



# Warranty Statement

**Eco4840P**

## OVERVIEW

1. This Limited Warranty covers manufacturing defects in materials and workmanship for a period of **10 years** from the original purchase date.
2. This Warranty is activated by the return of the Warranty Registration Card along with a client's Proof of Purchase. If the latter is not available, then this Warranty commences upon the date of original despatch from PowerPlus Energy' warehouse as recorded in PowerPlus Energy's internal systems.
3. When the battery covered under this Limited Warranty is suspected to be faulty, the battery must be disconnected and removed from the energy storage system and switched off.
4. This 10-year Limited Warranty is subject to the conditions listed in Table 1 below.

**Table 1: Battery Warranted Performance**

(when installed and operated according to the manufacturer's installation and operation manual, specification and/or instructions)

End of warranty State of Health (SoH)	60% or greater retained original capacity		
BATTERY CYCLES		BATTERY ENERGY	
Estimated Cycle Life	DoD	Usable Energy	Minimum Throughput
7,000-10,000	50%	1.997kWh	13.979MWh
4,000-5,000	75%	2.996kWh	11.982MWh
3,560-4,000	80%	3.195kWh	11.374MWh
2,000-2,700	100%	N/A	N/A

## LIMITATIONS OF WARRANTY

1. Warranty does not cover accidental damage, normal wear and tear, or misuse.
2. Warranty does not cover failure to operate or installations that are not according to the Manufacturer's Installation and Operation Manual, specification and/or instructions.
3. Warranty does not cover batteries not calibrated to 100% every 7 days as a minimum.
4. Warranty does not cover workmanship by others, the installation or the suitability of the product for an application.
5. Warranty does not cover damage to external equipment, installation, removal, shipping and reinstallation of battery by others.
6. PowerPlus Energy at their discretion will repair or replace the product with new or refurbished product or parts of similar age and use.
7. Should replacement batteries not be available or are no longer manufactured, PowerPlus Energy will refund the value of the remaining unused original purchase price portion.
8. PowerPlus Energy will require photos of installation and history of maintenance schedule.
9. This document may be updated at any time and the new revision will supersede any previous versions

## CONSUMER PROTECTION

1. Australia - 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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## WARRANTY CLAIMS

1. Contact original place of purchase or PowerPlus Energy.
2. Battery model number, battery serial number and original purchase receipt clearly showing purchase date must be supplied when making a claim.
3. A full description of battery fault, battery location address, your full contact details and additional relevant information should be included.
4. PowerPlus Energy will contact you to determine the fault.
5. A Return Materials Authority (RMA) form is required prior to any system or part thereof being returned to PowerPlus Energy for assessment under warranty.
6. Any product being returned to PowerPlus Energy must be freighted in either its original packaging or a suitable substitute capable to protect the product from damage in transport.
7. PowerPlus Energy Pty Ltd will repair or replace the faulty battery at their discretion.
8. The balance of the original warranty will apply to the repaired or replaced battery.