

SunPower energy storage Limited Warranty



Limited Warranty for SunPower Split and All-In-One home energy storage systems

T250001 Revision A

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1. Limited Product and Performance Warranties

Effective Date: **October 1, 2025**

Products. This Limited Warranty is effective for the individual components of the SunPower home energy split system and All-in-One system from TCL SunPower Global B.V., (“TCL SunPower Global”) for installations in the United Kingdom with the model numbers listed in the Warranty Table (the “Products”) and sold after the Effective Date. The Products exclude any external device, component or accessory included or sold with the Products, including any meter, current transformer, electric wiring, communication cable, Wi-Fi Dongle or external power electronic device. The Products exclude any software or services external to the Products, including software used to remotely interface with Products.

Warranty Start Date. The Warranty Start Date is the earlier of: (i) the date of installation; (ii) the date of Registration; and (iii) 10 months after the date of manufacture.

Product Warranty. Subject at all times to the terms and conditions in this Limited Warranty, TCL SunPower Global warrants the Products will, during the Product Warranty Term, be free from defects in materials and workmanship that materially impact the functioning of the Products under normal application, installation, use and service conditions.

Performance Warranty. Subject at all times to the terms and conditions in this Limited Warranty, TCL SunPower Global warrants the Products will, during the Performance Warranty Term, have a Measured Capacity of at least the Guaranteed Capacity corresponding to the applicable combination of Throughput Energy limit and Operational Temperature Range.

Registration and Connection. TCL SunPower Global's obligations under this Limited Warranty are subject to the Products being connected to TCL SunPower Global networks and digitally registered ("Registration"). Connection to TCL SunPower Global networks and use of related services and features are each subject to applicable TCL SunPower Global terms and conditions of use and privacy policies.

Warranty Table			
1) <u>Inverter Model</u>	Product Warranty Term: 10 years from the Warranty Start Date. Performance Warranty Term: None.		
	Operational Temperature Range		
Split system SP-SRTH-5kW-G1 SP-SRTH-6kW-G1 SP-SRTH-8kW-G1 SP-SRTH-10kW-G1 SP-SRTH-12kW-G1 SP-SRTH-13kW-G1	0°C to 60°C		
All-in-One SP-ARSH-3.68kW-G1 SP-ARSH-4.6kW-G1 SP-ARSH-5kW-G1 SP-ARSH-6kW-G1 SP-ARSH-8kW-G1 SP-ARSH-10kW-G1	0°C to 55°C		
2) <u>Battery Model</u>	Product Warranty Term: 10 years from the Warranty Start Date. Performance Warranty Term: 10 years from the Warranty Start Date.		
	Guaranteed Capacity	Minimum Throughput Output Energy*	Operational Temperature Range
Split system SP-RH-B5K-G1-1S SP-RH-B5K-G1-2S	70%	16.42 MWh	Charge: 0°C to 55°C Discharge:

SP-RH-B5K-G1-3S SP-RH-B5K-G1-4S SP-RH-B5K-G1-5S SP-RH-B5K-G1-6S			-10°C to 55°C
All-in-One SP-ARSH-3.68kW-G1 SP-ARSH-4.6kW-G1 SP-ARSH-5kW-G1 SP-ARSH-6kW-G1 SP-ARSH-8kW-G1 SP-ARSH-10kW-G1			
3) <u>Energy Meter</u> SP-ARSH-MC-G1 SP-SRTH-MC-G1	Product Warranty Term: 5 years from the Warranty Start Date. Performance Warranty Term: None.		
4) <u>Wi-Fi Dongle</u>	Product Warranty Term: 2 years from the Warranty Start Date. Performance Warranty Term: None.		

*Calculation of Throughput Output Energy has been done for a battery box with a capacity of 5 kWh

2. Customer Support, Claims Process and Coverage

Immediately contact TCL SunPower Global at techsupport.en@sunpowerglobal.com for a claim covered by this Limited Warranty. TCL SunPower Global may require additional information to validate the claim, including: applicable warranty registration information; itemized proof of purchase, delivery or installation information; serial and model numbers; and evidence regarding the basis of the claim. All TCL SunPower Global obligations hereunder are expressly contingent upon the timely and full provision of such additional information that is reasonably required to validate the claim. Claims subject to the exclusions set forth in Section 4 will be rejected. Returned Products will not be accepted unless prior written authorization has been provided by TCL SunPower Global.

For a validated claim made during the applicable Warranty Term, TCL SunPower Global will either repair, replace, or refund the covered Products. Subject to Applicable Law under Section 6, TCL SunPower Global has sole discretion in determining repair, replacement, or refund for each claim. For repairs and replacements, TCL SunPower Global will pay reasonable, customary transportation costs for the shipment of repaired or replacement Products to the place where the covered Products were originally delivered by TCL Sunpower Global. Replacement Products may be refurbished or remanufactured, will be electrically and mechanically compatible with the

covered Products, and will have substantially equal or greater power and performance ratings.

Unless instructed by TCL SunPower Global or required by Applicable Law, defective Products covered by this Limited Warranty shall be disposed of by the warranty holder in accordance with applicable regulations on electronic waste treatment, at their own transportation costs, and shall not be resold, reworked or reused in any way. If TCL SunPower Global decides to recover these defective Products, TCL SunPower Global will pay transportation costs and the title to any replaced Product shall pass to TCL SunPower Global.

For Products originally installed in Europe by TCL SunPower Global or an installer who is authorized by TCL SunPower Global, in any case who is properly trained to install and commission the Products in accordance with Applicable Law and relevant professional and regulatory standards, TCL SunPower Global will pay reasonable, necessary, and actual removal and reinstallation service costs of repaired or replaced Products, up to £150; provided, that (a) TCL SunPower Global has sole, reasonable discretion to select the service provider performing such services, and (b) TCL SunPower Global will pay the service provider for such service costs.

If TCL SunPower Global issues a refund of the original purchase price under a valid Product or Performance Warranty claim, that refund will cover the original purchase price if that claim is made during the first two (2) years of the applicable Warranty Term, and then linearly depreciate the refund amount by 11% per year (the "Claim Value") if that claim is made after the first two (2) years of the applicable Warranty Term; provided, that for a valid Performance Warranty claim, TCL SunPower Global will refund the Claim Value multiplied by the percentage difference between the Guaranteed Capacity and the Measured Capacity (both as a percentage of Usable Capacity). If the original purchase price cannot be substantiated, TCL SunPower Global will use the market value of the defective Products at the time the valid Warranty Claim has been made to determine the Claim Value.

3. General Terms and Conditions

- a. Any and all coverage, right, and performance under this Limited Warranty is expressly conditional on full payment (including full payment of any charges for interest or late payment) due to TCL SunPower Global. TCL SunPower Global has no obligations under this Limited Warranty if there are outstanding charges or payments for Products that are the subject of a warranty claim.
- b. All warranty claims hereunder must be filed within the applicable Warranty Term. Any warranty claim filed outside the applicable Warranty Term, including any claim for a latent or undiscovered defect, is invalid and will be rejected by TCL SunPower Global.
- c. The Product and Performance Warranty Terms for any repaired or replaced Products shall not extend beyond their original terms.
- d. The inverter is only associated with the Warranty Period and has nothing to do with the battery (pack) performance.
- e. Except for the Energy Meter, the Products require an Internet connection to connect to TCL SunPower Global services, monitoring, and software updates. The Product and Performance Warranty Terms are each reduced to 3 (three) years for Products that are

disconnected from the Internet for more than thirty (30) consecutive days or for more than ninety (90) days in any twelve (12) month rolling period.

- f. Capacity test conditions: at an ambient temperature of $25^{\circ}\text{C}\pm 3^{\circ}\text{C}$, after charging at a set current of 0.5C to 90% SOC, let it stand for 30 minutes, and discharge the tested battery module at a set current of 0.5C to the discharge termination voltage, and record the amount of electricity released in the process.
- g. The Product or any of its parts to be replaced will have the functionally equivalent performance and reliability as the original Product. If the production of the relevant type of the Product or any of its parts have been discontinued, withdrawn, or otherwise unavailable on the market, TCL SunPower Global reserves the right to replace the Product or parts with a similar Product or part (which may include previously used parts that are functionally equivalent to new in performance and reliability). Due to technical advances, it is possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems are not covered by this Warranty. If the Products are replaced within the Warranty Period, the remaining warranty period will be automatically transferred to the replacement products without an additional extension.
- h. All warranty claims must be filed by or on behalf of the warranty holder. TCL SunPower Global may require documentation to confirm the identity of the warranty holder, authority of the claimant, and the sale, delivery, and original place of installation of the Products. TCL SunPower Global may reject warranty claims with insufficient documentation in its sole, reasonable discretion.
- i. This Limited Warranty is fully assignable by the warranty holder to a third party, provided: the warranty holder provides notice of assignment to TCL SunPower Global within 90 days of the assignment by contacting techsupport.en@sunpowerglobal.com; the notice includes reasonable documentation evidencing such assignment; and the subsequent warranty holder completes Registration of the Products.
- j. TCL SunPower Global does not warrant that the operations of the Products, nor any software or services included or provided with the Products to access or interact with the Products, will be uninterrupted or error-free.
- k. The Products are not intended for use as a primary or backup power source for any devices, including critical devices such as life-support systems, medical equipment, and any other device where Product failure could lead to injury, loss of life, property damage or damage to the device. TCL SunPower Global disclaims any and all liability arising out of the use or non-use of the Products, as well as any damage caused to any devices due to the use or non-use of the Products. Further, TCL SunPower reserves the right to refuse to provide support in connection with any use of the Products for critical devices and disclaims any and all liability arising out of TCL SunPower Global's provision of, or refusal to provide, support for the Products in such circumstances.

4. Exclusions

The Limited Warranty does not apply to any of the following exclusions, including any defect,

failure, or power loss caused in whole or in part thereby. TCL SunPower Global will determine whether a claim is subject to an exclusion in its sole, reasonable discretion.

- a. Products subjected to: (i) damage caused during improper transportation as the container/packaging is unloaded and damage is identified. Misuse, abuse, neglect or accident; (ii) alteration, including software or firmware modifications not authorized by TCL SunPower Global; (iii) improper installation, configuration, or use, including, without limitation, non-compliance with any TCL SunPower Global installation instructions and operations and maintenance instructions of any type, as may be amended and updated from time to time at TCL SunPower Global's sole discretion, grid or utility requirements, and all national, state, and local laws, codes, ordinances, and regulations, including any grid profile settings required thereby; (iv) installation by anyone other than: TCL SunPower Global or an installer who is authorized by TCL SunPower Global, in any case who is properly trained to install and commission the Products in accordance with Applicable Law and relevant professional and regulatory standards; (v) repair or modification by someone other than an approved service technician of TCL SunPower Global; (vi) conditions exceeding the voltage, ingress protection rating, and any other operational specifications, including high voltage from generators; (vii) power failure or surges; (viii) damage from direct sunlight, lightning, flood, fire, hail or other acts of nature; (ix) damage from persons, biological activity, industrial chemical exposure, water or dust exceeding ingress protection rating, smoke, salt, excessive cold or heat, solvents, insufficient ventilation, vibration, or a magnetic field; or (x) damage from impact or other events outside TCL SunPower Global's control. References to "damage" refer to all sources of damage, whether direct, indirect, intentional, or accidental.

Please read the safety and installation instructions at

<https://www.sunpowerglobal.com/uk/documents>



- b. Cosmetic defects or effects stemming from normal wear and tear of Products materials and cosmetic variations that do not cause material impact to the function or performance of the Products. Normal wear and tear of Products materials includes, but is not limited to, fading of color, weathering of coatings, and areas of discoloration of the Products.
- c. Products installed in locations, in TCL SunPower Global's absolute judgment, that may be subject to direct contact with bodies of salt water or within 500m from a coastline.
- d. Products for which the labels containing product type or serial number have been altered, removed, or made illegible.
- e. Products that have been moved from their original installation location without the express written approval of TCL SunPower Global.
- f. Products that did not receive a complete software update due to lack of connection to the Internet.
- g. Issues or defects that arise due to renewal of the national or regional laws or regulations.
- h. Products operated below the minimum or above the maximum operational temperature range specified in the warranty table for the applicable model.

- i. Battery Products stored and not operated: (i) for more than twelve months at temperatures below zero degrees Celsius (0°C) or above twenty-five degrees Celsius (25°C); (ii) for more than three months at temperatures below twenty-five degree Celsius (25°C) or above forty degrees Celsius (40°C); (iii) for more than 7 days at temperatures below sixty degree Celsius (60°C) and above forty degrees Celsius (40°C); for 7 days or longer at a state of charge (“SOC”) of less than 30% or more than 50%; or (iv) for more than one month, but not fully charged and discharged at least once per 6 months.
- j. Battery products are operated at temperatures outside of the applicable Operational Temperature Ranges specified in the Warranty Table.
- k. Battery products that have a Throughput Energy that exceeds the applicable maximum Throughput Energy limit of 16.42 MWh Usable Capacity specified in the Warranty Table for the applicable Battery Model.
- l. Products not installed and energized after (i) ten (10) months following the date of manufacture of the Products mentioned in the Products packaging label, or (ii) six (6) months from the latest recharge date of the Battery Products.
- m. Products where a failure is not reported to TCL SunPower Global within a reasonable period of time, including where a delay in reporting results in further damage, and in any case within four (4) weeks of such failure.
- n. Products installed in a vehicle, trailer, vessel, boat, or mobile application, or otherwise not attached to a building.

5. Limitation of Warranty Scope

SUBJECT TO THE LIMITATIONS UNDER APPLICABLE LAW, THE LIMITED WARRANTY SET FORTH HEREIN IS EXPRESSLY IN LIEU OF AND EXCLUDES ALL OTHER EXPRESS OR IMPLIED WARRANTIES, GUARANTEES AND CONDITIONS. EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY OR REQUIRED BY APPLICABLE LAW, ALL WARRANTIES, GUARANTEES AND CONDITIONS OF ANY KIND, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR PARTICULAR PURPOSE, USE, OR APPLICATION, COURSE OF DEALING, OR USAGE OF TRADE AND ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF TCL SUNPOWER GLOBAL ARE EXPRESSLY EXCLUDED AND DISCLAIMED. NOTWITHSTANDING ANY PROVISION TO THE CONTRARY, TCL SUNPOWER GLOBAL SHALL HAVE NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR DAMAGE OR INJURY TO PERSONS OR PROPERTY OR FOR OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE WHATSOEVER ARISING OUT OF OR RELATED TO THE PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY DEFECTS IN THE PRODUCTS, OR FROM USE OR INSTALLATION. UNDER NO CIRCUMSTANCES SHALL TCL SUNPOWER GLOBAL BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, HOWSOEVER CAUSED. LOSS OF USE, LOSS OF PROFITS, LOSS OF PRODUCTION, LOSS OF REVENUES ARE SPECIFICALLY, BUT WITHOUT LIMITATION, EXCLUDED. TCL SUNPOWER GLOBAL’S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE PAID TO MAXEON BY THE CUSTOMER, FOR THE UNIT OF PRODUCT OR SERVICE FURNISHED OR TO BE FURNISHED, AS THE CASE MAY BE, WHICH GAVE RISE TO THE WARRANTY CLAIM.

TCL SUNPOWER GLOBAL SHALL NOT BE RESPONSIBLE OR LIABLE TO THE CUSTOMER OR ANY THIRD-PARTY ARISING OUT OF ANY NON-PERFORMANCE OR DELAY IN PERFORMANCE OF ANY TERMS AND CONDITIONS OF SALE, INCLUDING THIS LIMITED WARRANTY, DUE TO FORCE MAJEURE, ACTS OF GOD, WAR, RIOTS, STRIKES, FIRE, FLOOD, EPIDEMICS OR PANDEMICS (INCLUDING WITHOUT LIMITATION COVID-19) OR ANY OTHER CAUSE OR CIRCUMSTANCE BEYOND THE REASONABLE CONTROL OF TCL SUNPOWER GLOBAL.

TO THE EXTENT THAT YOU, THE CUSTOMER, HAVE ACQUIRED OUR GOODS AS A CONSUMER UNDER APPLICABLE LAW:

1. THE BENEFITS GIVEN TO YOU UNDER THE LIMITED WARRANTY ARE IN ADDITION TO CONSUMER GUARANTEES PROVIDED UNDER APPLICABLE LAW AND OTHER RIGHTS AND REMEDIES UNDER LAWS RELATING TO THE PRODUCTS (“GOODS” PER APPLICABLE LAW).
2. OUR GOODS COME WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER THE APPLICABLE LAW, INCLUDING THE CONSUMER RIGHTS ACT 2015 (THE “CRA”), WHICH PROVIDES A CONSUMER WITH RIGHTS AGAINST THE RETAILER. IF GOODS ARE FAULTY OR DO NOT CONFORM WITH THE CONTRACT OF SALE, THEN A CONSUMER MAY BE ENTITLED TO A REMEDY FROM THE RETAILER OF THE GOODS, INCLUDING: (I) REPAIR OR REPLACEMENT FREE OF CHARGE; (II) DISCOUNT; OR (III) FULL REFUND. THESE REMEDIES ARE AVAILABLE FROM THE RETAILER – NOT THE MANUFACTURER. FOR GOODS PURCHASED IN ENGLAND AND WALES, RIGHTS UNDER THE CRA EXPIRE SIX YEARS FROM DELIVERY OF THE GOODS. FOR GOODS PURCHASED IN SCOTLAND, THESE RIGHTS EXPIRE FIVE YEARS FROM DELIVERY OF THE GOODS.
3. SUBJECT TO SUBPARAGRAPH (D) BELOW, NOTHING CONTAINED IN THESE LIMITED WARRANTY TERMS EXCLUDES, RESTRICTS OR MODIFIES ANY CONDITION, WARRANTY, GUARANTEE OR OTHER OBLIGATION IN RELATION TO THE SUPPLY OF GOODS (THE “STATUTORY OBLIGATIONS”) WHERE TO DO SO IS UNLAWFUL.
4. TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, THE SOLE LIABILITY OF TCL SUNPOWER GLOBAL AND ITS RELATED BODIES CORPORATE FOR BREACH OF ANY SUCH STATUTORY OBLIGATIONS WILL BE LIMITED TO (EXCEPT AS OTHERWISE SPECIFICALLY SET FORTH HEREIN): (I) REPLACEMENT OF THE GOODS, SUPPLY OF EQUIVALENT GOODS, OR PAYMENT OF THE COST OF REPLACING THE GOODS OR SUPPLYING EQUIVALENT GOODS; OR (II) THE REPAIR OF THE GOODS OR THE PAYMENT OF THE COST OF HAVING THE GOODS REPAIRED, (IN EACH CASE AS TCL SUNPOWER GLOBAL MAY SELECT IN ITS SOLE DISCRETION).
5. THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE EXTENT PROHIBITED OR LIMITED BY APPLICABLE LAW. IF ANY PROVISION OF THESE LIMITED WARRANTY TERMS IS HELD UNENFORCEABLE OR ILLEGAL BY A COURT OR OTHER BODY OF COMPETENT JURISDICTION, SUCH PROVISION(S) SHALL BE MODIFIED (OR IF NECESSARY SEVERED) TO THE MINIMUM EXTENT REQUIRED SUCH THAT THE REST OF THESE LIMITED WARRANTY TERMS WILL CONTINUE IN FULL FORCE AND EFFECT.

6. Applicable Law

Applicable Law. This Limited Warranty is governed by and shall be construed in accordance with the laws of England. Disputes concerning the Limited Warranty may be submitted to the non-exclusive jurisdiction of the English courts and any courts which have jurisdiction to hear appeals from any of those courts. The parties waive any right to object to any proceedings being brought in those courts. Applicable Law includes the Consumer Rights Act 2015, as well as the Unfair Contract Terms Act 1977, the Sale of Goods Act 1979, the Consumer Protection Act 1987, the Unfair Terms in Consumer Contracts Regulations 1999, and the Unfair Trading Regulations 2008.

7. Contact Details

All claims and inquiries under this Limited Warranty or consumer guarantees should be directed to techsupport.en@sunpowerglobal.com

TCL SunPower Global locations are available at

<https://www.sunpowerglobal.com/>

TCL SunPower Global B.V.

Rhijnspoorplein 10, 1018TX Amsterdam

SunPower Corporation UK, Ltd

The Pinnacle, 170 Midsummer Boulevard, Milton Keynes, MK9 1FE, Great Britain

<https://www.sunpowerglobal.com/uk/>