

ESENER

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ESENER HV Battery Warranty Terms and Conditions ver.1

This limited warranty ("warranty") applies to ESENER HV lithium batteries supplied by ES Energy (PTY) LTD ("ESENER") to the Original End-User via an Authorized Distributor.

Warranty claims may only be made by or on behalf of:

- a) An ESENER authorized service partner,
- b) An authorized dealership,
- c) The first end-user of the product, provided installation was completed by an authorized installation partner, or
- d) Any subsequent owner of the product, provided that the installation has not been relocated and the current owner can produce proof of title transfer and a valid warranty.

Any of the persons referred to in (a)–(d) above shall hereinafter be referred to as "the customer."

WARRANTY PERIOD

The warranty period for the Battery begins on the date of purchase as indicated on the official tax invoice from ESENER or its authorized reseller. The warranty guarantees:

Battery Cells:

- The battery is designed with a 15 years intended design life. ESENER warrants that its battery cells should achieve a minimum of either 10 years or 6,000 cycles (100Ah)/8,000 cycles (280Ah) at 0.5C 80% DOD, 25°C as counted by the BMS, whichever occurs first.
- The battery will be considered satisfactory if it maintains at least 70% of its original capacity from a 100% State of Charge to a 0% State of Discharge throughout the warranty period.
- A complete cycle, per this warranty, involves a full discharge from 100% State of Charge to 20% of the battery's nominal capacity, followed by a recharge to 100%.

BMU, BCU, and HV Control Box:

- The Battery Management Unit (BMU), Battery Control Unit (BCU), and HV Control Box includes a standard 5 years warranty with 10 years service guarantee.
- Following the expiration of the warranty period, any required parts for repair or replacement will be charged, while labor costs will be waived under service guarantee.

WARRANTY CONDITIONS

To maintain the validity of this warranty, the following conditions must be met:

1. A valid proof of purchase with a serial number must be provided.
2. The Battery must only be used for backup or daily cycling applications in inverter systems, including solar inverters.
3. A properly rated DC breaker or fuse must be installed between the inverter/charger and the Battery.
4. The Battery must be installed indoors; outdoor use will void the warranty.
5. Contamination with foreign or corrosive substances voids the warranty.
6. Damage due to neglect, abuse, improper installation, lightning, freezing, fire, flooding, or acts of nature is not covered.
7. Electrical surges or spikes from the inverter/charger will void the warranty.
8. Improper installation or failure to follow the user manual voids the warranty.
9. Mismatched inverter/charger sizing or inappropriate system configuration voids the warranty.
10. Batteries in storage must receive a refresh charge every 5–6 months to prevent damage.
11. Tampering with firmware, the BMS, or usage data to alter recorded cycle values voids the warranty.
12. Overloading the Battery beyond its specified ratings voids the warranty.
13. Removing or tampering with the serial number voids the warranty.
14. Operating the Battery at temperatures exceeding 55°C voids the warranty.
15. The ambient temperature for indoor cabinets must not exceed 35°C.
16. Mixing ESENER batteries with other brands in the same system voids the warranty.
17. Unauthorized opening or servicing of the Battery voids the warranty.
18. Short circuits or any BMS recorded short circuit events void the warranty.
19. Damage due to negligence, excessive wear, or improper use is not covered.
20. Voltage spikes, incorrect DC voltages, or overloading void the warranty.

21. Use of the inverter/charger outside specified parameters voids the warranty.
22. Damage caused by peripheral electrical equipment is not covered.
23. Connecting third-party devices to RS232 or RS485 ports voids the warranty.
24. A full charge must be performed every 7 days to balance the cells and maintain performance.
25. Consistent operation above 50°C will negatively impact cycle life and void the warranty.
26. Unauthorized tampering or opening of the Battery will void the warranty.
27. If the Battery cannot be repaired after six months, a prorated warranty applies. Repairs do not extend the original warranty period.

NON-APPLICABILITY OF WARRANTY CLAIM

If a warranty claim is rejected, the customer is responsible for all related costs.

DISCHARGE TEST CONDITIONS:

- a) The ambient and terminal temperature of the ESENER battery must be 25°C ±2°C.
- b) Discharge current will be 0.2C of the original nominal capacity in Ah, as measured at the battery's DC terminals, starting from a 100% State of Charge.

Battery capacity should not drop below 90%, and Depth of Discharge should not exceed 80%. Batteries lacking proper inverter communication are not covered by the warranty.

REPAIR OR REPLACEMENT

- a) If a product under warranty is found to be defective, ESENER will repair or replace it at its discretion. Maintenance or replacement does not extend the warranty.
- b) ESENER or the Service Provider will respond within 10 working days of a service request.
- c) ESENER covers approved repair or replacement costs for defective products. Replaced items remain ESENER's property and must be returned within 4 weeks in original packaging unless agreed otherwise.

- d) If production of a product has ceased, ESENER may replace it with a comparable model or issue a prorated refund based on remaining warranty.
- e) Replacements will match the original power output, in accordance with specifications.
- f) Replacement batteries will have similar energy capacities to the faulty units.
- g) Battery SOH will be determined through BMS data.
- h) Products returned for replacement remain ESENER property until confirmed by an identification receipt or written approval.

SERVICE GUARANTEE

- a) All ESENER HV Lithium Batteries are covered by a 10-year Service Guarantee. This guarantee ensures that, following the expiration of the warranty period, customers are still eligible for after-sales service from ES Energy.
- b) Following the expiration of the warranty period, any required parts for repair or replacement will be charged, while labor costs will be waived, allowing for continued maintenance and support.
- c) ESENER will be responsible for sourcing and providing the necessary replacement parts. Replacement of parts will not extend or reset the original warranty period.
- d) Should a part or product no longer be manufactured or available at the time of service, ESENER may, at its sole discretion, offer an equivalent replacement part or product, subject to mutual agreement on specifications such as size, shape, or capacity.
- e) The replaced parts will remain the property of ESENER unless otherwise agreed. Customers are expected to return any replaced parts in the same or similar packaging as designated by ESENER, within a period of 4 weeks.

WARRANTY LIMITATIONS

Unless otherwise stated, this warranty and its remedies replace all other warranties. ESENER disclaims any implied warranties, including fitness for a particular purpose. Modifications to this warranty require written confirmation from an authorized ESENER representative.

WARRANTY UPDATES

ESENER may update warranty terms, which will be published on its official website or sent to customers directly.

OUT OF WARRANTY SERVICE

Upon request, ESENER may provide service for out-of-warranty products. All costs will be borne by the customer. ESENER will not guarantee out-of-warranty service but will attempt to assist as requested.

WARRANTY CLAIMS PROCESS

To initiate a warranty claim, follow these steps:

1. Report the Issue: Contact your authorized reseller or ESENER service center.
2. Submit the Battery: Arrange inspection of the Battery within an authorized ESENER service center or with a authorized ESENER technician. Delivery and collection costs are the client's responsibility.
3. Provide Documentation: Include the tax invoice, Battery serial number, and a valid installation compliance certificate.
4. Evaluation: The service center or technician will evaluate the Battery and validate the claim. Additional site information or a visit may be requested.
5. Repair or Replacement: If the claim is validated, repairs or servicing will be performed. Any replaced parts become the property of ESENER.
6. Post Service: Once repaired or replaced, the Battery will be returned to the client.

ADDITIONAL NOTES

Regular maintenance and adherence to the operating guidelines are essential to ensure warranty coverage.

Failure to follow installation or operating instructions may result in voiding of the warranty.

CONTACT INFORMATION

For warranty claims or technical support, contact your authorized ESENER reseller or service center. For additional assistance, visit <http://www.esener.co.za>

This warranty ensures that ESENER High Voltage Batteries deliver reliable and long lasting performance, supporting your energy needs with advanced technology and exceptional service.

Herewith confirmed on 12th of December 2024.
ES Energy (Pty) Ltd