime caused by Internet disconnection shall not be considered product defects. TCL Digital Power shall not be liable for any indirect losses (including but not limited to loss of revenue, differences in electricity costs, or additional operation and maintenance expenses) caused by the inability to promptly identify faults during such downtime.

5. Any defects discovered or reported during, or in connection with, a period of Internet outage must be

supported with sufficient evidence (including, where relevant, photographs or recorded data) to enable investigation and to demonstrate, where possible, that the defect was not caused by the Internet outage itself.

6. Each time a warranty claim is made for a product that was not connected to the Internet, the product owner shall arrange for a qualified person to conduct on-site inspection and data collection, in accordance with TCL Digital Power's instructions.

7. TCL Digital Power shall have no obligation to bear any costs incurred for on-site support in respect of systems without Internet connection, including but not limited to labor fees and travel expenses.

8. The product must be connected to the internet within three months after installation. If it is not connected to the internet, the overall warranty period (including the PCS, battery pack, high-voltage box, etc.) will be automatically shortened to 3 years.

## 8. Out of Warranty

1. For products that are outside the warranty period, TCL Digital Power may, at its discretion and upon written request addressed to a TCL Digital Power-authorized service partner, provide certain after-sales service.

2.All costs and expenses relating to such service, including but not limited to materials, parts, labor, logistics, and travel, shall be borne solely by the product owner.

3.The product owner shall provide a detailed written description of the defect or failure to enable TCL Digital Power or its authorized service partner to assess whether such defect can be repaired or not.

## 9. Extended Warranty and Post-Warranty Terms

1. Extended warranty options for system components may be purchased to extend the maximum total Warranty Period to up to ten (10) years.

2. Any extended warranty must be:
   A. Applied for and fully paid within twelve (12) months of the original installation date;
   and
   B. Formalized through a separate Extended Warranty Agreement executed between the Purchaser and TCL Digital Power (or a TCL-authorized distributor).

3. In the absence of such a separate, formalized contract, only the standard Warranty Period shall apply.

4. Upon the expiration of the applicable Warranty Period (standard or extended), TCL Digital Power shall be completely discharged from all warranty obligations, and shall bear no further legal or financial liability for product or software performance.

5. Notwithstanding the above, after the expiration date, TCL Digital Power may, at its sole discretion, offer chargeable out-of-warranty repair services. The pricing for such services will be based on TCL Digital Power's actual quotation at the time of the request, and is subject to the availability of spare parts.

## 10. Claim Process

1. If a product malfunctions during the warranty period, please contact us to resolve the issue. Additionally, a warranty claim must be submitted as soon as possible, but no later than four (4) weeks from the date of the incident that triggered the claim. Claims submitted after this time frame will not be accepted.

2. To make a warranty claim under this warranty, the product owner shall:

A. Prioritize contacting the dealer or installer from whom the product was purchased or installed;

B. Contact TCL Digital Power directly on the online service platform through App, service email or official website.

3. When contacting TCL Digital Power, the following information must be provided:

A. Name of the product owner, address, postal code, and contact telephone number;

B. Product model name and serial number;

C. Proof of purchase(invoice) with purchase date and vendor address;

D. Installation date and address;

E. Signed commissioning report;

F. Contact details of the installer;

G. A complete and detailed description of the defect, supported by any relevant evidence such as photos or videos.

H. All the claims should be submitted with full supporting documentation.

## 11. Policy Claim Eligibility

The only person(s) eligible to claim Warranty under this contract is the Purchaser. If the Purchaser and/or Installer becomes insolvent or enters administration or if the site is in a remote area, the End User/Installer, subject to TCL Digital Power prior consent, may appoint a Local Installer to carry out the functions of the original installer.

## 12. Warranty Restriction and Limitation of Liability

1. To the extent permitted by applicable law, TCL Digital Power expressly disclaims all implied warranties, including but not limited to warranties of merchantability, fitness for a particular purpose, and hidden or potential defects. Where applicable law does not permit the exclusion of such implied warranties, they shall be limited in duration and scope to the minimum extent required by such law.

2. No distributor, agent, employee, or TCL Digital Power -authorized service partner is authorized to make any amendment, extension, or addition to this warranty.

3. The invalidity or unenforceability of any individual provision of this warranty shall not affect the validity or enforceability of the remaining provisions.

4.To the maximum extent permitted by applicable law, TCL Digital Power shall not be liable for any indirect, incidental, special, or consequential damages, including but not limited to: loss of use, loss of income, loss of profits, loss of revenue (whether actual or anticipated, including contractual revenues), loss of opportunity, loss of goodwill, loss of reputation, business interruption, costs of substitute equipment or facilities, or resumption of production.

5.In any event, TCL Digital Power's liability for any causes whatsoever shall in no circumstances exceed the purchase price paid by the Product Owner for the specific Product giving rise to such liability.

## 13.Data Protection and Privacy (GDPR Compliance)

1. To administer this Warranty, TCL Digital Power collects, processes, and uses personal data (such as name, contact details, and installation address) provided by the customer during registration, as well as operational and telemetry data transmitted by the Product via its cloud connection.

2. Purpose of Processing: The collected data will be used for warranty management, diagnostic and repair interventions, performance monitoring, and ensuring system safety. All processing of personal data is strictly conducted in compliance with the Europe General Data Protection Regulation (GDPR) and other applicable privacy laws.

3. Third-Party Transfers: Where necessary to fulfill warranty obligations, TCL Digital Power may transfer relevant data to authorized third-party service partners, local installers, or agents. TCL Digital Power ensures that all such third parties are bound by strict data processing agreements and handle the data in full compliance with the GDPR.

4. Purchaser Obligations: The Purchaser (Distributor/Installer) is strictly required to inform the End User of this data collection and their rights under the GDPR—including the rights to access, rectify, delete, and object to the processing of their personal data—prior to system commissioning. 5. Privacy Policy: For comprehensive details on data handling procedures and End User rights, please refer to the official TCL Digital Power Privacy Policy available on our website.

## 14. Contact Details

**Service Email:**
Australia:db-service.au@tcl.com,
Europe: db-service.eu@tcl.com,
Southeast Asia: db-service.sea@tcl.com,
Africa: db-service.africa@tcl.com.
**Website:**
www.tcldigitalpower.com

## 15. Applicable Law and Applicability

1. Governing Law: This Warranty Policy shall be governed by and construed in accordance with the laws of the country, state, or jurisdiction where the Product is originally installed and commissioned.

2. Applicability and Transferability: This Warranty applies strictly to the original End User (whether an individual or a legal entity) who purchased the Product strictly for their own use and not for the purpose of resale. Unless otherwise expressly mandated by applicable local law, It is transferable to a subsequent owner of the premises where the Product was originally installed, provided that the Product remains continuously installed and unaltered at its original installation site. Any removal or relocation of the Product from its original site will immediately void this warranty.

## 16. Applicable Countries

This Warranty is applicable only in the countries listed below. TCL Digital Power is not responsible for any claims against this Warranty made in and/or based on the event occurred in any countries other than listed herein.

This Limited Warranty Statement will apply to BlueArk W10 products and accessories that are sold and installed in Australia, Southeast Asia countries, European countries, and Africa countries.