



EL5W
Charge your world

EON LITHIUM WARRANTY

Scope

EON Lithium (Pty) Ltd, offer a **10-year** quality warranty for the product below.

- Model: EL5W
- Application: Solar Energy Storage System
- Nominal Voltage: 51.2V
- Nominal Capacity: 100AH
- Max. Continuous Discharge Current: 100A
- Lifetime: 10 years or 4000 cycles as measured by the BMS, whichever comes first.

The accessory products, which include BMS and cables, come with a standard manufacturer's warranty of 24 months (2 years), under the same terms and conditions below.

Terms & Conditions

- Warranty Period starts on the date of invoice.
- If requested by EON Lithium, the non-conforming or defective Product shall become EON Lithium's property as soon as it has been replaced.
- EON Lithium will have no obligations under this Warranty Policy if The Buyer is in breach of The Buyer's payment obligations under Terms and Conditions.
- Any lawsuit relative to any claims under warranty must be filed within six (6) months of the date of the claim.
- Repairs or replacements under warranty will not extend or renew the applicable warranty with a product that has minor deviations in design and/or specifications that do not affect the functionality of the Product.
- EON Lithium does not provide warranty for any other products, third-party products, or any software that is not embedded in or delivered with any products supplied by EON Lithium.
- Batteries must be provided with a refresh charge every 5-6 months, while in storage, prior to final installation.
- This warranty only applies when the Product has been properly wired, installed, and operated within the electrical values, operating range, and environmental conditions provided in the specifications, application guidelines, or datasheet accompanying the Product. If a Product is found to be defective or not performing in accordance with the product specifications, The Purchaser must notify EON Lithium in writing.
- This warranty shall be void in the event any repairs or alterations, not duly authorised by EON Lithium in writing, are made to the Product by any person.
- EON Lithium reserves the right to make the final decision on the validity of any warranty claim.
- EON Lithium may charge The Buyer for the reasonable costs incurred by EON Lithium in relation to alleged defects or returned Product(s) that are found not to be a defective, including reasonable freight, testing, and handling costs.
- EON Lithium cannot be held liable for electrical supply conditions, including supply spikes, over-voltage / under-voltage, and ripple current, or control systems that are beyond the specified limits of the products and those of the relevant / installed electrical supply, and components.
- Any acts of God and/or force majeure events are not covered under the warranty. In the event and conditions, force majeure means and includes any circumstances or occurrences beyond the reasonable control of EON Lithium – whether or not foreseeable at the time of the agreement – as a result of which EON Lithium cannot reasonably be required to execute its obligations, including force majeure or non-performance by distributors, resellers or subcontractors of EON Lithium.

- Failure to use the Product for the purposes for which they have been designed will void the warranty.
- The warranty will be void if the Product is subject to corrosive environments, excessive wear and tear, lightning, neglect, carelessness, accident, abuse, misuse, improper, or abnormal use.
- Any attempt to repair, alter or modify the Product is not authorized by EON Lithium in writing will void the warranty.
- Defects of the Product that occur due to technology update, or renewal of the national or regional laws or regulations are excluded from the warranty.
- A fuse or suitable DC breaker must be installed between the inverter/charge/ups and the Battery or battery bank. Failure to install a suitable rated fuse or DC breaker can damage the Battery and will void the warranty.
- The Battery is intended to be used indoors only. Outdoor use will render the warranty void.
- Warranty will be void if the firmware or BMS on the device has been deliberately tampered with, to try and reset cycle values or any data for warranty evaluation purposes.
- If it is found that the Battery is being overloaded through large current draws above the intended rating of the Battery, which is outside the intended or indicated specification parameters, the warranty will be void.
- If the serial number has been tampered with or has been removed from the device the warranty will be void.
- Warranty will be void if the BMS records (single instance or more) an internal temperature of higher than 55 degrees Celsius.
- If the Battery is interconnected or mixed with other non-EON Lithium batteries, the warranty is void.
- If the battery has been short circuited or the BMS records a short circuit event, the warranty will be void.
- Any damage to the Battery caused by peripheral electrical equipment will void the warranty.

BMS Warranty

The integrated BMS module is designed to last over 15 years, however, a standard 2-year warranty is provided for the BMS and all related probes and sensors.

Warranty Process

If the Product is found faulty, and is within the warranty period, the following process must be followed:

- Contact your authorised reseller or installer and advise them of the issue.
- They will arrange to send the Product to one of the EON Lithium Service Centres.
- The Product must be in the same or similar packaging and be accompanied by the original invoice.
- EON Lithium or their authorised representative at the Service Centre, will determine if the warranty conditions have been met.
- Other information, such as adequate records of the operating history of the Product or photos of the installation, showing cable runs, may be requested.
- EON Lithium will repair or replace the product or defective part thereof. This does not include any removal or re-installation activities, costs, or expenses.
- If EON Lithium chooses to replace the Product but it is not able to do so because it has been discontinued or is no longer available. EON Lithium reserves the right to replace the Product with a comparable Product (which may show small deviations in design and product specification).
- Any replaced Products or parts will become property of EON Lithium.

No Implied or other Warranties

The warranty and remedies contained in this document are the only warranties given by EON Lithium with respect to products and are given in lieu of all other warranties of merchantability or fitness for a particular purpose, which warranties are hereby disclaimed.

These terms and conditions state EON Lithium's entire liability and obligation to The Purchaser and The Purchaser's sole and exclusive remedy in connection with defective or non-conforming products supplied by EON Lithium to the Customer, whether or not such damages are based on any warranty not explicitly mentioned in these terms and conditions, tort, contract, or any other legal theory, even if EON Lithium has been advised or is aware of such defects.

This is a limited warranty that excludes, among other items, installation, providing access to products, and special, incidental, and consequential damages (such as loss of revenue/profits, damage to property or other miscellaneous costs not previously mentioned), and is further defined by the limitations and conditions set forth in the respective warranty policy and these terms and conditions.

To the extent permitted by the applicable law, EON Lithium reserve the right update this warranty from time to time.