

Limited Warranty

Semi-Solid State Battery



Limited Warranty

Effective Date: 4th November, 2025

Doc No.: RM-ESS-2025-V3

1. Warrantor

Warrantor is Raymond Solar AB (the Company or Raymond) with its registered address of Designvägen 2, 435 33 Mölnlycke, Sweden.

2. What Products are covered

The following warranty applies to the Products listed in **Appendix 1** which were:

- **manufactured by the Company**
- **sold by the Company directly or through the authorized resellers as new products and which were installed and commissioned by a certified installer**

3. Warranty

The Company provides a warranty for the battery system for a period of ten (10) years or up to a maximum of eight thousand (8,000) cycles, The battery's available energy shall not fall below 80% after the end of the warranty period. Or for a Through Output Energy which is calculated from the earlier of installation date, whichever comes first:

This warranty is valid under the following nominal operating conditions: charging and discharging at 0.5C (0.5P), with no more than two cycles per day (equivalent to a maximum of approximately 730 cycles per year), at an ambient temperature of 25 ± 2 °C, and with a depth of discharge (DOD) of 90%.

The term “throughput Energy” is the total amount of energy a battery can be expected to deliver over its lifetime

Covered Product	Usable Energy (kWh)	Throughput Energy**(MWh)
Raymond Solid State 5.4kWh Raymond Solid State heating 5.4kWh Raymond Solid State 5.4 Rack	4.9	30.419
RAYMOND SOLID STATE PRO 64.8KWH	58.8	365.02

This figure is calculated based on simulated cycling under optimal laboratory conditions and serves as the primary performance indicator of the battery's long-term endurance.

The warranty period commences from the earlier date of initial installation or the 180th day after the Product was manufactured.

During the warranty period, there shall be no defects in workmanship or materials by the Usage and Transportation Requirements in Appendix 2, and under the normal application, installation, use, and service conditions specified in the user manual provided by our company.

4. Preconditions for Warranty

This warranty is subject to the following conditions:

- **The Product has been installed and correctly commissioned by a certified installer. Proof may be required of correct commissioning of the Product (such as a certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty**
- **The original serial number and rating label of the product are intact and readable**
- **This Warranty does not extend to any Product that has been completely or partially disassembled or modified unless such disassembly is carried out by the Company**
- **Any warranty claim under this Warranty must meet the requirements set out below in the "Claim Procedure" section**
- **The Product shall be correctly operated and used according to the User Manual and conditions set out in this Warranty**
- **The operating temperature for the Product must not exceed the -10°C~55°C range and the Product shall not be exposed to and stored in a temperature higher than 50°C and shall not be exposed in an installed area to direct sunlight**
- **The Product installation location must be ventilated in accordance with the requirements of the User Manual**
- **The Product must be operated with compatible inverters recognized by Raymond**
- **The product must be transported, installed, and operated in accordance with the requirements in Appendix 2 - Usage and Transportation Requirements**

5. Warranty Obligations

During the warranty period of the Product, if the Product is faulty or defective in workmanship or materials, the Company will decide to repair or replace the Product or any part thereof at its discretion.

The Company will endeavor to replace any Product that require to be replaced under this Warranty with equivalent appearance, size, and functionality on a like-for-like basis.

The replacement product or accessories may not be a new item, but the quality and specification are in accordance with the product specification. Where this is not feasible, due to technical improvement, the Company will supply another type of product with at least the same value and standard, which may have differences in size, shape, color, and/or capacity.

If the Product is replaced within the Warranty Period, the remaining Warranty Period will be automatically transferred to the replaced product.

In respect of valid claims under this Warranty, the owner of the Product will not be charged for any reasonable costs related to the claim, including warranty processing costs and replacement

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parts costs. Reimbursement for necessary and reasonably incurred costs or expenses in making effective warranty claims under this Warranty, a claim can be made to the Company, and relevant supporting documents must be provided.

6. Excluded Warranty Claims

The Company makes no warranties, either expressed, implied, orally or in writing, with respect to any other warranty coverage except those expressly stated in this Limited Warranty. THIS WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH the Product.

This limited warranty does not cover any problem that is caused by conditions, malfunctions or damage not resulting from defects in material or workmanship.

This warranty does not apply to defects or malfunctions caused by one or more of the following situations:

- **abuse, misuse, or negligence**
- **as a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals, and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as a result of Force Majeure event outside the reasonable control of Raymond**
- **storage, installation, commissioning, modification or repair of the Product, or opening of the external casing of the Product, that is performed by non-authorized installer or rather than Raymond**
- **failure to operate or maintain the Product in accordance with the user manual**
- **any attempt to modify the Product, whether by physical means, programming or otherwise, without the express written consent of Raymond**
- **removal and re-installation of the Product at a location other than the original installation location, without the express written consent of Raymond**
- **due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Product was not designed for or sold, or use of the Product outside the specified or normal operating ranges for such Products**
- **use of an incompatible inverter, rectifier, or PCS**
- **This warranty is not applicable when there is no communication connection between the inverter and the battery**

This Warranty does not cover defects that do not directly influence the function or performance of the Products.

This Standard Warranty does not cover the battery or packaging which is damaged due to improper storage before installation; damage during the transportation of the Product; or a force majeure (e.g. war, crime, natural disasters, etc.).

This Warranty does not cover:

- **any costs incurred by the end-user or the installer in normal or scheduled maintenance of**

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the Products

- **any other costs such as transportation (other than delivery costs of parts or Products replaced under this Warranty to the owner of Products), traveling and accommodation cost of persons for on-site support, etc**
- **subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses, or other expenses arising from breach of this Warranty**
- **any costs in making the warranty claim, which is invalid under this Warranty**

In the following scenarios, the owner of the Products is responsible for all shipping costs incurred during the warranty process.

- **Firmware updates**
- **Defective products which are within 3% defective rate of total purchase**
- **Returning products for any reason other than a proven defect**
- **Buyer's accidental returns**
- **Returning personal items**
- **Returning items claimed to have defects but found by Raymond technicians to be in working condition**
- **The transportation method did not adopt the agreed-upon plan with Raymond and lead to excessive freight costs or product damage**
- **Costs associated with unauthorized returns (any returns made outside of the approved warranty process)**

This Warranty does not cover any damage caused directly or indirectly by or during the opening, modification, repair, processing, replacement, or installation of any Product or product part, or any other work that has been performed in relation to or that affects any Product, by a non-certified or otherwise unauthorized person.

Claims that go beyond the scope of this Warranty, including but not limited to (i) claims for compensation for direct or indirect damage arising from the defective device, (ii) claims for compensation for costs arising from disassembly and installation, or (iii) claims for loss of profits, are expressly NOT covered by this Warranty.

In no event will the Company be held responsible or liable for any personal injuries arising out of or connected with the misuse of the Product, or for any other damages, whether direct, indirect, punitive, incidental, or consequential; even if the Company has been advised of such damages.

7. Exclusion for Failure to Connect to the Internet

It is required that all Products have internet connection for service purposes. If the Product has no internet, please contact the Company ASAP or organize qualified personnel to conduct an on-site inspection and data collection under the instruction of Raymond. Without connecting to the Internet, the Company may not be able to provide important remote firmware upgrades, and the warranty period is reduced to 3 (three) years.

8. Warranty Restriction

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Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and the above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied. To the extent permitted by applicable law, Raymond expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose, and hidden or potential defects. If Raymond cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranty as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent, or staff of Raymond and/or Raymond Authorized Service Partner is authorized to make any revision, extension, or addition to the quality warranty. The legality and enforceability of the remaining clauses herein shall not be affected or damaged if any of the clauses herein is adjudged to be illegal or unenforceable.

RAYMOND'S LIABILITY FROM ANY CAUSES WHATSOEVER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID BY THE END USER TO RAYMOND FOR SUCH PRODUCT GIVING RISE TO THE LIABILITY.

9. Limitation on Use

The Product is not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury to a person loss of life, or catastrophic property damage. To the extent permitted by law, Raymond disclaims any and all liability arising out of any such use of the Product.

10. Claim Procedure

a) Who can make a claim?

Warranty claims can only be made by the owner of the Product.

b) Claim process

If any Product fails within the Warranty period, the owner of the Product must stop using the Product or the

system in which the Product installed as the case may be by isolating the Product from any energy source,

and make a claim within 48 hours of products failure to the Reseller from whom the Product was purchased to

arrange preliminary troubleshooting and contact Raymond if necessary, following all instructions provided by Raymond.

When contacting Raymond by Email, please include the following information:

- **Your contact details include name, address, postcode, and telephone number**
- **Model name and serial Number of the Product**
- **Installation Date and installation address**
- **Proof of purchase**
- **Hardware Version**
- **Software Version**
- **Inverter Model**
- **Hardware Version of Inverter**

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- **Software Version of Inverter**
- **Working Mode**
- **Information about the use of the Product in reasonable detail**
- **Information about the defect in reasonable detail**
- **Contact details of the installer**
- **Any other information which could help with analysis of the defect such as videos, photos, etc.**

Contact details of the Company:

Raymond Service

Address: Designvägen 2, 435 33 Mölnlycke, Sweden

Email: info@raymondsolar.com Web:

www.raymondsolar.com

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Appendix 1 Applicable situation description

This Limited Warranty only applies to the products listed in the following table.

Product Type	Product model	Warranty period
Battery	Raymond Solid State 5.4kWh	As the above description
	Raymond Solid State heating 5.4kWh	
	Raymond Solid State 5.4 Rack	
CISS	RAYMOND SOLID STATE PRO 64.8KWH	Batteries as the above description 2-year warranty for air conditioner
Energy Port Combiner box	Energy Port Combiner box	3 years

Appendix 2 Usage and Transportation Requirements

The Product includes a Lithium iron phosphate battery and other Accessory Components. In order to be entitled to this warranty, the following requirements should be strictly complied with during transportation and use of the Product. Any product malfunction or damage caused by violating the following requirements is not covered by this warranty.

1. Operating Environment Requirements

- The battery should be stored at an ambient temperature of -10~50°C.
- The battery should work in the environment temperature of -10~55°C, For the battery Raymond Solid State heating 5.4kWh with heating plate, theoretically, it can work at the working environment temperature of -30°C
- Working humidity: 5%~85% RH
- Do not expose the battery to direct sunlight for extended periods of time
- Ensure reliable grounding
- Do not reverse the polarity
- No conductive dust and corrosive gas
- The installation location should be away from the sea to avoid brine and high humidity environments
- The ground is flat and level
- There are no flammable explosives near the installation sites
- Keep away from dust and messy zones, water source and heat source, prevent equipment from entering water and overheating

2. Storage Environment Requirements

a) Short-term storage environment:

- Within 3 months of temperature range is -20~45°C.

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- **Relative humidity**

b) More than 3 months long-term storage environment:

- **Temperature range for -20~20°C**

- **Relative humidity**

- **No corrosive gases**

c) If long-term storage is required, it should be recharged every 6 months, and no less than 80% of SOC should be charged.

d) Keep away from dust and messy zones, water source and heat source, and prevent equipment from entering water and overheating.

3. Transportation Requirements

The Product should be transported with the Company's original packaging materials. If long-distance transportation such as sea transportation is required, additional packaging measures should be taken to ensure the safety of transportation. The product stack in transportation does not exceed 4 layers.

If the Product does not use the Company's original packaging material transportation, the buyer shall fully consider the risks of vibration, drop and collision in the transportation process, and adopt adequate product protection measures.