

GL Series Battery Limited Warranty

Effective Date: June 1st, 2022

This Limited Warranty (hereinafter '**Limited Warranty**') specified below applies to two types of products (hereinafter '**GL series battery**') manufactured by Shenzhen GT Powertank Co., Ltd (hereinafter '**GT PowerTank**').

- GL series battery listed below:

GL48100

- GL parallel-operation energy storage system (combined by above standard GL series LiFePO₄ battery)

Limited Warranty

GT Powertank warrants two limited warranty options:

Option 1: Standard Five years Limited Warranty@90%DOD:

Model [★]	Limited DOD [▲]	Energy Capacity [★]	Limited Warranty	Application	Energy Retention [®]	Operation Limitation
GL48100	90% (Limited depth of discharge)	5 kWh	Standard Five years Limited Warranty	Residential storage for solar self-consumption or utility grid electricity backup	70% [®] at five years following the initial installation date ^{①②}	<3000 cycles[®]

Option 2: Ten years Limited Warranty @70% DOD:

Model [★]	Limited DOD [▲]	Energy Capacity [★]	Limited Warranty	Application	Energy Retention [®]	Operation Limitation
GL48100	70% (Limited depth of discharge)	5 kWh	Ten years Limited Warranty	Residential storage for solar self-consumption or utility grid electricity backup	70% [®] at ten years following the initial installation date ^{①②}	<5000 cycles[®]

◆ **GL parallel-operation energy storage systems should follow as below:**

- For "battery module type 1", it is allowed to use multiple batteries in parallel with power or capacity expansion;
- Strictly prohibit the expansion of power or capacity between "Battery module type 1" and "Battery module type 2" use;
- It is strictly prohibited to connect additional old battery systems between old battery systems for power expansion and parallel operation or capacity expansion and parallel operation use;
- Considering the need for end users to increase their backup power usage at different times, it is allowed to add "Battery module type 1" for parallel use for "battery modules that have not been produced for 6 months and have not had 200 charging and discharging cycles";
- In any case, it is prohibited to mix and use with any other brand of battery products or other models of our company's battery systems.
 - Battery module type 1: A battery module that has not been recycled and is maintained and stored in accordance with the requirements, with a storage period not exceeding 8 months from the production date. Please try to use battery systems with the same batch for parallel operation;

- Battery module type 2: Battery modules that have been cycled 200 times, or have a storage period exceeding 8 months, or have not been maintained and stored in accordance with the requirements as product manual;
- During the "6 months" period, the battery module should operate under the operating conditions required by the manual, so that the cycle life of the battery system meets our company's expectations;
- It is possible that there may be a big difference in the capacity of the battery system, which may cause some batteries to malfunction during the parallel operation. Before using the parallel operation, please adjust the battery module's SOC and voltage to be consistent as much as possible. Under this condition, it is recommended to use capacity expansion for parallel.

★ Indicates your GL series battery's energy capacity on its initial installation date.

▲ If you choose Ten-years Limited Warranty, the **70% Depth of Discharge** will be configured by GT-Powertank / GT Powertank authorized distributor/partner before the GL series battery initial installation. Please sign the [Supplemental Ten-years Limited Warranty Agreement](#) with GT Powertank / GT Powertank authorized distributor/partner before installation to make the [Supplemental Ten-years Limited Warranty Agreement](#) effective.

- ① GL48100 - Expressed as a 5kWh rated capacity.
- ② This is measured by BMS.
- ③ The energy retention(70%) shall be measured under the following conditions:

Capacity measurement conditions:

- Ambient condition: 25±5°C , humidity 45% - 85%, atmospheric pressure 86kPa - 106kPa.
- Charging/discharging method:
 - Charge: 0.5C CC/CV, battery cut-off voltage 27.6V/55.2V.
 - Discharge: 0.5C CC, battery cut-off voltage 22.4V/44.8V.

Remedies

If your GL series battery fails to comply with the above **Limited Warranty**, GT Powertank will, in its sole discretion, either repair your GL series battery(using new or refurbished parts), replace your GL series battery with an equivalent product(new or refurbished) at the time of the warranty claim. Suppose your GL series battery is repaired or replaced under this **Limited Warranty**. In that case, the remainder of the original warranty period will apply to the repaired or replacement product. Under no circumstances will the original warranty period be extended because of your GL series battery being repaired or replaced.

What Products are Covered?

The **Limited Warranty** applied to any GL series battery that was purchased from GT PowerTank or GT Powertank certified distributor or installer.

Who can make a Claim?

Limited Warranty claims can be made by or on behalf of the end-user who acquired and put the GL series battery into use for the first time. A subsequent owner of the GL series battery who provides proof of ownership is

also entitled to make **Limited Warranty** claims. Please get in touch with GT Powertank if you have any concerns regarding whether you purchased your GL series battery from a GT Powertank certified distributor or installer.

Limitations and Disclaimer

THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH YOUR GL SERIES battery. Any other warranties, remedies, and conditions, whether oral, written, statutory, express, or implied (including any warranties of merchantability and fitness for purpose, and any warranties against latent or hidden defects) are expressly disclaimed.

Limitation of Liability

GT Powertank shall not be liable for any consequential, incidental, indirect, special, exemplary, or punitive damages arising out of or related to this **Limited Warranty**, regardless of the form of action and regardless of whether GT Powertank has been informed of or otherwise might have anticipated, the possibility of such damages. GT Powertank's liability arising out of a claim.

General Exclusions

This Limited Warranty does not apply to any defect or energy capacity shortfall resulting from any of the following of your GL series battery.

1. Abuse, misuse, or negligence;
2. Accidents or force majeure events, including but not limited to lightning, flood, earthquake, fire, other events outside the reasonable control of GT Powertank;
3. Storage, installation, commissioning, modification, or repair GL series battery or other system components, or opening the external casing of your GL series battery, performed by anyone other than GT PowerTank or a GT Powertank certified installer.
4. Failure to operate or maintain your GL series battery following the owner's manual,
5. Any attempt to modify your GL series battery, whether by physical means, programming, or otherwise, without the express written consent of GT Powertank.
6. The GL series battery failure is caused by war, armed conflict, military or non-military interference, civil riot, or other natural disasters.
7. The data loss like deletion or alteration caused by any reason (including but not limited to computer viruses).

In addition, this Limited Warranty does not cover:

- Normal wear and tear or deterioration, or superficial defects, dents, or marks that do not impact the performance of your GL battery.
- Noise or vibration that is not excessive or uncharacteristic and does not impact your GL series battery performance.
- Damage or deterioration that occurs after the expiration or voiding of the warranty period
- Theft your GL series battery or any of its components.

Limitation on Use

Your GL series battery is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use or catastrophic property damage. GT Powertank disclaims any and all liability arising out of any such use of your GL series battery. Further, GT Powertank reserves the right to refuse to service any GL series battery used for these purposes and disclaims any and all liability arising out of GT Powertank's service or refusal to service your GL series battery in such circumstances.

Modifications and Waivers

No person or entity, including a GT Powertank employee or authorized representative, can modify or waive any part of this **Limited Warranty**.

Claim Process

To make a claim under this **Limited Warranty**, please contact the GT Powertank certified installer who sold you GL series battery. If you cannot contact the GT Powertank certified installer, or if you purchased your GL series battery directly from GT Powertank, please get in touch with your local GT Powertank service team.

Email address: service@gt-ess.com

For a warranty claim to be processed, it must include:

1. Proof of the original purchase of your GL series battery and any subsequent transfers of ownership.
2. A description of the alleged defect(s), symptoms and connected inverter details and failure pictures.
3. Your GL series battery serial No. and its original installation date.

Before returning any product to GT Powertank, you should follow the *GT Powertank Return and Repair Process* and obtain an RMA(Return Merchandise Authorization) number from GT Powertank by submitting a service request.

Others

- **Conflict of Terms:** In the event of a conflict between different translations of these terms, the original Chinese version will prevail.
- GT Powertank reserves the right to change these terms and conditions at any time without prior notice.