



Mint 7240 BATTERY System

---

**Limited Warranty and Service Conditions**



## 1, Warranty Period

- A. The warranty period starts based on the earlier date between the shipping date plus 30 days or the date of purchase/installation/internet-connecting date. The shipping date of Products shall be subject to serial numbers of the shipped Products or GREENESS's internal records. If the last valid warranty date is a statutory public holiday in country of GREENESS's signing entity, the first working day after that holiday shall be the last day. Warranty Period shall expire according to the following chart depicting the Warranty Period. Warranty Period excludes any wearing parts.

NO.	Category	Subcategory	Model	Life Cycle Power During Warranty Period	Standard Warranty Period (Months )
1	BATTERY	7240PACK	7240	8000 Cycle @70% EOL	120 (60 if it is not connected with internet)

- B. Battery warranty is defined as when the battery pack reaches the warranty period or the life cycle discharge is completed, the remaining capacity EOL meets the specification requirements, and the first comes into effect; the power module DCDC only involves the warranty period and has nothing to do with the battery performance. The battery pack and power module provide independent warranty.
- C. Capacity test conditions: at an ambient temperature of  $25^{\circ}\text{C}\pm 3^{\circ}\text{C}$ , after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.
- D. In order to remotely upgrade the latest firmware to ensure battery life, the battery is highly recommended to connect to the GREENESS management system.
- E. After the battery is purchased, the installation needs to be completed within 30 days. If the battery fails, it needs to be reported to GREENESS within 7 days. The battery cell damage caused by the negligence of battery that cannot be charged for a long time is not covered by the warranty.
- F. The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is  $10\sim 40^{\circ}\text{C}$ .

## 2, Warranty Services

GREENESS provides remote support and hardware services for GREENESS Products.

Service Category	Service Item	Service Description
Remote Support	Hotline	8 hours *5 business days of the local region.
	Email	Respond within 24 Hours (excluding weekend & public holidays)
	Website Technical Support	24 hours *7 calendar days Share technical information and download patch.

Hardware Service	Repair	Fulfill in 7 Days after GREENESS approves the RMA. For details, see the Hardware Service clauses as below.
	Replacement	Ship out in 2 business Days after GREENESS approves the RMA. (if available ) For details, see the Hardware Service clauses as below.

\*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.

## 2.1 Remote Support

Remote Support means GREENESS provides solutions for technical inquiries or problems related to the GREENESS Products by telephone, e-mail or website below.

Phone: 0061-03-9125 6766

Email: INFO@GREENESS.com

Website: [www.GREENESS.com.au](http://www.GREENESS.com.au)

## 2.2 Hardware Service

At GREENESS's sole discretion, the Defected Products shall be repaired or replaced if any malfunction or damage occurs to the GREENESS Products.

### (A) Repair

GREENESS may, at its sole discretion, offer repairing services by means of remote diagnosis and commissioning or a house-call on appointment. Such repairing services may be performed by GREENESS or a third party appointed by GREENESS at GREENESS's sole discretion, and the Customer shall provide cooperation for repairing services to be performed.

### (B) Replacement

If GREENESS elects to replace the Defected Products, the replacement Products shall be of the same type and physical form as the original one, and/or electrically compatible with the original one. If GREENESS replaces a battery, the replacement battery shall have an electrical output of not less than the warranted output of the Products causing breach of the Warranties at the time of replacement, based on the warranted Degradation Rates set forth at Clause 1.2. If the Products are replaced within the Warranty Period, the remaining Warranty Period of the Warranty Period will be deferred after the Products are replaced. Any replacement of the Defected Products shall not cause an renewal and/or extension of the Warranty Period of such Defected Products.

Notwithstanding the foregoing, if GREENESS no longer supplies Products meeting the foregoing criteria, then additional or replacement Products provided shall be those Products then supplied by GREENESS most substantially meeting the foregoing criteria although the replacement Products may

be a different size, shape, color and/or capacity. The Defected Products must be properly disposed by the Customer or be collected by GREENESS for proper disposal. The replacement Products shall be delivered to the same destination where the original Products cause breach of the Warranties. Upon completion of the applicable replacement set forth, the ownership of the Defected Products shall be transferred back to GREENESS. GREENESS's performance of any repair, replacement, or provision or any refund shall not lead to the suspension, renewal or extension of the term of the original Limited Warranty or variance from the terms of the original Limited Warranty.

Outside Warranty the repairs for Defected Products shall be at the cost of Customer, which may include, but not limited to, labor cost, components cost, testing cost, and any associated costs of shipping/freight. Products shall be repaired only after (1) customer is provided with an estimated cost of the repairs of the Defected Products; and (2) customer provides with a written approval to commence the repairs on the Defected Products. If Customer does not reply within 15 days from the date customer is notified with an estimated cost for repairs on the Defected Products, then the Defected Products shall return to Customer said Defected Products freight collect.

### **3. CLAIMS OF MALFUNCTION OR DAMAGE**

3.1 If Customer discovers that there is any malfunction or damage occurring to the GREENESS Products, Customer shall promptly provide written notice to GREENESS or a third party appointed by GREENESS, and the following information and materials setting forth within 14 days after discovering the malfunction or damage :

(A) The model and serial number of the Products which has malfunction or damage ("Defected Products");

(B) The Materials showing the system configuration details if the Defected Products are installed;

(C) The Form of Defected Products Claim ("Claim");

(D) The specific and detailed description about the Claim, and the evidence to prove the Claim, including but not limited to physical address, contact information, photographs and videos as requested by GREENESS;

(E) Any additional materials or evidence requested by GREENESS.

3.2 GREENESS shall have the right to reject the Claim without bearing any liabilities if Customer fails to provide any information or materials listed in Clause 3.1 within the aforementioned 14 days.

## 4. Exemptions

4.1 When any malfunction or damage occurs to the GREENESS Products due to any of the following reasons, GREENESS has the right to refuse to repair, or GREENESS could collect a proper cost for the materials and man-hour for the repair as the case may be:

4.2 The original Products serial number label has been altered, replaced, torn or lost;

4.3 Products model number and/or serial number of the Products do not tally with the Products;

4.4 The Warranty Period has expired according to this Warranty Policy or the contract entered with the Customer;

4.5 The malfunction or damage is caused by the failure of the user to use, maintain or take care of this Products according to the user's manual;

4.6 The malfunction or damage is caused by the repair conducted by an organization not authorized by GREENESS;

4.7 The malfunction or damage is caused by accidents, force majeure or human reason.

4.8 Special price Products and Products used for demonstration purposes (i.e. samples) are not entitled to this warranty policy. The warranty period in that case shall be standardized by a contract mutually agreed by the parties otherwise.

4.9 Damage directly caused by non-GREENESS related problems in customer's premises.