

LIMITED PRODUCT WARRANTY

This Limited Warranty covers the repair and replacement of SolarBOS Pty Ltd. Battery Energy Storage Systems (BESS).

The Limited Warranty only applies to the buyer who has purchased the Products from an authorised seller of SolarBOS for use within the continent where SolarBOS originally sold the Products and in accordance with their intended purpose.

The Limited Warranty may be transferred from the buyer to any assignee and will remain in effect for the time period remaining under the foregoing warranties, provided that the Products are not moved outside their original country of installation and any reinstallation is done in accordance with the installation directions of the product.

This warranty applies exclusively for goods purchased and installed in Australia and New Zealand.

1 Applicable Law (ACL)

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2 Warranty Models

Models Covered: HS2-xK-S2-y-4G (x = 3,5,6, y = 1,2,3,4)

BU2 Series Lithium Ion Battery: SolarBOS Pty Ltd provides a standard warranty period of 10 years (120 months) from the date of commissioning, or 10 years and 6 months (126 months) from the date of shipment, whichever comes earlier.

The battery system must comply with the operating conditions under the specification and the installation manual supplied by SolarBOS Pty Ltd.

HS2 Series BESS: SolarBOS Pty Ltd provides a standard warranty period of 10 years (120 months) from the date of commissioning, or 10 years and 6 months (126 months) from the date of shipment, whichever comes earlier.

The system must comply with the operating conditions under the specification and the installation manual supplied by SolarBOS Pty Ltd.

3 Limited Performance Warranty

SolarBOS Pty Ltd guarantees that the battery retains sixty percent (60%) of its Nominal Energy for 10 years from the commissioning date, or for a Minimum Throughput Energy calculated on the commissioning date under the standard capacity test conditions.

Model	Usable Energy Capacity (kWh)	Minimal Throughput Energy (MWh)
BU2-5.0-HV1	4.5	13.77
BU2-10.0-HV1	9.0	27.54
BU2-15.0-HV1	15.0	41.31
BU2-20.0-HV1	20.0	55.08

Note: The Minimum Throughput DC Energy is 3.06MWh per kWh

4 Standard Capacity Test Condition and Method

Under ambient temperature of 25-28°C, ambient humidity of 30%~80%.

Discharge the battery with constant current until the battery reaches End of Discharge Voltage (“EODV”) or its self-protective voltage, wait for 10 minutes.

Charge the battery pack with a constant current under constant voltage until its full capacity, wait for 10 minutes.

Then discharge the battery pack with a constant current until the battery reaches its End of Discharge Voltage (EODV) or its self-protective voltage, and record the current, voltage and time. The remaining usable energy is the integral of discharge time and current multiplied by voltage.

5 Warranty Claiming Process

In the event of a fault, the warranty holder should contact their installer to arrange preliminary troubleshooting.

The warranty holder must make the warranty claim for the covered product within the warranty period.

In order to make a claim, the following information is required.

- (1) Serial number of the failed device and installation date.
- (2) Proof of purchase of the product and ownership transfer (if applicable)
- (3) Detailed description of the fault
- (4) Photos of the install and system nameplate

6 Warranty Exclusions

This Limited Warranty will not apply if:

- The warranty period (as specified in section 2) has already expired.
- The Product is damaged as a result of misuse, abuse, accident, negligence or failure to maintain.
- SolarBOS or the installer was not notified within 2 weeks of the Product failure.
- The Product was damaged due to the failure to observe the applicable safety regulations governing the proper use of it.
- The Product has been modified or was attempted to, without permission from SolarBOS.
- The Product is installed or operated not in strict conformance with the installation manual, including insufficient ventilation.
- Damaged by other interfacing parts not supplied by SolarBOS
- Damaged as a result of improper site preparation, installation, commissioning, or use and operation.
- Damaged or rendered non-functional as a result of power surges, lightning, fire, flood, pest damage, accident or earthquake.
- Damaged during transportation, or damaged by temperatures outside of system extremities.
- The Product is removed and reinstalled at a location other than the original installation location, without prior permission from SolarBOS.

7 Disclaimer

Unless otherwise specified herein, to the extent permitted by the applicable law, this Warranty shall be exclusive and replace all other guarantees, remedies and conditions, whether oral, written, statutory, expressed or implied.

To the extent permitted by the applicable law, SolarBOS expressly disclaimed any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and any warranties against latent or potential defects. If SolarBOS cannot disclaim implied warranty or guarantee as prescribed by the applicable law, SolarBOS limits the duration of such guarantees and warranties to durations described in this Limited Warranty.

No distributor, agent or staff of SolarBOS and/or SolarBOS authorised service partner can modify or waive any part of this warranty.

The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

To the greatest extent permitted by law, SolarBOS will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this purchase or use of Products and its system, including but not limited to the loss of use, loss of income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

To the greatest extent permitted by law, SolarBOS' liability from any cause whatsoever under this warranty shall not exceed the amount of the purchase price paid by end user to SolarBOS for such product. Some countries and regions do not allow, or restrict, the exclusion or limitation of damages, including incidental or consequential damages, so the above limitation or exclusion may not apply to you, or may only apply to a limited extent.

8 Contact us

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