

WeCo

## **WeCo ESS Energy Storage Devices**

### **SERIES LPBK HeSU LB rack Limited Warranty**

The present "Limited Warranty " ("Warranty") indicated below, applies to the lithium-ion batteries of the (LPBK HeSU LB) (hereafter "Products") produced by WECO FZE United Arab Emirates (hereinafter "WECO or Seller") for the buyer, customer (hereinafter "Purchaser") through an Authorized Reseller.

#### **1. Purpose**

The main purpose of this guarantee is to clearly define the issues related to the warranty policy referring to products for "home storage" use combined with the compatible solar battery charger system.

#### **2. Warranty conditions**

##### **General warranty**

The Product Performance Warranty is valid for 10 years from the initial (the first) installation date (the "Performance Lifetime Warranty").

If the date of installation proves not to be valid, the date of sale of the battery to the distributor will be valid one (through serial acknowledgment). In this case, the installation date will be considered the one after the forty-fifth day post invoicing.

##### **Limitations and responsibilities**

WECO's liability under this warranty is limited to the replacement, repair and compensation of the product, direct and indirect damages will never be recognized in case of non-respect of the performance terms or for non-use of the product and consequential damages.

The replaced or repaired products will be guaranteed for the remaining period of the original warranty term. However, the replacement will not justify the renewal of the duration of the warranty, without the possibility of derogation or exception, damages are never indemnifiable resulting from the non-use of the battery, loss of profit, interruption of services or supplies.

##### **Warranty exclusion**

Damages to WeCo Products that are caused by any of the following activities are NOT covered by this Limited Performance Warranty.

- Improper transport, storage, installation or wiring by the Buyer.
- Incorrect parallel of several units, incorrect configuration of parallel units, parallel of non-compatible or different power and / or type and / or brand batteries.
- Modification, alteration, disassembly, repair or replacement by personnel other than the one certified by WECO in violation of the WECO installation or maintenance manual.
- In case of reported anomaly with failed or delayed intervention within 48 hours and disconnection of the battery from the system despite the presence of alarms on the inverter or the battery.
- Extended periods (over 3 months) without performing charge and discharge or following an inverter movement or replacement.
- Failure to connect the BMS to the inverter, incorrect wiring, incorrect cable cross section and reverse polarity, use of unsuitable cables.

- External influences including unusual physical or electrical stress (power surges, inrush current, lightning strike, flooding, fire, fall, accidental breakage, opening of the cable removal cover, manual operation of the contactor, etc.).
  - Using an inverter, rectifier, charger, BMS, etc. Incompatible, even for temporarily use.
- Failure to update the firmware through the SD card or firmware file provided by WeCo would prevent the correct functioning of the batteries, therefore the product results not covered by warranty, once the firmware update has been made, the user will have to install it within 60 days.

### 3. Performance guarantee for use in domestic, commercial and indoor environments.

WECO warrants that the Product will maintain at least (75)% of nominal energy for ten (10) years from the date of initial installation and in any case within 120 months from battery construction, providing it is used observing the STC conditions.

The battery must be used and maintained as indicated in WeCo's manual.

The term "nominal energy" means the initial nominal capacity of the products which is also reported on the label, at the minimum tolerance value, on the label of products according to EU standards.

The conditions necessary to maintain the safest condition of the battery are:

- The room temperature should not fall below (-10) °C or exceed (45) °C.
- Products must not be charged below (-7) °C.
- Coefficient of charge between (0) °C and (15) °C must not exceed 0.2 °C.
- Coefficient of charge between (15) °C and (45) °C must not exceed 1 C.

The BMU will interrupt the discharge process at -20 ° C, as the battery can operate in discharge up to this threshold even though the use outside the ranges indicated at the upper points is beyond this specific guarantee for indoor domestic use.

Uses in environments with temperatures below -10 ° C are to be understood as excluded from this performance guarantee.

The standard operating temperature to ensure optimum performance must be within 25 ° C +/- 5 ° C.

#### Performance Warranty criteria

Codice Etichetta Batteria	Capacità ( +/- 3% )	Voltaggio Vdc
HeSU 5k3	5,3 kWh	48 (45,3-58.4) Cut off 42

#### Operating Conditions for the 120 month warranty and capacity measurement test

- STC room temperature: 20 ~ 30 °C (yearly)
- Initial battery temperature from BMS: 20 ~ 30 °C

#### Capacity measurement method according to the ten-year warranty

- Charge: (0.2) CC / CV (constant voltage (58.8) V
- Interruption current (0.05) C
- Discharge: (0.5) CC (extreme interruption voltage 43.8 V)

Measurement of current and voltage on the DC side of the battery.

### 4. Exclusion of the guarantee

For damage to products that are not caused by the seller, WeCo will provide a paid service, including all charges such as material cost, labor and travel costs, warehouse costs, transportation costs, customs duties, costs of analysis, costs of management, company profits, disposal costs (if necessary) and so on.

## **5. Replacement parts**

The products or spare parts used for warranty operations or ordinary operations may come from new or reconditioned products to guarantee the minimum residual performance.

They may also perform better than defective products that are the subject of a recall or request for warranty intervention.

In the event that the Products are no longer available on the market or in the short term (within 90 days), WeCo, at its discretion, can replace them with product types with equivalent functions and services or repay the revalued residual value of the purchase price of the Products (during the Warranty Term).

The purchase price mentioned indicates the price actually paid to WeCo for the purchase.

## **6. Intervention requests**

Requests of replacement or partial compensation under this warranty must be submitted by notifying the installer or the retailer from whom the Product was purchased. In order to process a warranty claim, the buyer must share the following information with the installer or retailer that will forward them to WeCo for the activation of the process by filling out the forms on the warranty section on the website;

(1) Proof of original purchase of the Product.

(2) Description of the problem symptom.

(3) Serial number of the product.

(4) The initial installation date and release date (Buyers who are unable to contact the installer or the retailer from whom the product was purchased may contact WeCo by the website, contact section and provide battery serial number and purchase invoice to be able to trace the battery construction date).

WeCo will inspect the battery by extracting the stored logs and after the inspection WeCo will release a report (it may be also issued by third parties), in case of manufacturer defect it will be provided a proposal that will take into account the aging and battery status, then WeCo will provide some options to the customer to replace the damaged battery with a similar one having the same residual capacity at that moment, an equivalent battery in case the battery of the same model is not available or if the battery owned by the customer is out of production.

The cells that make up the battery are kept in stock by WeCo for the 3% of the goods sold.

It is possible that the cells are replaced with a new model that may not be compatible with the cell model that equips the battery in the customer's possession, therefore the most appropriate technical solution or the complete replacement with an equivalent battery will be evaluated.

If the battery dealer is not traceable, the battery holder requiring intervention may request information via the contact section at <http://www.weco.uk.com>.

### **Warranty application, EU and non-EU countries**

This Warranty is applicable only in the countries listed below, and WeCo is not responsible for any claims against this Warranty made in and / or based on the event occurring in countries other than those listed here:

Austria, Belgio, Repubblica Ceca, Danimarca, Estonia, Finlandia, Francia, Grecia, Irlanda, Italia, Lettonia, Lituania, Lussemburgo, Paesi Bassi, Polonia, Norvegia, Portogallo, Spagna, Svezia, Svizzera, Regno Unito, Ungheria.

EXTRA UE: Argentina, Burkina Faso, Filippine, Palau Island, Egitto, Emirati Arabi Uniti, Kingdom of Saudi Arabia, Kenya, Korea del Sud, Marocco, Nigeria, Pakistan, Tanzania, Tunisia, Turkmenistan, Turchia, Oman, Uzbekistan.

Digitally Signed

18-03-2018

