

Nov 22, 2023

Title: LG ES' amended warranty policy

Dear valued customer,

As a key partner to LG Energy Solution ("LGES") in marketing our products, we deeply appreciate your support and would like to affirm our strong commitment to ensuring everlasting mutual success.

From now on, we would like to amend our **warranty policy** for the benefit of customers. The performance warranty shall begin to take effect either **(i) on the date of installation** or **(ii) thirty-six (36) months from the date of manufacture**, whichever occurs **first**.

Subjected products are;

- enblock C
- Prime
- Flex

We deeply rely on your prudence in planning to make sure that the products are delivered and installed before the start of the warranty.

Should you have any question, please reach out to your respective sales contact. We would be happy to answer your inquiry.

Sincerely yours,

Sodong Lee
ESS CS Department Leader
LG Energy Solution ESS Battery Division

