

Mercedes-Benz Energy Storage Home

Guarantee Certificate

(valid for United Kingdom and South Africa)

Dear End Customer,

Please fill in the required information and send the fully completed Guarantee Certificate including the serial numbers of all installed energy storage modules after the installation of the Energy Storage System and together with a copy of the invoice for the Energy Storage System stating the date of installation without undue delay as scan to energy-support@daimler.com or per mail to:

Deutsche ACCUMOTIVE GmbH & Co. KG
Customer Support Division
Prof.-Gottfried-Bombach-Straße 1
01917 Kamenz
Germany

1. Contact details of the End Customer

Last name, first name

Street, house number

Zip code, city

Phone (home)

Email

2. Location of the system (if different)

Last name, first name

Street, house number

Zip code, city

3. Contact details of the installation provider

Last name, first name

Company name

Street, house number

Zip code, city

Phone

Email

4. Serial number and date of installation of your energy storage modules

The serial number (SN) is indicated on the type plate of each energy storage module as well as on the packaging. Please indicate these serial numbers in the below table. The serial number consists of 36 digits in total and starts with 0789.

Serial number (36 digits)	date of installation
SN1	
SN2	
SN3	
SN4	
SN5	
SN6	
SN7	
SN8	

5. Signature of the End Customer

I hereby confirm that the foregoing information is complete and correct. Moreover, i have read the Genaeral Terms and Conditions of Manufacturer's Guarantee in their entirety and hereby accept them.

Place, date

Signature

Mercedes-Benz Energy Storage Home

General Terms and Conditions of Manufacturer's Guarantee

A. General

A1. General provisions

ACCUMOTIVE issues a guarantee to You as the End Customer ("Manufacturer's Guarantee") in accordance with the provisions stipulated below and which includes the Guarantee Certificate as well as the following General Terms and Conditions of Manufacturer's Guarantee.

The applicable local statutory warranty rights provided by consumer sales law, You may have against the seller of the Energy Storage System, are expressly not part of this guarantee and exist vis-a-vis the seller additionally and without any restrictions. They are not affected by this guarantee.

This Manufacturer's Guarantee solely applies to products purchased in South Africa and the United Kingdom.

A2. Guarantee claim

Section B stipulates the conditions of the End Customer's guarantee claim under the Manufacturer's Guarantee, i.e.

- the requirements for,
- the content of,
- and the nature of

the benefits granted by ACCUMOTIVE under this Manufacturer's Guarantee.

A3. Customer Support Terms and Conditions

In the event of a fault in the Mercedes-Benz Energy Storage Home module, You must follow the procedure in "How to make a claim" set out in section B3.3 (which sets out the process to adhere to in order to successfully claim under this Manufacturer's Guarantee).

Requirement to engage an Installation Provider

You must engage an Installation Provider associated with the acquisition of your Mercedes-Benz Energy Storage Home module ("Energy Storage System") to install the Energy Storage System and attend to any inspections for any apparent faults unless otherwise authorised by ACCUMOTIVE and must follow the process outlined in this document, which fulfills two functions:

- Manufacturer's Guarantee requirements pursuant to the terms specified in section B, and
- ensure that the best possible, product-oriented and manufacturer-specific customer support will be provided.

This constitutes a **mandatory requirement** for a guarantee claim against ACCUMOTIVE under this Manufacturer's Guarantee. If You fail to take reasonable steps to ensure the Installation Provider complies with those requirements, Your guarantee claims under this Manufacturer's Guarantee based on this fault would be excluded.

B. End Customer

B1. General provisions

B1.1 For the Energy Storage System acquired by the End Customer, ACCUMOTIVE provides the End Customer with a guarantee in accordance with the following terms and conditions. In this respect, the scope of guarantee is stated in Section B.2.

B1.2 Upon occurrence of a "guarantee event" pursuant to Section B.3, the End Customer acquires the right to directly request ACCUMOTIVE to fulfil the guarantee obligation pursuant to Section B.4.

B1.3 This Manufacturer's Guarantee is provided to the original End Customer, being the customer who first purchases the Energy Storage System. This Manufacturer's Guarantee is not transferable to subsequent owners, and not only for the unexpired portion of the Guarantee Period (defined in B2.1).

B1.4 These General Terms and Conditions of Guarantee shall be exclusively governed by the German laws, with due regard for the provisions of European consumer legislation. If the meaning of any English term contained in this document, differs from the meaning of the respective German term, the meaning of the German term shall prevail.

B2. Scope of guarantee

- B2.1 ACCUMOTIVE provides this Manufacturer's Guarantee for ten (10) years from the date of installation ("**Guarantee Period**"). The Energy Storage System will not be regarded as faulty if it experiences a Normal Capacity Decrease. A "**Normal Capacity Decrease**" of the Energy Storage System is regarded as a reduction of the capacity of the Energy Storage System over time but in any event such reduction shall not fall below 80% of the nominal capacity indicated on the type plate. For the avoidance of doubt, this Manufacturer's Guarantee will apply if the Energy Storage System continues to operate within the criteria set out in section B3.1.
- B2.2 If ACCUMOTIVE determines that there is a fault which is not excluded by "What is not covered?" set out in section B3.4, the Manufacturer shall, at its expense perform the actions set out in section B4.1.

B3. Guarantee Events and Guarantee Requirements

What is not a Normal Capacity Decrease?

- B3.1 A capacity decrease will only be regarded as a fault under the Manufacturer's Guarantee if within ten (10) years from the date of Proper Installation, the capacity of the Energy Storage System falls below 80% of the nominal capacity indicated on the type plate despite proper installation and commissioning and despite the consistent compliance of the End Customer with the rules on the proper use and proper surrounding conditions pursuant to the Mercedes-Benz Energy Storage Home Manual as applicable from time to time. The term "**Proper Installation**" in this document means the correct installation subject to and as prescribed in the Mercedes-Benz Energy Storage Home Manual.

Pre requisites to making a claim

- B3.2 All of the below requirements must fully be met to assert the claim for fulfillment of the guarantee obligation pursuant to Section B.4 against ACCUMOTIVE. These requirements are as follows:
- The End Customer (or its Installation Provider) must fully complete and sign the Guarantee Certificate available above on pages 1-2, and return this to ACCUMOTIVE within 6 (six) weeks from the installation of the Energy Storage System, so as to ensure ACCUMOTIVE has access to the Guarantee Certificate as soon as reasonably practicable, but not later than 6 (six) weeks, after installation;
 - The invoice for the Energy Storage System with the recognizable date of installation must be attached to the Guarantee Certificate;
 - The End Customer must make reasonable attempts to ensure that the Energy Storage System is properly installed by engaging an Installation Provider;
 - The End Customer's claim as reasonably identified by the Installation Provider does not relate to a defect caused by any excluded factor not covered by this Manufacturer's Guarantee as listed in B3.4 ("What is not covered?"); and
 - Either:
 - A guarantee event pursuant to Section B.3.1 occurs; or
 - another guarantee event occurs due to a relevant fault being reasonably identified by the Installation Provider following its completion of the Test Report.

How to make a claim

- B3.3 To make a claim:
- The End Customer must, following the occurrence of a fault of the Energy Storage System, engage its Installation Provider in its own name without undue delay to perform the guarantee process pursuant to Section C.
 - The guarantee process pursuant to Section C must be complied with. In particular, the Authorised Representative must submit a properly completed Test Report by filling out the checklist, which ACCUMOTIVE will use to verify the guarantee claim. The term Test Report refers to a completed checklist which a sample can be found on pages 7-10 of this Manufacturer's Guarantee Certificate.
 - No reason excluding the guarantee claim as specified in Section B.3.4 may exist.

What is not covered?

- B3.4 ACCUMOTIVE does not assume any liability under this Manufacturer's Guarantee for:
- any defect of the Energy Storage System, which, irrespective of its (direct or subsequent) effect, has been caused by:
 - repairs carried out by the End Customer,
 - accident, i.e. an external event that directly impacts the Energy Storage System with mechanical force,
 - willful or malicious actions and unauthorized removals, in particular theft and misappropriation,
 - unauthorized use of the Energy Storage System by third parties,
 - impact by animals, storm, freeze, hail, lightning, earthquakes, floods, water, fire or explosion,
 - negligent or willful misconduct that is causally connected to the occurrence of the defect or the amount of the damage,
 - actions taken in bad faith that are causally connected to the occurrence of the defect or the amount of the damage,
 - failure by the End Customer to engage an Installation Provider pursuant to Section A3 (Requirement to engage your Installation Provider) upon occurrence of a defect of the Energy Storage System. If this failure contributes to another and/or the current defect, this Manufacturer's Guarantee will not apply to both the current defect, and also to any consequential defects, or
 - any omission of engaging the Installation Provider to repair or replace a component of the Energy Storage System or the entire Energy Storage System.
 - any defect of the Energy Storage System, for which, irrespective of its (direct or subsequent) effect, an unauthorised or authorised third party elects to take or is under an obligation to take responsibility for any reason, including an Installation Provider; or

If the service requested by You is not covered by this Manufacturer's Guarantee, You must pay ACCUMOTIVE and/or the Installation Provider for all reasonable parts, labour and shipping charges incurred by ACCUMOTIVE and/or the Installation Provider.

B4. Guarantee obligation

- B4.1 If a claim pursuant to Section B3.3 is successful, to the extent the Energy Storage System contains a fault ACCUMOTIVE is exclusively obliged, at its own discretion, to either:
- a) remedy the fault; or
 - b) supply a defect-free Energy Storage System that is either an identical replacement, or one of similar value if reasonably available (which must be equivalent in technical terms (and may include second hand or refurbished products) or
 - c) remove the Energy Storage System and provide the End Customer with a refund for the Energy Storage System.
- B4.2 An Energy Storage System repaired pursuant to Section B.4.1(a) is subject to the remaining guarantee period of the original Energy Storage System as applicable at that time pursuant to Section B2.1.
- B4.3 In the event that ACCUMOTIVE supplies a brand new Energy Storage System in compliance with the obligation pursuant to Section B4.1(b), the Energy Storage System shall be subject to the remaining Manufacturer's Guarantee Period which commenced from the date of installation of the original Energy Storage System.
- B4.4 If a claim is successful, the Manufacturer's Guarantee covers the labor and transport costs associated with the goods and materials, provided that these are incurred by ACCUMOTIVE itself, or the Installation Provider.
- B4.5 Further rights are not guaranteed. In particular, ACCUMOTIVE will not pay compensation for any damage incurred by the end customer because of a guarantee event, such as without limitation, any loss of profits, loss of contracts, increased costs, loss of revenue, loss of use, loss of data or any consequential or indirect loss or any type of lucrum cessans.**

C. Guarantee process (Customer Support Terms and Conditions)

C1. General information

If a fault with an Energy Storage System occurs, the End Customer must arrange its Installation Provider to conduct an inspection of the Energy Storage System to assess whether it is faulty (see B3.3 "How to make a claim").

To perform an initial fault analysis, the Installation Provider must comply with the process set out in this Section C.

C1.3 In order for a guarantee claim under Section B, above, to succeed, the process stipulated in this Section C must be followed. In the event of a successful guarantee claim under Section B, this Guarantee Process will be concluded once ACCUMOTIVE has fulfilled its obligation under Section B.4. above. The Installation Provider shall initially be commissioned by the End Customer in the latter's own name pursuant to Section B.3.2,e) to perform the first fault analysis of the Energy Storage System, subject to compliance with this process. The guarantee process shall be deemed concluded if, at ACCUMOTIVE's option, either the Energy Storage System has been repaired and reinstalled or exchanged or the current value replacement for the Energy Storage System has been paid to the End Customer.

C1.4 The guarantee process is a requirement for the guarantee claim pursuant to Section B.3.2. It is to be observed and complied with.

C2. Fault-specific process

A claim under this Manufacturer's Guarantee will not succeed if the Installation Provider does not adhere to the following process as required.

C2.1 Fault of the inverter

If the Energy Storage System shows a fault that is caused by a fault of the inverter, the Installation Provider must contact the manufacturer and/or seller of the inverter. ACCUMOTIVE does not provide inverters with its Energy Storage Systems and accepts no liability for any failures of an Energy Storage System caused by an inverter fault.

C2.2 Fault of the Energy Storage System

C2.2.1 If the findings of the Test Report (see Section B.3.2(f)) show a fault with the Energy Storage System that:

- a) is due to the fact or has the effect that the Energy Storage System falls below the usable capacity of 80%, and
 - b) is not due to a fault of the inverter (see Section C.2.1) or its faulty installation leading, in particular, to a reduction of the usable capacity of the Energy Storage System; and
 - c) is not due to a reason listed in Section B.3.3,
- the analysis, documentation or remedy of the fault and/or any uninstallation required shall exclusively be subject to the following procedure:

C2.2.2 In the event of a fault listed in Section C.2.2.1, the installation provider shall proceed in the following order:

- a) The Installation Provider shall prepare the Test Report fully and exclusively on the basis of the checklist scheduled below.
- b) The Installation Provider shall contact the ACCUMOTIVE customer support and provide them with the full Test Report

without any restrictions so that, on the basis of this Test Report,

- aa) ACCUMOTIVE elects to take over the contract awarded to the Installation Provider by the customer pursuant to B.3.2(e) as of the time of its consent, which shall only occur if all conditions of this Manufacturer's Guarantee have been complied with; or
- bb) ACCUMOTIVE supports the Installation Provider in analyzing and remedying the fault in accordance with the following provisions.

Subsection aa) shall not apply in cases where the fault of the Energy Storage System constitutes a risk in view of which it seems to the End Customer unreasonable to wait until these guarantee terms have been fulfilled. In this case, ACCUMOTIVE can consent to the engagement of the Installation Provider pursuant to Section B.3.2(e) also at a later time.

c) Based on the findings of the Test Report as obtained under Section C.2.2.2, b):

- aa) the fault shall be remedied at the End Customer's premises, either independently by the Installation Provider and exclusively after approval by ACCUMOTIVE or with the help of the ACCUMOTIVE customer support, or
- bb) the fault shall be further analyzed and remedied, as necessary, at the premises of ACCUMOTIVE or any other company commissioned by ACCUMOTIVE
 - (1) after ACCUMOTIVE itself has uninstalled and removed the Energy Storage System from the customer's premises as part of its customer support services, or
 - (2) after the installation provider has uninstalled, removed the Energy Storage System from the customer's premises and stored the Energy Storage System itself. In this case, the Energy Storage System shall be retrieved by ACCUMOTIVE, or
 - (3) on the condition that the Energy Storage System is, from ACCUMOTIVE's perspective, in a critical state, after ACCUMOTIVE has uninstalled and removed the Energy Storage System from the customer's premises.

Remedying the fault shall include both repairing and installing a substitute or new device.

C3. Assumption of costs, billing

- C3.1 After being commissioned by ACCUMOTIVE pursuant to Section C.2.2.2(b)(aa), the Installation Provider shall have a claim against ACCUMOTIVE for payment of the amount invoiced by the Installation Provider, but no more than a net amount of EUR 250, for the full performance and completion of the guarantee process as necessary in each case.
- C3.2 If the fault of the Energy Storage System as described in the Test Report (see Section B.3.2(f)) does not give rise to a successful guarantee claim by the End Customer, ACCUMOTIVE will not assume obligations under Section C.2.2.2, b)aa) and, thus, will not take over the contract between the Installation Provider and the End Customer after occurrence of the fault. The End Customer shall bear all costs incurred by the Installation Provider; these exclude any costs incurred in relation to a successful guarantee claim by ACCUMOTIVE.
- C3.3 If, in the alternative to the above Section C.3.2, ACCUMOTIVE assumes the obligations of the Installation Provider under its contract with the End Customer and conducts a further fault analysis, and the further fault analysis of the Energy Storage System performed in the period after ACCUMOTIVE has assumed obligations pursuant to Section C.2.2.2, b)aa), reveals that no guarantee event (see Section B.3) has occurred, the End Customer shall reimburse the costs incurred in this respect under Section C.3.1 to ACCUMOTIVE.

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Checklist for a test report to be provided in case of a fault (guarantee process)

Dear Installation Provider,

In the event of a fault occurring for the End Customer, in order to fulfil the guarantee process under the Customer Support Terms and Conditions, please fully complete the checklist, contact ACCUMOTIVE customer support and provide them with the completed checklist ('the test report') as soon as possible. Following completion of the test report:

- ACCUMOTIVE may elect to take over the End Customer contract pursuant to the terms of the supply arrangements entered into between ACCUMOTIVE and the original sale and installation provider (who may also be an authorized representative) as of the time of its consent. If ACCUMOTIVE so elects, ACCUMOTIVE will bear the costs incurred by you under that contract up to a maximum amount of EUR 250.00, and
- with the assistance of ACCUMOTIVE customer support, you must analyze and remedy the fault.

You can reach the ACCUMOTIVE customer support as follows:

Phone number: +49 3578 3737-333

Fax number: +49 3578 3737-444

Email: energy-support@daimler.com

1. Contact details of the End Customer

Last name, first name

Street, house number

Zip code, city

Phone (home)

Email

2. Contact details of the acting Installation Provider

Last name, first name

Company name

Street, house number

Zip code, city

Phone

Email

3. First check of the Energy Storage System

Visible formation of smoke? Yes No

Visible electrolyte leakage? Yes No

Noticeable heat development? Yes No

If, due to one or several of the features referred to herein, the Energy Storage System is in a state that should, if in doubt, trigger immediate action, please do not under any circumstances continue with the further controlling steps as set out below in sections 4 - 8, but instead immediately contact ACCUMOTIVE customer support and observe the safety instructions pursuant to the Mercedes-Benz Energy Storage Home Manual as amended from time to time and annexed herein.

4. Visual check of inverters

Wiring correct for DC? Yes No

Wiring correct for AC? Yes No

5. Functional check of the overall system

Perform the following practical instructions. It is absolutely necessary that you observe the order of priority!

1. Decommission the inverter (see operating instructions for the respective inverter).
2. Decommission the Energy Storage System (see Mercedes-Benz Energy Storage Home Manual, chapter 5.3 Decommissioning).
3. Switch off the ground fault circuit interrupter "RCD" of the inverter and then switch it on again.
4. Switch off the circuit breaker "LSS" of the inverter and then switch it on again.
5. Measure the voltage at the inverter between the terminal block "AC2 GEN/GRID" of the phase conductor and the terminal block "NTT" of the neutral conductor.
 - Is the voltage approx. 230 V? Yes No

6. Functional check of the Energy Storage System

Perform the following practical instructions. It is absolutely necessary that you observe the order of priority!

1. Decommission the inverter (see operating instructions for the respective inverter).
2. Decommission the Energy Storage System (see Mercedes-Benz Energy Storage Home Manual, chapter 5.3 Decommissioning).
3. Disconnect the wiring to the inverter.
4. Disconnect and remove the entire wiring between the energy storage modules.
5. Remove the RJ45 terminating resistor.
6. Connect the RJ45 connecting socket in the interior of the system cover and the RJ45 connecting socket "CON2" with the RJ45 ribbon cable.
7. Plug the RJ45 terminating resistor into the RJ45 connecting socket "CON3" of the same energy storage module.
8. Switch the energy storage module on by turning the ON/OFF switch on the system cover.
9. Measure the voltage between plus and minus via the lead-through terminals at the energy storage module.
10. Make a note of the voltage figure in table 7. Voltage figures.
11. After that, switch the energy storage module off again and remove the RJ45 ribbon cable and the RJ45 terminating resistor.
12. Repeat steps 6 to 11 for all existing energy storage modules.

7. Voltage figures

Serial number (36 digits)	voltage figure in V
SN 1	
SN 2	
SN 3	
SN 4	
SN 5	
SN 6	
SN 7	
SN 8	

8. Final Check

Perform the following practical instructions. It is absolutely necessary that you observe the order of priority!

1. Re-wire the Energy Storage System completely (see Mercedes-Benz Energy Storage Home Manual, chapters 4.2 to 4.5)
2. Switch on the Energy Storage System.
3. Measure the overall battery voltage at the inverter.
 - Please make a note of the reading. Reading: V
4. Switch on the inverter.
5. Now start the inverter via the Sunny Remote Control (SRC) pursuant to the operating manual of the inverter.
6. Please insert the result of the check here:

9. Note

10. Signature of the acting Authorised Representative

I hereby confirm that the foregoing information is complete and correct.

Place, date

Signature