

# Product Warranty

The warranty covers all wall mounted energy storage systems, hereinafter referred to as 'product' or 'products'. These products are covered under this **factory warranty for a period of 10 years** from the date of shipment from the factory. This factory warranty covers a complete replacement of the product in the event of a major failure or any costs for repair or spare parts during the agreed period beginning on the date of shipment of the device, subject to the conditions listed below.

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You should be aware that this warranty is provided in addition to other rights and remedies held by consumer law.

## Scope of Factory Warranty

The factory warranty does not cover damages caused by following reasons:

- Breaking the product seal (opening the casing)**
- Transport damage**
- Incorrect installation or commissioning**
- Failure to observe the User Manual's "quick installation" instructions**
- Incorrect usage or inappropriate operation**
- Insufficient ventilation of the device**
- Failure to observe the applicable safety regulations**
- Force majeure**

The warranty does not cover issues that are purely cosmetic.

## Warranty conditions

If the battery becomes defective during the agreed factory warranty period, unless this should be impossible or disproportionate, one of the following options will be selected at the discretion of factory:

- Battery repair or,**
- Battery repair at on-site or,**
- Exchange for a replacement device of equivalent value with regard to the model and age.**

In the latter case, the remainder of the warranty period entitlement will be transferred to the replacement device and your entitlement will be documented at the factory.

Excessiveness in the meaning above exists if the cost of the measures taken is seen as too large for the factory, such as:

- The value that the device would have without the defect
- The significance of the defect
- The consideration of alternate measures that factory could take to resolve the issue.'

Please fill the required information in and send this page to us when you need to apply for warranty service support:

# Warranty Card

## User Information

Company / Name:

Address:

Telephone:

Email:

Project installation location:

## Product Information

Battery Model:

Serial No:

Invoice Number:

Purchase Date:

Dealer:

Commission date:

Fault/Error Description: