

10-Year Extended Warranty

WARRANTY POLICY TERMS AND CONDITIONS

This document defines the Extended Warranty policy terms and conditions (referred as “Warranty” in this document) of the ELithium/Revo Battery series and REVO series of Inverters (referred as “Product(s)” in this document) by Easy Power Solar South Africa PTY Ltd (referred as “EasyPower” in this document). By making purchase of the Products, buyer has accepted terms of this Warranty. This warranty does not include any accessories and tool kit items provided along with the Product. EasyPower is not obliged to notify any Buyer about possible amendments or the non-applicability of this Warranty regarding the Products.

This warranty only covers the repair or replace of a defective Product and does not cover normal wear and tear because of normal usage. EasyPower will repair or replace the Product if the Product is defective and returned during the Warranty Period. The repaired or replaced product will continue the original remaining warranty period. In either case it shall not justify as a renewal of the warranty period.

1. PRODUCT WARRANTY

- 1.1. Battery BMS and electronics components are guaranteed to (5) Five Years;
- 1.2. Battery Cells are guaranteed to (10) Ten Years or 6000 charge/discharge cycles (as per the cycle definition included on clause 3.13 of this document. This guarantee is only valid if the battery is used with direct communication with a REVO inverter and sold by EasyPower and as per the rest of terms and conditions of this document, this for as long as no other brand inverter is used together with the products during the Extended Warranty period;
- 1.3. The Extended Warranty period will commence from the date of purchase.
- 1.4. If the products require a replacement due to Cell failures covered under this extended warranty policy the cost of the battery cell will be prorated to the remaining cycles recorded by the BMS against the guaranteed 6,000 cycles.
- 1.5. The parties agree that the Inverter if bought together with REVO or Elithium batteries has a cumulative Ten years' warranty period. If during the warranty period, is found defective, the warranty shall be applicable as:
 - 1.5.1. Standard five years' warranty on all major components excluding labor charges.
 - 1.5.2. Additional five years' warranty on all major components excluding labor charges, fans and LCD components/parts installed on it thereof.

2. GENERAL EXTENDED WARRANTY TERMS AND CONDITIONS

The extended warranty in respect of the Product only applies if the Products:

- 2.1. Are purchased together in conjunction with any of the REVO family of inverters.
- 2.2. Is purchased from EasyPower or an EasyPower Authorized Reseller;
- 2.3. A Legible serial number is identifiable for date of sale and provenance;
- 2.4. Invoice for the procurement of the Product is presented;
- 2.5. Is installed, operated and maintained strictly in accordance with the Product Manual;
- 2.6. Is installed strictly in an indoor environment with non-condensation humidity;
- 2.7. Is being used only for energy storage system;
- 2.8. Is being used on a daily cycle basis and annual full charge/discharge cycles are below 700 cycles with an average Depth of Discharge average not bigger than 60%;
- 2.9. A valid COC to be issued on installation.
- 2.10. A Certificate of Electrical compliance has been issued for the installation.
- 2.11. The Warranty becomes inapplicable if the defect in or failure of the Product's performance is attributable to buyer's misuse, abuse, accident, or non-observance of the installation instructions included with the Product Manual.

3. SPECIFIC WARRANTY TERMS AND CONDITIONS

- 3.1. Products and batteries initially sold with REVO inverters but reinstalled with other inverters afterwards will not qualify for the extended warranty program.
- 3.2. The cumulative duration of the battery usage with ambient temperature within the range of 35 to 45 degree Celsius must not exceed more than 100 hours per year. No Sub-Zero operation is allowed. Outdoor installations are strictly forbidden.
- 3.3. Minimum discharge voltage of battery cannot be lower than 47V at any time.
- 3.4. Battery operation to be strictly on closed loop with full inverter communication. No Open loop applications of the products are covered within his warranty (ie: No communication between battery and inverters).
- 3.5. Batteries shall be recharged within 48 hours after each full discharge. Full discharged batteries reaching their internal cutoff require immediate recharge within 72 hours.
- 3.6. EasyPower will replace at its discretion any individual cell which consider is damaged without the need to replace the entire battery module.
- 3.7. Any warranty claim shall be made within 1 month of the occurrence of the failure as recorded by the battery BMS. The buyer must accompany his claim with the Inverter operational parameters as well as images of the installation at the time of the fault. RMA form to be submitted online.
- 3.8. Peak load of the battery bank is limited to 1C, incorrect battery bank dimensioning and damages originated by this to battery modules is not covered by the warranty policy. (Ie: Incorrect sizing of Battery Inverter combination, too large inverter to too small battery bank.)
- 3.9. Charge current must be limited to 0.5C for long term operation of the battery pack.
- 3.10. In the event that the BMS is damaged, and cycles cannot be recovered, 3 cycles per day (60% DoD) will be assumed from day of purchase to date of battery repair and these will be carried towards the entire battery life covered under this extended warranty.
- 3.11. One cycle is defined as the accumulative consecutive cycles of discharge adding to more than 60% Depth of Discharge (ie: one cycle of 40% plus a cycle of 20% Depth of charge will be counted as (1) One Cycle for metering purposes).

4. EXCLUSIONS OF WARRANTY

The Warranty becomes inapplicable if the following conditions is met:

- 4.1. Battery damage is a result of Failures from Inverter or charger not issued by EasyPower.
- 4.2. Battery installation without communication between inverter and battery.
- 4.3. Equipment installed in an outdoor environment, or an environment out of the operation range listed in the Product Manual.
- 4.4. Battery has been opened and warranty seal tampered with.
- 4.5. Improper or negligent equipment handling. Battery has not been installed or operated properly according to the Product Manual, or transported upside down to site.
- 4.6. Product is used outside the recommended environment, temperature, and humidity condition in accordance with the Product Manual.
- 4.7. Transportation damages, including but not limited by dropping, trampling, deforming, impacts, upside transportation, etc;
- 4.8. Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than EasyPower;
- 4.9. Abuse, misuse, negligence, accidents, or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, water ingress, conductive dust, salt water, corrosive gas exposure, or other events.
- 4.10. The Product has been connected to a different type, size or brand of battery module.
- 4.11. The product has been parallel with other products in a way that maximum DC connector current rating has been exceeded.
- 4.12. Theft or vandalism of the Product or any of its components.
- 4.13. Damages to any of the products (Inverters or Batteries) product of lightning and grid surges are not covered by the Warranty regardless of any earthing arrangements during installation.
- 4.14. Equipment is not suitable for seafront installation, damage due to corrosion and rust of internal components due to sea spray are not covered under the warranty policy.
- 4.15. Mechanical damages to battery, including display LED, reset buttons, dip switches and others are not covered under Warranty.