

LuxpowerTek Battery Warranty Terms

(For All Markets)

Version:250808

OVERVIEW

Shenzhen Lux Power Technology Co., Ltd (hereinafter referred to as "Luxpower") warrants that, subject to the exclusions and limitations set out below, Luxpower warrants following residential range and commercial range comes with

Type	Model	Rated Energy
Residential Range	Li-5	5.12kWh
	Li-11.8	11.776kWh
	Li-8e	8.04kWh
	Li-16e	16.07kWh
	PGEM	5.12kWh
	PGEM PRO	14.336kWh
	PGEM MAX	16.076kWh
	PSHIELD	5.12kWh
	PSHIELD MAX	16.076kWh
	PSTACK	10~45kWh
Commercial Range	C14	14.336kWh
	C5	5.12kWh

- 5 years of product warranty: Luxpower warrants that the hardware of electronics and enclosure (including battery cover, BMS PCBA) will be free of defects caused by improper workmanship or defective materials and it will be starting from the original end user purchase date, if the customer is unable to provide adequate documentation of the original purchase, the warranty start date shall be 6 months after the product was manufactured.
- 10 years of performance warranty: will (i) retain seventy percent (70%) of its Usable Energy for ten (10) years from the Warranty Start Date; or (ii) reach 6000 cycles, whichever comes first, on the condition that the Product is operated under a normal use followed by the manual provided by Luxpower.

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 LUXPOWER 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.
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. If the Battery system is not installed and used immediately, please ensure that the handling and storage meets the following requirements:
 - a) The battery modules and its components shall be protected from damage when it is in transporting and handling
 - b) Please take the weight of the battery module system into account during transportation and battery module shall be lifted carefully
 - c) Do not impact, pull, drag or step on the battery modules, either insert unrelated objects into any part of the battery modules
 - d) The battery module shall be kept away from a fire, water, strong oxidizers or solvents
 - e) The battery modules cannot be stored in high temperature (> 35 °C) or stored directly under the sun, or in any high humidity environment.
 - f) Do not use the battery modules if it is defective, or appears cracked, broken.
 - g) Do not attempt to open, disassemble, repair, tamper with, or modify the battery modules without official permission from Luxpower.
 - h) Warning: battery module damage may lead to electrolyte explosive air leakage, please contact technical support immediately.
7. The charging temperature of the battery system must NOT exceed 0°C~55°C and the discharging temperature of battery system must NOT exceed -20°C~55°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.
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 a compatible inverter (available in Luxpower website). If you want to use any other brand inverter, please check with Luxpower to make sure it's compatible in advance.

HOW TO MAKE A CLAIM UNDER THE LUXPOWER LIMITED WARRANTY

If the claimant wants to make a warranty claim, please contact your local supplier where you purchased the battery system from, or the installer who installed the inverter for you.

If you need to make a warranty claim, please contact your local distributor from whom you purchased the product, or the installer who installed the inverter. If you are unable to obtain service from them or are not satisfied with their service, you can escalate your service request by creating a service ticket and making a claim directly to Luxpower via warranty@Luxpowertek.com.

Please note that Luxpower collaborates with many distributors and installers worldwide to ensure prompt and effective service. These partners are considered the default service channels for Luxpower. Therefore, please use these service channels to make your warranty claim. Luxpower will support and audit these channels to ensure high-quality service for our customers.

When contacting your local distributor, please have the following information ready:

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective battery system, including model No., serial number, installation date and failure date. Please make the claim within two weeks from the failure date, otherwise Luxpower will treat it as you have abandoned the right to make a warranty claim.
3. Installation information, including brand, model, and number of batteries and inverters.
4. Description of actions before the failure and detailed information of previous claims (if applicable).

Luxpower may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from Luxpower or an authorized third party company. Luxpower reserves the right not to enter the site should the Luxpower technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the battery system is discovered that is covered under the warranty, Luxpower may, at its sole discretion, elect to

1. Fix the issue by changing configurations or updating software.
2. Repair the battery system by replacing with spare parts.
3. Exchange the battery system for a battery system that is brand new or refurbished but at

least functionally equivalent to the original battery system, or an upgraded model which is either functionally equivalent or functionally superior to the original battery system. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a 6 months warranty. For every single battery system replacement case, the claimant must gather the necessary information and send the RMA report (by following Luxpower's RMA template) to Luxpower to confirm the RMA request, prior to the battery system being exchanged.

4. If it's proven that the problem was caused by faulty installation, Luxpower reserves the right to contact the original installer and request that they provide a solution to fix the issue before Luxpower's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.
5. All parts of the battery system that Luxpower replaces shall become Luxpower's property. If the battery system is found not to be covered by this Limited Warranty, Luxpower reserves the right to charge a handling fee.

WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by Luxpower's limited warranty.

1. Normal wear and tear (including, without limitation, wear and tear of batteries).
2. Any defects that occur when the battery system warranty period has expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations, maintenance carried out against Luxpower instructions by an unauthorized installer. Unauthorized wiring or use with faulty or incompatible devices. Any changes to the installation not done in accordance with the User Manual. Usage which does not comply with the safety regulations (VDE, IEC, etc.). Damage or defect caused by End User's improper use, misuse, abuse, which non-conforming with User Manual.
4. Damage caused by End User deliberately or by willful act.
5. Disassembly, repair or modifications performed by a third-party company/person not authorized by Luxpower. Battery system modifications, design changes or part replacements not approved by Luxpower.
6. Faults or damages due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
7. Vandalism, engraving, labels, irreversible marking or contamination or theft.
8. Faults or damage caused by other factors not related to battery system quality issues.
9. Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without Luxpower's written confirmation/approval prior to the installation.

10. Damage caused during transport, incorrect product installation, removal, exceedance of temperature range during use and improper use.
11. End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by Luxpower.
12. Defects of Product arise due to renewal of the national or regional laws or regulations.
13. Water, conductive dust, salty mist or corrosive gas.
14. The product has been connected with different type of battery modules.
15. Theft or vandalism of the product or any of its components.
16. Product failure is not reported to Luxpower within two weeks of appearance.
17. For all batteries, the whole system must be well grounded before installing, otherwise the warranty would be void.

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 Luxpower as out-of-warranty cases. For all out-of-warranty cases, Luxpower 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 Luxpower or/and repaired battery systems are sent from Luxpower to the user.

GEOGRAPHICAL SCOPE

The Luxpower Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by Luxpower and installed in the destination defined within the international market (mainland China, Hong Kong, Macao and Taiwan are excluded), unless there are specially stipulated warranty terms and conditions between Luxpower and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Luxpower does not provide written confirmation/approval prior to the installation.

LIMITATION OF Luxpower's LIABILITY

This limited warranty applies to the battery system which is sold and installed after November, 2022. It is the end user's sole and exclusive remedy against Luxpower and Luxpower's sole and exclusive liability in respect of defects in battery system. This limited warranty replaces all other Luxpower warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), Luxpower does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, Luxpower's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of Luxpower or in case of death or personal injury resulting from Luxpower's proven negligence.

*Usable Energy (KWh) needs to be measured by following the testing conditions and methods in Appendix A

Appendix A

Capacity measurement condition: Ambient temperature: 25 °C

Charge / Discharge method:

1. Discharge the battery with constant current until the battery reaches end of discharge voltage or battery self-protection automatically.
2. Lay aside the battery for 10mins.
3. Charge the battery with constant current and constant charge voltage until battery self-protection automatically.
4. Lay aside the battery for 10mins.

5. Discharge the battery with constant current until reach end of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor current timely. (If it's constant current.)
6. Calculate formula: Current Capacity = Discharge time × Constant current value.
7. Charge the battery with Constant current and constant charge voltage until battery self-protection automatically.
8. Test condition should be based on 25 °C and 90% DOD,0.5C.

Product Type	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)
Li-5	48	57.2	50
Li-11.8	48	57.2	115
Li-8e	24	28.6	157
Li-16e	48	57.2	157
PGEM	48	57.2	50
PGEM PRO	48	57.2	140
PGEM MAX	48	57.2	157
PSHIELD	48	57.2	50
PSHIELD MAX	48	57.2	157
PSTACK	66	78.1	50.4
C14	48	56.5	140
C5	48	56.5	50