Dyness EnerCore-DH200Y Warranty Terms

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Dyness Digital Energy Technology Co., Ltd.

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Dyness Digital Energy Technology Co., Ltd.

Address: No. 688, Liupu Road, Guoxiang Street, Wuzhong Economic Development Zone, Suzhou, Jiangsu, China
Email: sales@dyness-tech.com
Website: https://dyness.com

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1. Terminology

1.1 System Components

- **Energy Storage Cabinet**
  Integrated cabinet-style energy storage equipment comprising battery modules, battery management systems (BMS), power conversion systems, cooling systems, and safety devices, typically designed as containerized or cabinet-style units.
- **Battery Module**
  A standardized unit composed of multiple battery cells connected in series or parallel, with certain voltage and capacity parameters.
- **Battery Management System (BMS)**
  A core control unit that monitors battery status (SOC, SOH, temperature, etc.) and implements functions such as balancing and overcharge/discharge protection.
- **Power Conversion System**
  Equipment responsible for bidirectional conversion between DC and AC power, including inverters, rectifiers, and grid-connected controllers.
- **Thermal Management System**
  A subsystem that maintains battery operating temperature through air cooling, liquid cooling, or phase-change materials.

1.2 Performance Parameters

- Rated Power
  The maximum continuous output power (kW) of the energy storage cabinet, e.g., a 100kW/232kWh system supports approximately 2 hours of discharge (C-rate = 0.5C).
- Charge Efficiency
  The ratio of accumulated charging energy measured at the AC terminal under specified conditions.
- Discharge Efficiency
  The ratio of accumulated discharging energy measured at the AC terminal under specified conditions.
- Round-Trip Efficiency
  The ratio of discharged energy to charged energy, reflecting system energy loss.
- Cycle Life
  The number of complete charge-discharge cycles a battery can undergo before its capacity degrades to a specified threshold (e.g., 6,000 cycles @ 80% DoD).

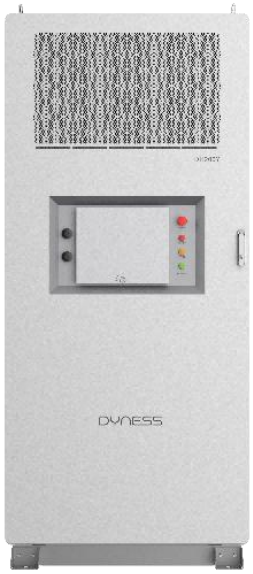
- **State of Charge (SOC)**
  The percentage of remaining battery capacity (0–100%), reflecting real-time available energy.
- **State of Health (SOH)**
  The health status of the battery, typically expressed as capacity retention (e.g., SOH = 80% indicates 80% of initial capacity).
- **Depth of Discharge (DOD)**
  The extent of discharge in a single cycle (e.g., 80% DOD means 20% remaining capacity after discharge).

1.3 Safety and Protection Terms

- **IP Rating**
  The dust and water resistance level of equipment (e.g., IP55 indicates dust protection and water spray resistance).
- **Corrosion Resistance Level**
  The equipment's ability to resist corrosion in specific atmospheric environments, classified as C1 to C5 per ISO 9223-1992. C1: Very low, C2: Low, C3: Medium, C4: High, C5: Very high.

2. Product Model

- **DH200Y-S00L00EN**



This product is an outdoor liquid-cooled integrated cabinet for commercial and industrial energy storage, providing peak shaving, capacity reduction, power expansion, and demand response services. It is widely applicable in charging stations, commercial buildings, manufacturing, and other scenarios.

- **System Components of Dyness EnerCore-DH200Y:**

Module Name	Function	Quantity	Standard/Optional
Battery Module	Energy storage	5	Standard
Energy Management System (EMS)	System-wide energy management and control	1	Standard
Battery Management System (BMS)	Battery data collection and charge/discharge control	1	Standard
AC/DC Distribution	Includes circuit breakers, wiring, and fuses	1	Standard
Fire Protection System	Early warning and response to thermal runaway	1	Standard
Liquid Cooling System	Maintains optimal battery operating temperature	1	Standard
Grid Switch	Grid-side disconnection and protection	1	Standard
Battery Switch	Battery-side disconnection and protection	1	Standard

3. Warranty Coverage

3.1 Performance Warranty

3.1.1 Definition

Performance warranty refers to Dyness's commitment to maintaining specific performance levels of the battery within a defined period, typically focusing on capacity retention and cycle count.

3.1.2 Product Cycle Count

Dyness guarantees the following cycle counts for EnerCore-DH200Y under specified conditions:

Cycle	Operating Temperature	DOD	Constant Power	Capacity Retention	Conditions
8,000	25°C ± 2°C	95%	0.5P	75%	Charge/discharge rate ≤ 0.5C, interval ≥ 30 min
7,000	25°C ± 2°C	95%	0.5P	80%	
6,000	25°C ± 2°C	100%	0.5P	80%	

3.1.3 Annual Capacity Retention Rate

The Dyness DH200Y operates under different nominal conditions depending on the scenario, and the DC-side usable capacity retention rate also varies accordingly.

Scenario 1 corresponds to the following operating conditions:

> **Condition 1**: The charge/discharge power is 100 kW, with a maximum of **1 cycle per day**. The product owner may operate up to **365 cycles per warranty year**.
> **Condition 2**: The operating temperature is **25±2°C**, with **100% Depth of Discharge (DoD)** and a **minimum 30-minute interval** between charge/discharge cycles.
> **Condition 3**: The product may undergo **one annual capacity test cycle**, which **does not count** toward the cycle allocation under Condition 1. To avoid

disputes, the product may perform additional capacity tests beyond the annual one, but these extra cycles **will be counted** toward Condition 1's cycle allocation.

Dyness guarantees the following **annual capacity retention rates** for the DH200Y under Scenario 1's nominal operating conditions:

Year	DC-Side Usable Capacity Retention Rate	System DC-Side Usable Capacity (kWh)	DC-Side Total Discharge (kWh)
0	100%	212	0.00
1	95.00%	201.4	75445.50
2	91.90%	194.8	72306.50
3	89.20%	189.1	70061.75
4	86.70%	183.8	68054.25
5	84.50%	179.1	66229.25
6	82.30%	174.4	64513.75
7	80.30%	170.2	62889.50
8	78.40%	166.2	61393.00
9	76.50%	162.1	59914.75
10	74.70%	158.3	58473.00
11	Total		659281.25

Scenario 2 corresponds to the following operating conditions:

Condition 1: The charge/discharge power is 100 kW, with a maximum of **2 cycle per day**. The product owner may operate up to **730 cycles per warranty year**.

Condition 2: The operating temperature is **25±2°C**, with **100% Depth of Discharge (DoD)** and a **minimum 30-minute interval** between charge/discharge cycles.

Condition 3: The product may undergo **one annual capacity test cycle**, which **does not count** toward the cycle allocation under Condition 1. To avoid disputes, the product may perform additional capacity tests beyond the annual one, but these extra cycles **will be counted** toward Condition 1's cycle allocation.

Dyness guarantees the following **annual capacity retention rates** for the DH200Y under Scenario 2's nominal operating conditions:

Year	DC-Side Usable Capacity Retention Rate	System DC-Side Usable Capacity (kWh)	DC-Side Total Discharge (kWh)
0	100.00%	212	0
1	93.50%	198.2	149723
2	89.50%	189.7	141583.5
3	86.10%	182.5	135853
4	83.00%	175.9	130816

5	80.10%	169.8	126180.5
6	77.40%	164	121837
7	74.90%	158.7	117785.5
8	72.40%	153.4	113916.5
9	70.00%	148.4	110157
10	67.70%	143.5	106543.5
11	Total		1254395.5

Note: If the actual annual cumulative discharge energy in any warranty year exceeds the specified annual cumulative discharge energy for that year, the system will automatically advance to the next warranty year.

3.1.4 Standard Test Conditions for DC-Side Usable Capacity

The following standard test conditions apply to the measurement of system DC-side usable capacity (as listed in Section 3.1.3):

No.	Test Condition	Description
1	Relative Humidity	0%~95%
2	Altitude	0-2000 m
3	Initial Internal Temperature of Battery Cabinet	25°C ± 2°C
4	Initial Temperature of Battery Cells	25°C ± 2°C
5	System DC-Side Usable Capacity	Charge the battery at the nominal maximum charging power of 50 kW (0.2C) until the voltage of any single cell reaches the charging cutoff voltage, then stop charging. The system shall remain idle for 60 minutes before discharging. Discharge the battery at the nominal maximum discharging power of 50 kW (0.2C) until the voltage of any single cell reaches the discharging cutoff voltage, then stop discharging.
6	Nominal Output Voltage	AC 400V/50Hz
7	Wiring Method	Three-phase four-wire + ground wire
8	Prior to testing the system DC-side usable capacity and charge/discharge efficiency, the product shall undergo one pre-charge and one pre-discharge cycle.	
9	During factory testing, the DC-side is discharged at 100% DOD, and the initial DC-side usable capacity is 212 kWh. The guaranteed value of the system DC-side usable capacity is based on the initial test energy.	

3.2 Product Warranty

3.2.1 Product Warranty Definition

The product warranty refers to Dyness's commitment to ensuring the quality and functionality of core components within the energy storage cabinet for a specified period.

3.2.2 Product Warranty Classification

No.	Component	Standard Warranty	5-Year Full System Warranty	Conditional 10-Year Full System Warranty	Remarks
1	Battery	5 years	5 years	10 years	Battery capacity shall comply with performance guarantees in Section 3.1.
2	BMS	5 years	5 years	10 years	-
3	EMS	3 years	5 years	10 years	-
4	PCS	3 years	5 years	10 years	-
5	Fire Protection Module	1 year	5 years	10 years	-
6	Liquid Cooling Module	1 year	5 years	10 years	-

3.2.3 Product Warranty Conditions

- **Standard Warranty**: Automatically applies upon purchase of Dyness products, with coverage and duration as specified in the "Standard Warranty" column of Section 3.2.2.
- **5-Year Full System Warranty**: Available for an additional fee at purchase, with coverage and duration as specified in the "5-Year Full System Warranty" column of Section 3.2.2.
- **10-Year Full System Warranty**: Requires purchase of operation and maintenance (O&M) inspection services and extended warranty. Coverage and duration are as specified in the 'Conditional 10-Year Full System Warranty' column of Section 3.2.2.

  Process for 10-Year Full System Warranty Activation:

① **Extended Warranty Application**: At least 90 calendar days before the end of the fifth warranty year (based on the original warranty expiration date), the customer must submit the *10-Year Full System Extended Warranty Application Form* to Dyness. Upon approval, Dyness will sign the *O&M Inspection Service Agreement* with the customer, who must then pay the O&M inspection fee.

② **Condition Assessment**: Within 30 calendar days of payment, Dyness or an authorized third party will conduct an on-site inspection (refer to the *Liquid Cooling O&M Manual for details*) and issue an *Equipment Health Assessment Report*.

③ **Service Activation**: If the assessment confirms warranty eligibility, the customer must sign the *Extended Warranty Agreement* and pay the next year's warranty fee within 10 business days after receiving the report.

Annual Renewal: The above process must be repeated yearly. Failure to complete any step by the deadline will result in automatic termination of the extended warranty.

Note: The following consumables and mechanical parts are **not** covered under warranty:

No.	Category	Description
1	Consumables	Includes but not limited to door locks, lights, and sealing strips.
2	Cables	External cables, including inter-cabinet connection cables.
3	Mechanical Parts	Includes battery mounting brackets, screws, and other structural supports.
4	Cabinet Accessories	Includes documentation, product attachments, installation accessories, and tools.

4 Warranty Period

4.1 General Warranty Terms

- The warranty period shall commence from the earlier of the following two dates:

Installation Completion Date: As confirmed by the acceptance date stated in the Installation Acceptance Report signed by Dyness or its authorized service provider;

90 Calendar Days After Product Arrival at Customer's Designated Port: With the bill of lading (including original B/L, telex release B/L, or SWB B/L) issuance date as the starting point.

- If installation is delayed due to customer-related reasons (including but not limited to customs clearance delays or improper storage arrangements), the warranty period will still be calculated from the original commencement date and will not be extended due to installation delays.
- For **10-Year Full System Warranty**: Customers must submit the *10-Year Full System Extended Warranty Application Form* to Dyness at least **90 calendar days** before the end of the fifth warranty year (based on the original warranty expiration date) and sign the *O&M Inspection Service Agreement.* Within **30 calendar days** after payment of the O&M inspection fee, Dyness or an authorized third party will conduct an on-site inspection and issue an *Equipment Health Assessment Report*. If the assessment confirms 'warranty eligibility', the customer must sign the *Extended Warranty Agreement* and pay the next year's warranty fee within **10 business days** after report issuance for the extension to take effect. This process must be repeated annually. Failure to submit applications, make payments, or pass assessments will result in **automatic and irreversible termination** of the 10-year warranty.
- The warranty period is **continuous** from the start date and cannot be interrupted, paused, or accumulated in segments. Failure to renew the extended warranty or make payments constitutes forfeiture of future warranty rights, and Dyness assumes no liability.
- For parts replaced under warranty: The original system warranty remains unchanged. Replaced parts receive a new warranty period starting from the replacement date, not exceeding the remaining original system warranty.
- No third-party repairs or replacements will trigger warranty extensions or resets without Dyness' written approval.

4.2 Warranty Services

4.2.1 General Services

No.	Service Category	Service Content	Service Level Agreement (SLA)
1	System	Remote fault diagnosis & online technical support	24×7, 00:00–24:00, Mon–Sun
		On-site domestic fault diagnosis & technical support	9×5, 9:00–18:00, Mon–Fri (excl. public holidays)
		On-site international support	Project-dependent (confirmed with customer)
2	Software	Remote software upgrades	9×5, 9:00–18:00, Mon–Fri (excl. public holidays)
3	Hardware	Spare part replacements	Project-dependent (confirmed with customer)
		Defective part retrieval	Within 15 business days after replacement shipment

4.2.2 Spare Parts Service

- By default, spare parts for commercial & industrial energy storage cabinets are provided at component-level replacement only. Dyness does not offer on-site component repair or replacement services.
- Replacement parts will meet or exceed the performance of the faulty components. However, Dyness does not guarantee identical appearance between replacement and original parts.
- Definition of 'Parts': all components excluding the complete system unit.
- Consumables and mechanical parts are not covered under warranty (refer to Section 3.2.3 for details).
- The number of spare part replacements is strictly subject to Dyness's published quotas. For any single component, if replacement requests exceed Dyness's committed limits during the warranty period, no further replacements will be provided for that component. (See the Component Replacement Quota Table below for specific limits)

Component Replacement Quota Table

Component	Standard Warranty	5-Year Full Warranty	10-Year Conditional Warranty
Battery Pack	1	1	2
BMS	1	1	2
EMS	1	1	2
PCS	1	1	2
BDU	1	1	2
Fire Protection Module	1	2	2
Liquid Cooling Module	1	2	2

4.2.3 Remote Support Services

Remote Technical Support refers to the technical assistance provided by Dyness to address issues encountered with Dyness products, delivered through multiple channels including telephone, email, and other digital platforms.

Dyness Hotline
Contact numbers are available on the official Dyness website. For countries without dedicated hotline, please contact the nearest regional support center.
Email Support: sales@dyness-tech.com
Official Website: https://dyness.com

Online Technical Services
Customers may engage with after-sales technical engineers through technical discussion chat group or remote conference, accessing to technical consultation and issue resolution. Technical consultation refers to advisory services for technical inquiries. Issue resolution refers to troubleshooting and solution provision for product-related problems, with guaranteed response within committed service timeframes.

Multi-channel Support
Customers may subscribe to Dyness official accounts on various multimedia platforms to receive timely technical support updates.

4.2.4 Software Support Services

During the warranty period, Dyness will provide complimentary software upgrade services when deemed necessary to maintain optimal product performance. Dyness guarantees that products will maintain proper operational status, but does not warrant that software will be completely error-free or operate without interruption.

4.2.5 Hardware Support Services

Hardware components serve as fundamental prerequisites for the stable operation of energy storage systems.

5 Warranty Terms and Conditions

5.1 General Terms

During the warranty period, Dyness commits to the following:

5.1.1 Provide replacement services for products that fail to function normally due to material, manufacturing, or workmanship defects.

5.1.2 Provide replacement services for products that fail to meet published specifications and consequently cannot function normally.

5.1.3 Replacement parts will be shipped based on project location and mutually agreed timeline after Dyness confirms the service request. Ownership of defective parts transfers to Dyness upon receipt of replacements. Customers must return defective parts within 15 business days of receiving replacements. If return is impossible, customers must negotiate with Dyness promptly. Failure to return when explicitly requested will result in compensation liability.

5.1.4 Replacement parts provided by Dyness may not be resold to third parties or used for other purposes.

5.1.5 The warranty period for the system remains unchanged after part replacement, continuing per the original contract terms.

5.1.6 Field installation/removal work shall be performed by customers; Dyness is not responsible for on-site replacement.

5.1.7 Dyness covers shipping costs for warranty replacement parts after approval.

5.1.8 For warranty claims, customers must contact after-sales personnel via: email, official website and Dyness Cloud Platform while filling the below table

Required information (* denotes mandatory fields):

No.	Equipment Information (Required Fields Marked *)	Example
1	Installation Date*	-
2	Invoice Number*	-
3	Product Model*	DH200Y-S00L00EN
4	Serial Number*	-

No.	Equipment Information (Required Fields Marked *)	Example
5	Operating Temperature	-
6	Operation Mode	Grid-tied
7	Load Information	-
8	Fault Details (including I/O parameters, Alarm ID, Error ID)	-
9	Fault Photos/Videos	-
10	Battery Operation Logs	-
11	Installation Location	Outdoor
12	Country/Region	-
13	Street Address & Phone	-
14	City & Postal Code	-
15	Contact Number	-
16	Email Address	-

5.1.9 Dyness is not liable for indirect damages (including but not limited to power generation losses or data loss) resulting from service interruptions.

5.2 Exclusions

The warranty does not cover:

5.2.1 Non-Dyness manufactured equipment or hardware beyond agreement scope.

5.2.2 Under no circumstances shall Dyness be liable for any consequences arising from product installation use or underperformance whether based on contract warranty or any other legal theory nor shall Dyness be liable for any indirect damages or punitive compensation resulting from human damage or customer breach of warranty including but not limited to profit losses or reputational damage The total amount of damages or other liabilities borne by Dyness shall not exceed the price paid by the customer for the product.

5.2.3 Unauthorized modification of solutions or relocation from original installation sites to other locations without written confirmation from Dyness.

5.2.4 Dyness systems provide standard warranty by default Only customers who purchase five-year full system warranty services can enjoy five-year full system warranty otherwise they cannot enjoy such services.

5.2.5 Only customers who purchase offline operation and maintenance inspection services and have their products confirmed by Dyness annually as being in warranty-eligible condition can enjoy ten-year full system warranty services Otherwise they cannot enjoy extended warranty

5.2.6 Widely used consumables and wear parts are not covered by Dyness services.

5.2.7 If Dyness fails to fulfill service commitments within promised timeframes due to non-Dyness reasons customers shall exempt Dyness from corresponding responsibilities and compensation If on-site services are required travel time shall be considered separately.

5.2.8 Improper storage such as batteries being stored long-term in environments above 50°C or below -20°C.

5.2.9 Human damage (physical impact, unauthorized disassembly).

5.2.10 Operational violations (e.g., >1C charge/discharge for >30 mins).

5.2.11 Force majeure (natural disasters, wars - requires government certification).

5.2.12 Natural aging/wear.

5.2.13 Third-party factors (grid fluctuations, incompatible devices).

5.2.14 Unauthorized modifications (e.g., BMS firmware tampering).

5.2.15 Misrepresentation (false reports/delayed notification >48hrs).

5.2.16 Altered/illegible product IDs or tamper-proof marks.

5.2.17 Incompatible AC voltage usage.

5.2.18 Failure to report malfunctions within 2 weeks.

5.2.19 Installation not started within 1 month or completed within 3 months of warranty commencement.

5.2.20 Denial of physical access for warranty verification.

5.2.21 Non-operation for ≥6 months (consecutive/cumulative).

5.2.22 C3 corrosion-resistant systems installed <5km from coast.

5.2.23 C5 corrosion-resistant systems installed <500m from coast.