

Renac Power Battery Warranty Policy

Overview

This limited warranty (hereinafter “Warranty”) specified below applies to Battery Energy Storage system and the accessory Components (hereinafter “products”) supplied by Renac Power Technology Co., LTD. (hereinafter or “Renac”)

1. Applicable Product Type

Renac Battery Energy Storage System:

1) Renac Battery Module Unit:

Applicable product type:

LV48070 Plus

2) Renac PowerCase System:

Applicable product type:

PowerCase Series named such as PC-3.58, PC-7.16, PC-10.74, PC-14.32, etc.

Turbo H1 Series named such as

TB-H1-3.74, TB-H1-7.48, TB-H1-11.23, TB-H1-14.97.

2. Warranty Period

The Standard Performance Warranty for the Products is valid for a period of 120 months from the date of installation, but no more than 123 months from the date of delivery of the Product (whichever comes first). This Warranty covers a capacity equivalent to 1 full cycle per day. Full cycle: Discharge the nominal capacity of a fully charged battery and fully charge it afterwards. Micro cycles sum up to full cycles according to amount of energy charged and discharged.

Note: Products are unavailable to protect itself from the deep discharge/charge in condition of without communication connection.

3. Contracting Parties

This Policy is only provided to the original purchaser of the product from Renac (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

4. Battery Performance Guarantee

Renac warrants and represents that the Product retains at least 70% of Nominal Energy for the either 10 years after the date of the initial installation or a total energy of 2.8MWh per KWh usable capacity has been dispatched from the battery, whichever comes first.

5. Preconditions for Warranty

- 1) The defect of the battery system shall occur within the battery system warranty period as determined above.
- 2) Any battery system failure, fault or warning which leads to system not working or working abnormally, must be reported by following the terms described in 'HOW TO MAKE A CLAIM UNDER THE RENAC LIMITED WARRANTY' within two weeks of appearance.
- 3) The battery system shall be installed by a skilled person or 3rd party installer.
- 4) End User shall correctly operate and use the battery system according to the User Manual and Installation Guide.
- 5) End User shall provide the proof of the original purchase of the battery system.
- 6) The installation of the Battery system for the End User shall be completed within maximum 6 months from the production date.
- 7) The charging temperature of the battery system must NOT exceed 0°C~50°C and the discharging temperature of battery system must NOT exceed -20°C ~50°C, and shall not be exposed in an installed area to direct sunlight. The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
- 8) This Warranty covers a capacity equivalent to one full cycle per day. The Battery system is not suitable for supplying life-sustaining medical devices or automotive application.
- 9) The battery system shall be installed with Renac brand inverter. If you want to use any other brand inverter, please check with Renac to make sure it's compatible in advance.
- 10) It is required that all Battery Systems have internet connection for monitoring. Those systems that are not connected to the internet the Renac limited warranty is then reduced to 5 years.

6. Product Replacement and Compensation

Renac will endeavour to replace Products with identical products. However, due to technological advancements, that Product may not be available. In these cases, we will supply another type of product of at least the same value and standard, although the replacement product may be a different size, shape, colour and/or capacity. Due to technical advances, it is possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems is not covered by this Warranty. If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this event, you will not receive a new certificate.

7. Exclusions of Warranty

This warranty will not apply to a defect or fault to the extent to which one or more of these conditions arises:

- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start up or operation;
- Improper wiring of the Product causing arcing or damage of the Product or its part;
- Improper use or misuse of the Product(s) by the installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g., where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g., cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to Renac;

Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

8. Out-of-warranty Case

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which falls into the warranty exceptions conditions above, are known by RENAC as out-of-warranty cases. For all out-of-warranty cases, RENAC may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty battery system.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective battery systems are sent from the user to RENAC or/and repaired battery systems are sent from RENAC to the user.

9. How to Make a Warranty Claim

To make a Warranty claim under this voluntary warranty, the end-user must contact us by email at service@renacpower.com

When contacting us by the online monitoring, please fill in the relevant form;

When contacting us by email, please have the following information to hand:

- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the Product (you can find both on the Product)
- Proof of purchase with date and address of the vendor
- Installation date and installation address
- Signed commissioning report or protocol
- Contact details of the installer
- A complete and detailed list of observed faults and other information

10. Further Rights at Law

In addition to the warranty provided by Renac, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Renac comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed.

Contact Details

Renac Power Technology Co., Ltd.
Block C-12, No. 20 Datong Road, Comprehensive Bonded Zone, Suzhou Hi-Tech
District, Suzhou, China
For any questions, please contact 0086-(0)512-66677278.