

VOLSTORA

LIMITED WARRANTY | SuperNexus Battery Modules

Applicable Area | Netherlands, Germany, Belgium

Applicable from | 1 January 2026

1. Warranty Scope

This warranty applies to the Volstora Storage Systems, including the integrated Volstora SuperNexus battery modules, inverter, and remaining integrated components, purchased after January 1, 2026 (hereinafter, "Product") and sold by Volstora Systems B.V., a Corporation based in the Netherlands, (hereinafter, "VOLSTORA") to customers and is extended to the original end-user purchaser, and when the Product remains at its original installed location, is transferable to any subsequent owner of the location, or subsequent title holder of the Product upon approval by VOLSTORA (all such persons hereinafter referred to as, "Customer").

This warranty is contingent upon:

- a) Maintenance of an active Service and Monitoring Agreement with VOLSTORA or its authorized service provider throughout the entire warranty period;
- b) Compliance with annual system inspections by VOLSTORA or its authorized representatives;
- c) Adherence to all requirements specified in the terms and conditions such as access to site, security measures, please refer to Volstora terms and conditions.

2. Limited Product Workmanship Warranty

VOLSTORA warrants the components comprising the Product to be free from defects in materials and product workmanship under normal application, installation, use, and service conditions. The warranty coverage begins from the date of invoice of the Product to the Customer and is tiered by component as follows:

Battery Modules: A standard warranty coverage of ten (10) years, including the integrated Battery Management System (BMS), subject to the energy throughput and degradation performance warranty as set forth in Section 4.

Inverter: A standard warranty coverage of five (5) years.

Remaining Components: A standard warranty coverage of two (2) years for all other integrated components, including but not limited to the Energy Management System (EMS), smart controllers, HVAC, and gas sensors.

3. Definitions

Gross (bruto) capacity is the total gross energy storage capacity of the system and is calculated by number of cells times the nominal voltage times the cell capacity (i.e. #cells * 3.2V * 350Ah).

Warrantied (netto / net) capacity is the stated usable kWh on the system offer page. This is typically 95% of the gross capacity but can be less depending on Volstora engineering selection.

A **cycle** is defined as a complete charge and discharge, that is, 0% SOC to 100% SOC to 0% SOC as measured by the EMS, of the battery warrantied capacity.

Since a battery is used often only with partial cycles, a **throughput** gives a better method of tracking battery performance over time and includes degradation and partial cycling use.

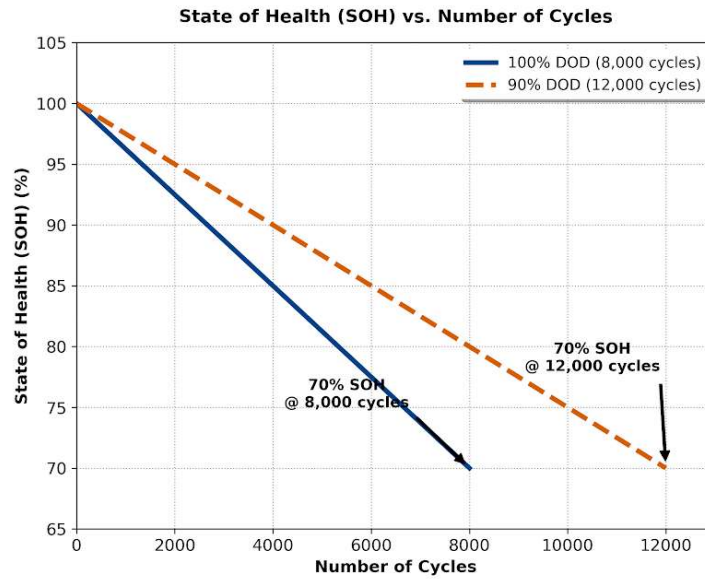
Throughput is the energy as measured at the AC output multiplied by 1.1 to account for round-trip losses and inaccuracies (RTE).

End-of-life (EoL) is the remaining capacity of the battery expressed as a percentage of the nominal kWh capacity.

Authorized Service Provider is a service entity certified and approved by VOLSTORA to perform maintenance and repairs on the Product.

4. Performance Warranty

The product uses Tier-1 new cells produced by SVolt that are blade cells. The performance of the cell as stated by the manufacturer is as follows:



VOLSTORA offers a Product warranty based on the cell performance specification for the entire system consisting of thousands of cells with the following warranty conditions:

STANDARD BATTERY WARRANTY

- Term: 10 years from invoice date
- Throughput limitation: 2.0 cycles per 24 hours
- Total throughput: 6.0MWh per nominal kWh OR 8,000 cycles
- Maximum depth of discharge: 100%
- Maximum daily battery temperature limit: Less than 35°C
- Guaranteed End of Life (EoL) capacity: 70%

EXTENDED BATTERY WARRANTY

- Term: 15-year extension at additional cost
- Throughput limitation: 1.5 cycles per 24 hours
- Total throughput: 8.0MWh per nominal kWh
- Maximum depth of discharge: 90%
- Maximum daily battery temperature limit: Less than 35°C
- Guaranteed End of Life (EoL) capacity: 70%

Calculation example:

Warrantied kWh is 2500kWh with standard warranty. The system has a throughput of 15 GWh.

Capacity determined by test as per appendix 1.

Operation outside the warranty conditions may reduce the term, throughput, and/or capacity and will void the warranty without notice.

a. Maintenance and Inspection Requirements

Service and Monitoring Agreement

- Customer shall maintain a continuous maintenance and monitoring agreement with VOLSTORA or its authorized service provider throughout the warranty period
- Any lapse in the maintenance and monitoring coverage will immediately void this warranty
- All maintenance activities must be documented and records maintained by VOLSTORA or its authorized service provider

b. Annual System Inspection

- VOLSTORA reserves the right to conduct annual system inspections
- Customer shall provide access to the system within 3 days of receiving inspection notice
- Inspection will verify:
 - a) Compliance with installation requirements if installed by third-party
 - b) Adherence to maintenance procedures if applicable
 - c) Conformance with operating parameters
 - d) System modifications or alterations
 - e) When using 3rd party EMS, verification of operation with maintenance and operating parameters including but not limited to, prolonged deep discharge, adequate balancing charging time.
- Failure to provide access for inspection or unsatisfactory inspection results will void this warranty
- Customer shall bear cost for mandatory annual inspections in the form of a SLA or maintenance agreement.

5. Limited Warranty Remedies.

VOLSTORA, at its sole discretion, will take one of the following remedies:

- a. VOLSTORA will repair or replace the Product with a new or refurbished Product.
- b. VOLSTORA will provide an additional new or refurbished Product to restore deficient output;

6. Limited Remedy Conditions.

When one of the Limited Warranty Remedies is employed, the following conditions will apply:

- a. The warranty remedy will extend only to claims received before the end of the warranty period.
- b. Except for the battery modules, any replaced component receives a new respective warranty period upon replacement; for battery modules, the original warranty period remains in effect and is not extended.
- c. The first date of the Product's installation shall determine the start of the warranty period in the event VOLSTORA repairs, replaces, adds to, or prorates a refund for the defective Product.
- d. Remedy options may not be combined. Only one remedy option will be employed at VOLSTORA's sole discretion.
- e. The warranty remedy is applicable to the Product only and does not apply to any other system components or parts.

- f. When the Product is the subject of third-party financing, any applicable refund will be paid to the title holder of the Product.
- g. Product removal, packaging, transportation, reinstallation, and related costs and fees are excluded from these limited warranties.
- h. Product that is replaced by VOLSTORA shall become the property of VOLSTORA. VOLSTORA reserves the right, at its sole option, to deliver another type of new or refurbished Product that may differ in size, colour, shape, model number, and/or energy level.

7. Limited Warranty Exclusions

The warranties above in Sections 2 and 4 are void and do not apply under the following:

- a. Products sold and/or installed outside the Applicable Area are not covered by the warranties in Sections 2 and 4 above unless specifically awarded a warranty certificate.
- b. Products not sold by VOLSTORA unless specifically awarded a warranty certificate.
- c. Expiration of warranty, no evidence of purchase, or no proof of installation by a qualified licensed solar or electrical contractor.
- d. Altered, removed, or illegible Product serial number(s).
- e. Any Product repaired by anyone other than VOLSTORA.
- f. Cosmetic variations, stains or scratches that do not affect energy retention.
- g. Marine, recreation vehicle, or mobile installations of any kind.
- h. Installation in an outdoor location or an indoor location that falls outside the recommended working temperature range.
- i. Improper applications.
- j. Damage due to lack of compliance with the manual provided by VOLSTORA, national or local codes, such as the National Electric Code, or any authority having jurisdiction.
- k. Damage due to insufficient ventilation of the Product.
- l. Damage or corrosion resulting from environmental pollution such as dust, soot, chemical vapours, humidity, acid rain, direct contact with salt water such as ocean spray, immersion in water, whether caused by flooding or otherwise and any type of mold.
- m. Damage from dust, sound, vibration, rust, scratches, or discolouration that is the result of normal wear and tear, ageing or continuous use.
- n. Damage caused by inadequate or improper usage, alteration, installation, wiring, handling, removal, maintenance, storage, packaging or transportation.
- o. Damage caused by abuse, neglect, vandalism, accident, animals or insects, or external stress, such as, but not limited to, wet conditions, any impact or force or shock greater than set forth in the specifications.
- p. Damage from non-compatibility with, or defects in, system-related parts and components not otherwise supplied by VOLSTORA or its agents or representatives.
- q. Damage to the surface exterior such as, but not limited to, cuts, scrapes, scratches, punctures, penetrations, or wear and tear, from objects such as screws, bolts, nails, tools, system or structural components, sharp edges, constant rubbing, tree branches, etc.
- r. Continual operation at extreme temperature ranges which will reduce the usable lifetime and cycle-life of the battery.
- s. Operating the Product without a basic maintenance and software agreement.
- t. Unauthorized entry indicated by door alarm or broken container seal

8. Internet Connectivity Required.

The customer shall connect the Product to the internet and shall maintain such connection throughout the warranty period. By installing the Product and connecting it to the internet, Customer agrees that VOLSTORA may remotely monitor the use and condition of the Product and update the Product's software and firmware, as necessary. If a lack of internet connectivity prevents VOLSTORA from obtaining information necessary to confirm

that the Product was being used within permitted operational ranges, VOLSTORA may, in its sole discretion, void any coverage under this Limited Warranty.

9. Internet Connectivity Exception

VOLSTORA will uphold the standard warranty during intermittent loss of internet connectivity provided the following conditions are met:

- a. Internet service is contracted and maintained throughout the warranty period for the property in which SuperNexus is installed.
- b. Internet connection is provided at the outset with the intent of maintaining connection for the life of the system.
- c. If internet service is lost, the Party responsible for maintaining the system moves to re-establish internet connectivity within 48 hours.
- d. The Customer will allow VOLSTORA or its agents access to the site to retrieve data from the system upon request.

10. Limitation of Warranty

THE EXPRESS WARRANTIES SET FORTH HEREIN SHALL CONSTITUTE THE ONLY WARRANTIES APPLICABLE TO THE PRODUCT. VOLSTORA HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, USE, OR APPLICATION, AND ALL OTHER OBLIGATIONS OR LIABILITIES ON VOLSTORA'S PART, UNLESS SUCH OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES ARE EXPRESSLY AGREED TO IN WRITING BY VOLSTORA. VOLSTORA SHALL NOT BE RESPONSIBLE OR LIABLE IN ANY WAY 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 PRODUCT, INCLUDING, WITHOUT LIMITATION, ANY DEFECTS IN THE PRODUCT, OR FROM USE OR INSTALLATION. IN NO EVENT SHALL VOLSTORA BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, LOSS OF USE, LOSS OF PROFITS, LOSS OF PRODUCTION, OR LOSS OF REVENUES FOR ANY REASON WHATSOEVER. VOLSTORA'S TOTAL LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE CUSTOMER FOR THE PRODUCT OR SERVICE(S) FURNISHED, WHICH IS THE SUBJECT OF CLAIM OR DISPUTE. THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY IN SOME COUNTRIES THAT DO NOT ALLOW THE EXCLUSION OF CERTAIN TYPES OF DAMAGES.

11. Obtaining Warranty Performance.

Customers who believe they have a justified claim covered by this Limited Warranty must immediately notify the installer who sold the Product, or an authorized VOLSTORA representative, or contact VOLSTORA directly by writing to:

VOLSTORA SYSTEMS B.V.
Leemansweg 7,
6827 BX Arnhem,
Netherlands
hello@volstora.com

Customers may also contact VOLSTORA via its website as follows, www.volstora.com

Claims must be accompanied by clear evidence of the Product purchase date by the Customer. The return of the Product or any of its individual components will not be accepted by VOLSTORA unless accompanied by a valid Return Material Authorization (RMA) and prior written authorization issued by VOLSTORA.

A €500 testing fee is charged prior to diagnostic assessment to determine the root cause of any reported failure. This testing fee is strictly non-refundable if VOLSTORA's diagnostic evaluation determines that the failure was caused by incorrect installation, faulty commissioning, unauthorized modifications, lack of required maintenance, or operation outside of the specifications set forth in the user manual. In such cases, the testing fee will be retained by VOLSTORA, and the warranty claim will be rejected in accordance with Section 5 and Section 7.

The testing fee will be fully refunded to the Customer only if the diagnostic assessment verifies that the failure was direct result of a manufacturing or material defect covered under the terms of this Limited Warranty.

12. Severability.

If a part, provision or clause of this Limited Warranty, or its application to any person or circumstance is held invalid, void or unenforceable, such holding shall not affect this Limited Warranty and all other parts, provisions, clauses or applications shall remain, and, to this end, such other parts, provisions, clauses or applications of this Limited Warranty shall be treated as severable.

13. Disputes.

The Customer may bring no action, regardless of form, arising out of or in any way connected with this Limited Warranty, more than one (1) year after the date the Customer receives notice of VOLSTORA's final decision on the Customer's warranty claim. THIS LIMITED WARRANTY GIVES THE CUSTOMER SPECIFIC LEGAL RIGHTS; CUSTOMERS MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM COUNTRY TO COUNTRY.

14. Force Majeure.

VOLSTORA shall not be held 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 acts of God, COVID-19 lockdowns, rare earth shortages, war, riots, strikes, unavailability of suitable and sufficient labour, material, die, or capacity or technical or yield failures and any unforeseen event beyond its control, including, without limitations, any technological or physical event or conditions which is not reasonably known or understood at the time of the sale of the Product or the claim.

15. End-of-Life Management and Recycling**Transportation Costs**

- The Customer shall bear the costs of transportation of the battery system to VOLSTORA's designated collection or recycling facility at the end of the Product's life
- Transportation must comply with all applicable regulations for hazardous materials transport
- VOLSTORA will provide packaging specifications and handling requirements for safe transport

Dismantling and Pre-Processing

- The Customer shall be responsible for costs related to:
 - Professional dismantling of the battery system from the installation site
 - Any specialized equipment required for safe removal
 - Packaging materials for transport
 - Labor costs for dismantling and preparation for transport
- VOLSTORA will provide detailed dismantling instructions and safety protocols

Recycling Processing

- VOLSTORA will cover the core recycling processing costs in accordance with producer obligations under EU Regulation 203/1542
- This includes:
 - Material recovery operations
 - Environmental compliance costs
 - Required reporting and documentation

Additional Services

- Any additional services requested by the Customer will be charged at VOLSTORA's then-current service rates
- This may include:
 - Site assessment
 - Project management
 - Specialized handling equipment
 - Accelerated timeline services
 - Additional documentation or reporting beyond regulatory requirements

Cost Transparency

- VOLSTORA will provide a breakdown of all end-of-life management costs to the Customer
- Costs will be reasonable and proportionate to the services provided

Appendix 1:

Capacity measurement test:
Ambient temperature: 25~30°C

The measurement tolerance band of 2% shall be applied to all capacity measurements.

Charge / Discharge method:

- 1) Discharge the battery with a constant current of 0.2C until the battery reaches the discharge voltage.
- 2) After a resting period of 10 minutes, charge the battery at 0.2C until the cells are balanced.
- 3) Lay aside the battery for 10 minutes.
- 4) Discharge the battery with a constant current at 0.2C until the battery is empty. Measure the discharged capacity at the DC terminal of the system.
- 5) Charge the battery again according to step 1) and repeat the test once.