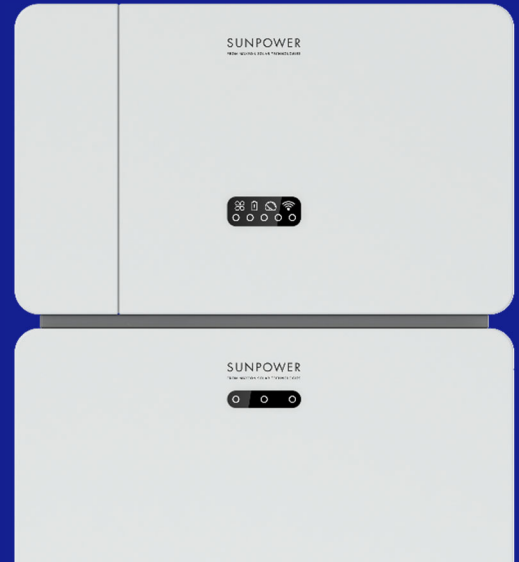


SunPower Reserve

Home energy storage system



SunPower Reserve Safe Handling & Packing Guidelines

SHPG - Revision A
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Disclaimer

The following disclaimer is provided to ensure that users of SunPower Reserve understand and acknowledge the necessary precautions and responsibilities associated with handling and transporting these devices. It is important to carefully read and adhere to the guidelines outlined below:

- 1. Safety First:** The handling and transportation of SunPower Reserve units should only be performed by trained professionals or individuals who have thoroughly familiarized themselves with the product's specific guidelines. Failure to follow these guidelines may result in personal injury, property damage, or other adverse consequences.
- 2. Compliance with Local Regulations:** Before handling or transporting a residential battery unit, ensure that you are compliant with all applicable local, regional, and national regulations. These regulations may include, but are not limited to, licensing, permits, transportation restrictions, and safety codes.
- 3. Suitable Transportation Equipment:** When transporting a SunPower Reserve, utilize appropriate transportation equipment that meets industry standards and is designed for the safe carriage of such heavy devices. This may include secure mounting, suitable packaging, and adequate protection against physical impact or other external factors.
- 4. Secure Packaging:** Residential battery units should be securely packaged and protected to prevent damage during transportation. Appropriate straps should be used to safeguard against shocks, vibrations, or other potential hazards.
- 5. Stability and Balance:** When handling or transporting a SunPower Reserve unit, ensure that it is stable and properly balanced within the transport vehicle or carrying apparatus. Unstable or imbalanced positioning can lead to accidents, injuries, or damage to the unit.

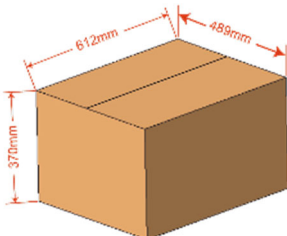
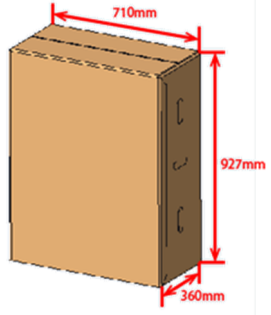
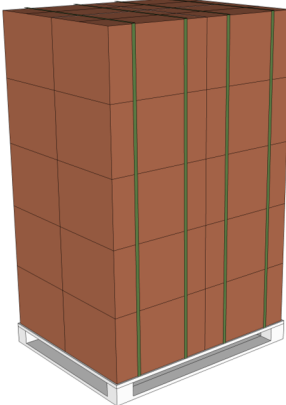
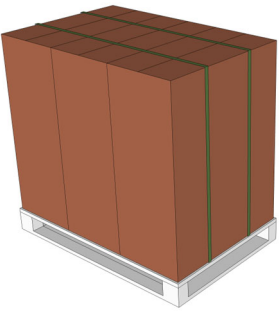
6. Temperature and Environment: Pay attention to temperature and environmental requirements for the safe handling and transportation of battery units. Avoid exposure to extreme temperatures, humidity, direct sunlight, or other conditions that could compromise the unit's integrity or performance.

7. Emergency Preparedness: Maintain an emergency plan and equipment in the event of a mishap or unforeseen circumstances during handling or transportation. This may include having appropriate fire extinguishing equipment, protective gear, and the necessary knowledge to respond to incidents appropriately.

By proceeding with the handling and transportation of SunPower Reserve unit, you acknowledge that you have read, understood, and agreed to comply with the guidelines and take full responsibility for any consequences resulting from your actions. It is essential to prioritize safety and exercise caution when dealing with these devices.

1. Packing Guidelines

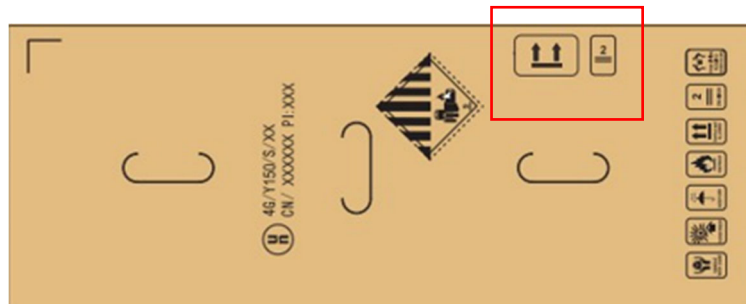
The following diagram illustrates dimensions and weights of individual units and how they are packaged for international or large shipments. For the individual or small quantity packaging details, please refer to Section 3.

| | Inverter | Battery |
|---------------------------|---|--|
| Product No | RESERVE-INV-1-P5-L1-INT | RESERVE-BAT- 1-DC-10.1-INT |
| Product packaging (WxHxD) |  <p style="text-align: center;">612*489*373, 29 kg</p> |  <p style="text-align: center;">710*360*927, 101 kg</p> |
| Pallet Packaging |  <p style="text-align: center;">1250*1000*2011, 608 kg 20 pcs/pallet</p> |  <p style="text-align: center;">720*1100*1062, 321.5 kg 3 pcs /pallet</p> |

2. Manual Handling of Batteries for Picking and Packing

Summary:

Due to the size and weight of batteries and inverters, it is imperative that correct handling techniques are utilized to ensure safe manual handling of batteries during the picking / packing process.



When individual units are being shipped to a customer, the recommended method is to place the battery units flat on the pallet and place the inverter box above it and strap it securely to the pallet as illustrated below following instructions and marking on the box. If appropriate, also wrap the pallet to protect against potential risk of rain if transported in open top vehicles. Do not stack other items on this pallet.



When shipping multiple units, same procedure should be utilized. Inverters can be restacked to the desired quantity in the same arrangement.

All pallets must be securely strapped using appropriately rated straps for transportation.

Steps to Pick and Pack:

1. Retrieve a pallet of batteries / inverters and move to an area that has sufficient space to allow for the safe handling / packing, that is free of hazards, clutter, and rubbish.



2. Obtain a pallet / skid that is a suitable size and that will ensure that the items will not overhang the pallet and place the pallet / skid next to the battery / inverter that requires packing, ensuring not to leave a large gap between the pallets.



Note: All manual handling tasks must be in accordance with the warehouse's or partner's manual handling procedure and local regulation and guidelines.

We recommend utilizing minimum two people to maneuver the battery by utilizing the incorporated manufactured handgrips or by taking a firm grip on the carton, so the edge of the battery is in the correct position on the pallet / skid. Ensure that the battery does not fall off the pallet / skid.



While utilizing minimum two people, adopt a stable position, get a good hold of the carton utilizing manufactured handgrips where possible, and carefully tilt the battery and take the weight so it does not fall onto the pallet / skid and ensure that the battery does not slip off the pallet / skid.



Utilizing two people, ensure that the following manual handling principles are adopted whilst lowering the battery / inverter onto the pallet / skid.

- Get a firm grip.
- Do not flex the back.
- Keep a neutral / straight spine.
- Lower the battery / inverter utilizing leg muscles.

Add additional items to pallet / skid as per the order requirements or strap and wrap as required and apply appropriate safety and delivery instructions as per local requirements.

3. Procedure for handling transport damage

1. Inspect immediately the delivered goods in the packaging upon unloading.
2. If you detect any transport damage, please note this on the shipping documents and have the documents countersigned by the driver.
3. Please do not unpack the delivered goods (for the moment).
4. Please contact Maxeon to report the issue.
5. Provide a detailed description of the damage detected and include pictures of the damage if possible.
6. We will contact you as soon as possible with information on the further course of action.

4. Safety and installation instructions:



Please read the safety and installation instructions at
www.sunpower.maxeon.com/int/InstallGuideReserve

5. Contact Details

Maxeon office locations are available at

<https://sunpower.maxeon.com/au/maxeon-locations-around-world>

Maxeon Solar Technologies, Ltd.

8 Marina Boulevard #05-02, Marina Bay Financial Centre, Singapore 018981

<https://corp.maxeon.com/>