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WARRANTY TERMS AND CONDITIONS

**STORE L5 / L10 / L15 / L15A /
L16A / L20**



Warranty for the ECOBSS STORE L5/L10/L15/L15A/L16A/L20

Battery Energy Storage System

This limited warranty (hereinafter referred to as the "Warranty") applies to ECOBSS lithium iron phosphate batteries and equipment components (hereinafter referred to as "Products") supplied by the manufacturer, distributor, or seller (hereinafter referred to as the "Distributor" or "Seller") to the user (hereinafter referred to as the "Purchaser") through the seller.

◆ 1. Purpose

The primary purpose of this Warranty is to clearly define matters related to the warranty policy for ECOBSS products.

◆ 2. Warranty Conditions

◆ Warranty Period

The warranty period is 120 months, provided that the product is registered on the website ecobss.com. Failure to comply with the above condition limits the warranty to 24 months from the date of purchase.

◆ Limitation of Warranty Scope

The manufacturer's liability under this Warranty is limited to replacement, repair, reimbursement, and compensation. Replaced or repaired products are covered by the warranty for the remainder of the original performance warranty period. Under no circumstances shall the replacement or repair of a product justify a renewal of the performance warranty.

◆ Exclusions from Warranty

Damage to products resulting from any of the following actions is not covered by this limited warranty:

- Improper transport, storage, installation, or use of improper cables by the purchaser;
- Modifications, alterations, disassembly, repair, or replacement performed by anyone other than an employee authorized by the manufacturer or distributor;
- Actions inconsistent with the official installation manual;
- External factors, including abnormal physical or electrical loads (surge, shock, lightning strike, flood, fire, accidental damage, etc.);
- Use of an incompatible inverter, rectifier, or parts;
- Lack of confirmation of installation/acceptance by a qualified installer

◆ 3. Extension of Warranty Claim

To avoid additional issues with the products, the purchaser should contact the installer directly regarding all warranty claims.

Products are not protected against self-discharge when powered off.

◆ 4. Performance Warranty (Standard)

The manufacturer warrants and represents that the product will retain at least 60% of its nominal energy for a period of 10 years from the date of initial installation, or achieve the minimum energy output in accordance with the table below (whichever comes first), provided that the battery system is operated under normal use conditions in accordance with the specifications and manual provided with the product. The term "nominal capacity" in this document refers to the initial capacity of the products.

Information regarding this can be found on the product label.

The condition for granting a valid 10-year performance warranty is meeting the following requirements:

Performance Measurement Conditions:

- Ambient temperature: 25~30°C
- Initial battery temperature (BMS): 25~30°C

Charge / Discharge Method:

- Charging: (0.2) CC/CV
- Discharging: (0.2) CC/CV
- Current intensity: (0.2) C: Depending on battery type: 20/40/60 A
- Voltage and current measurement: On the DC side of the battery

◆ 5. Installation

A condition for warranty approval is installation/acceptance by a qualified installer.

◆ 6. Out-of-Warranty Policy

For repairs of damage not caused by the seller, the Warrantor provides a paid service, which includes all costs such as: materials, labor, storage, transport, customs duties, testing and inspection, profit margin, and disposal (if necessary).

◆ 7. Service Products / Parts

Service products/parts used may be new or refurbished, with performance equal to or higher than that of the defective products and guaranteed by the Manufacturer.

If the products are no longer available on the market, the service department may, at its sole discretion, replace them with other products having the same functions and features, or refund the remaining annually depreciated value of the product's purchase price over the performance warranty period, as described in the compensation schedule below. The purchase price referred to means the catalog price actually paid by the purchaser.

Compensation Schedule

CLASS I: From initial installation to Month 24, 100% of purchase price

CLASS II: Months 25 to 36, 72% of purchase price

CLASS III: Months 37 to 48, 58% of purchase price

CLASS IV: Months 49 to 60, 44% of purchase price

CLASS V: Months 61 to 72, 30% of purchase price

CLASS VI: Months 73 to 84, 16% of purchase price

CLASS VII: Months 85 to 96, 6% of purchase price

CLASS VIII: Months 97 to 108, 4% of purchase price

CLASS IX: Months 109 to 120, 2% of purchase price

From Month 121 onwards, no performance warranty will be granted.

◆ 8. Claims Payment Policy

Claims under this warranty must be submitted to the seller from whom the product was purchased

To be processed, a warranty claim must include the following information:

1. Original proof of purchase;
2. Description of the alleged fault(s) prepared by an authorized service center;
3. Corresponding product serial number and date of initial installation.

Purchasers who are unable to contact the seller from whom they purchased the product should contact the Distributor via the "Service Request" form located on the ecobss.com website.

◆ 9. Covered Countries

This Warranty applies exclusively in the countries listed below, and the manufacturer accepts no liability for claims under this warranty brought or arising in countries other than those specified herein:

- Poland