



Statement regarding the Warranty Period of BYD Battery-Box

Dear customer,

Thank you for choosing the BYD Battery-Box product. In order to provide you with a good service, as stated in the current warranty letter (Dated 28th March 2018), all customers are required to register their products in the EFT database. However, we are writing to you to inform you that based on the experience of the past few years and the evolution of the product, we have decided to update the above terms.

Please see as follows a summary of the main updates. For the detailed clarification please refer to the new warranty letter due to be released in August 2018.

- The requirement of registering the product to validate the full warranty has been removed.
- Internet connection is not mandatory to get the full warranty according to the new warranty letter, but in order to diagnose the system in an efficient way when a claim arise, and update the software when necessary, all Internet-enabled Battery-Box products (Battery-Box HV and Battery-Box LV gen2) are recommended to connect to the internet.

A notice will be attached to each BCU. The notice will include the above requirement, how to install the system correctly and the contact details of our local service partner, EFT, please read it carefully to guarantee your rights.

We take customer satisfaction very seriously so please understand that we have made these changes to guarantee the smooth operation of our products during their whole lifetime.

Thank you for your continuous support, we will aim to keep providing you with the best products to satisfy your highest expectations.

Yours sincerely,
BYD Battery-Box Team
30th July, 2018