

Limited Warranty for GRE-U-P4880-1

WARRANTY OVERVIEW

Techplus Control System Pty Ltd (hereinafter referred to as "Techplus" or the "Manufacturer") warrants that the GREENTEK Graphene-Lithium-Iron-Phosphate (Graphene-LFP) based lithium-ion battery pack (Model# GRE-U-P4880-1) comes with the following Manufacturer's warranty, subject to the limitations and exclusions set out below:

1. Hardware warranty: This Limited Warranty covers manufacturing defects and workmanship for a period of **10 (ten) years or 6000 cycles with 80% DoD** (Depth of Discharge), whichever comes first from the original purchase date as shown in the Proof of Purchase.
2. Performance warranty: This Limited Warranty warrants that the battery will have an energy capacity of $4.096 \pm 2\%$ kWh on its initial installation date at 25°C and will retain at least 80% of its capacity during the life of this warranty period when installed and operated according to the Manufacturer's installation and operational guidelines (User Manual), specification and or instructions.

Estimated Cycle Life	Depth of Discharge	Usable Energy	Min. Throughput
Upto 2700	100%	$4.096 \pm 2\%$ kWh	N/A
6000+	80%	$3.277 \pm 2\%$ kWh	18.3 MWh

3. This warranty does not include any accessories and tool kit items provided with the product.
4. 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.
5. This Warranty is activated by the return of Warranty Registration Card along with a client's Proof of Purchase. If the later is not available, then the Warranty commences upon the date of original dispatch from Techplus' warehouse as recorded in Techplus' internal system.

LIMITATIONS OF WARRANTY

1. Warranty does not cover accidental damage, normal wear and tear, deterioration, superficial defects, dents, or marks that do not impact the performance of the battery, misuse, or theft of the battery or any of its components.
2. Warranty does not cover failure to operate or installations that are not according to the instructions given in the User Manual, specification and or installation guidelines.
3. Warranty does not cover failure to pair with a suitable charger (inverter) for lithium-iron-phosphate batteries and or follow correct charging and discharging procedures.
4. Warranty does not cover workmanship by others, the installation, or the suitability of the battery for an application.
5. Warranty does not cover damage to external equipment, installation, removal, shipping, and reinstallation of the battery by others
6. Warranty does not cover operation of the battery in very harsh environments beyond those described in the User Manual or any installation and use beyond the scope specified in relevant international standards.
7. Warranty does not cover damage and or failure caused by unauthorised repair, change or disassembly of the battery.
8. Warranty does not cover failure caused using non-standard components and or software.

Warranty Statement for Greentek Graphene-LFP Li-ion Battery



9. Warranty does not cover failure to store the battery according to the instructions given in the User Manual, specification and or installation guidelines while waiting for installation.
10. Techplus at their own discretion will repair or replace the product with new or refurbished product or parts of similar age and use.
11. Techplus reserves the right to request for additional information and or document on installation, maintenance schedule, battery charging/discharging setting or historic performance data that may be available.
12. This document may be updated at any time and the new revision will supersede any previous version.

CONSUMER PROTECTION

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.

The terms of this warranty will apply to the extent permitted by applicable law. In case of any warranty claim, please contact:

Business Name	Techplus Control System Pty Ltd
Address	3/6 Garden Road, Clayton, VIC 3168, Australia
Email address	info@techplussolutions.com.au
Phone number	+61 3 8522 8233
Webpage address	www.techplussolutions.com.au

GENERAL EXCLUSIONS

This Warranty does not apply to any defect or energy capacity shortfall resulting from any of the following:

- a) if the battery becomes unserviceable due to fire, freezing, abuse, neglect, unauthorised repair, alteration, modification, or any act of God.
- b) accidents or Force Majeure events, including but not limited to lightning, flood, earthquake, fire, or other events outside the reasonable control of Techplus.

WARRANTY CLAIMS

- (i) Contact original place of purchase. If they are not reachable, contact Techplus.
- (ii) Provide purchase receipt clearly showing purchase date and proof of any subsequent transfer of ownership.
- (iii) Provide battery Model Number, Serial Number, and original installation date.
- (iv) Provide a full description of battery fault, battery location address, your full contact details, and additional relevant information so that Techplus can contact you to determine the fault.
- (v) In the event the battery should be returned for assessment under warranty Techplus will forward you a Return Material Authority for tracking.
- (vi) The faulty battery where possible should be freighted back to Techplus in its original or suitable substitute packaging to protect from damage in transport.
- (vii) Techplus will repair or replace the faulty battery at their discretion.
- (viii) The balance of the original warranty will apply to the repaired or replaced battery