

ENPRIMO LITHIUM BATTERY WARRANTY

TERMS AND CONDITIONS

Applicable model numbers: ENP10051-RME-LV & ENP10051-WME-LV

Linear & Limited warranty for lithium battery

1. Warranty start date

From the date of the enPossibilities invoice, enPossibilities Private Limited ("enPossibilities") provides the following warranty for its Lithium Battery product ("Battery"), subject to the conditions, exclusions, and limitations set forth below.

1.1 Warranty period

enPossibilities Pvt Ltd. provides a standard and extended manufacturer's warranty for its Lithium Battery as follows:

Lithium battery standard warranty

5 years or 6000 cycles @ 80% DOD, 0.2C Charging and discharging at 25°C, whichever is earlier.

Lithium battery extended warranty (additional cost basis)

10 years or 6000 cycles @ 80% DOD, 0.2C Charging and discharging at 25°C, whichever is earlier.

1.2 Scope of warranty

This Limited Warranty ensures that the Lithium Battery remains free from defects in materials or workmanship under normal usage and proper installation conditions.

If a defect is confirmed during the warranty period, enPossibilities, at its sole discretion, may take one of the following actions:

- Provide on-site repair service.
- Replace the unit with a new or refurbished equivalent model (specifications may vary if the original model is discontinued).
- Offer a prorated refund based on the depreciated market price if repair or replacement is not feasible.

Covered Under This Warranty

- On-site service or remote technical assistance, depending on fault severity.
- Pre-approved shipping and logistics costs for in-warranty parts replacement.
- Firmware and software troubleshooting/updates necessary for basic battery functionality.

This warranty replaces any previous warranties, whether express or implied. Any deterioration in appearance (e.g., scratches, stains, mechanical wear, rust) does not constitute a defect unless it impairs operational capabilities. Claims for physical damage are valid only if there is no external cause.

1.3 Performance Guarantee

- 5 Years, 6000 Cycles, 0.2C/0.2C, 80%DOD, 70% SOH, Life based on 2 cycles per day
- 5 Years, 3600 Cycles, 0.5C/0.5C, 80%DOD, 70% SOH, Life, based on 1 cycle per day

This guarantee is valid only if the system is properly maintained and operated as per the user manual.

1.4 Warranty Exclusions

This warranty is void or does not cover:

- Improper installation, including non-compliance with the Product Manual.
- Unauthorized service, modifications, or repair attempts.
- Physical damage due to mishandling, negligence, vandalism, theft, or accidents.
- Damage from force majeure (e.g., lightning, flooding, earthquakes, fires).
- Failure due to grid instability, power surges, under/over-voltage, or frequency fluctuations.
- Poor ventilation or exposure to harmful environmental conditions (e.g., excessive humidity, dust, or corrosive substances).
- Products with removed, defaced, or illegible serial numbers or absent enPrimo mark.
- Cosmetic damages not impairing functionality.
- Use of non-compatible accessories, unapproved installation kits.
- Failure due to external system design flaws (e.g., reverse polarity, inadequate earthing).
- Use of incompatible or unapproved inverters, rectifiers, PCS, or other equipment.
- Improper earthing (earthing voltage must be <5V, with a typical life of 2 years).
- Installation without a proper battery management system (BMS) integration or protection devices.
- Battery not commissioned under the supervision of an enPossibilities engineer.
- Costs for installation, removal, or reinstallation of batteries, including labour, transportation, or associated losses.

1.4 Geographical Scope

This warranty is valid only for products installed within India unless otherwise agreed in writing with enPossibilities.

2. Warranty Claim Process

2.1 Identify the Issue

- Perform a basic check using the battery management system (BMS) or monitoring system.
- Refer to the troubleshooting guide in the product manual.
- Confirm the battery is within the warranty period.
- Gather: installation certificate, proof of purchase (invoice, serial number), photos/videos of the defect, BMS logs, error codes, historical fault information, and system configuration details (connected devices, charge controller, grid voltage).

2.2 Contact enPossibilities Support

- Notify the enPossibilities in writing within 2 days of discovering the defect.
- Email: inservice@enpossibilities.com/admin@enprimo.in
- Customer Care Support Line: +91 8448906172
- Submit all documents with a completed Warranty Claim Form.

2.3 Technical Assessment

- enPossibilities will evaluate the claim within 48 hours of receiving complete documentation.
- Assessment may include remote diagnostics, telephonic assistance, on-site inspection, or return-to-factory evaluation.
- If approved, service is scheduled immediately; if rejected, detailed reasons are provided.

2.4 Resolution

- Repair: On-site or off-site based on fault severity.
- Replacement: Dispatched within 7 business days with return logistics arranged. Replacement warranty transfers to the remaining period of the original warranty. Replaced batteries become enPossibilities property.
- Refund: Prorated within 10 business days if repair/replacement is not possible.
- Non-Warranty Cases: Charges (on-site service, materials, freight) communicated upfront.

2.5 Post-Claim Follow-Up

- Resolution confirmation via email or support portal.
- Revised warranty records issued for replacements.
- Defective units must be returned within 10 days in original or equivalent packaging, or penalties may apply.
- Retain all communications and records for future reference.

3. Terms and Conditions

3.1 General Provisions

- Valid only for products purchased through enPossibilities or authorized dealers/distributors in India.
- Customers must retain the original invoice, installation certificate, and serial number.
- Maximum liability is limited to the product's net purchase price.
- Does not override mandatory consumer rights under local law.
- These terms replace any previous warranties, express or implied.

3.2 Installation Requirements

- Must be installed by a certified electrical professional.
- Must comply with local electrical codes and Enprimo lithium battery installation manual.
- Improper wiring, ventilation, or grounding voids the warranty.

3.3 Maintenance Requirements

- Routine maintenance (checking connections, ensuring proper ventilation, and monitoring BMS) as per the user manual is mandatory.
- Maintenance logs must be retained and presented for warranty claims.

3.4 Transferability

- Warranty is transferable to subsequent owners if notified in writing within 15 days of ownership change, with supporting documents, and the battery remains at the original installation site.

3.5 Warranty Extension

- Additional warranty coverage may be purchased within 60 days from the date of invoice, subject to company approval and availability. The extended warranty will be governed by the same terms and conditions, unless stated otherwise.

3.6 Paid Service

- For out-of-warranty or voided units, paid services include on-site engineer charges, replacement component costs, and freight charges to/from the service centre.

3.7 Limitation of Liability

- enPossibilities is not liable for loss of energy production, revenue, profits, or indirect/incidental damages.
- Maximum compensation is limited to the product's original purchase price.

3.8 Governing Law & Force Majeure

- Governed by the laws of India, unless overridden by local consumer protection laws.
- enPossibilities is not liable for delays due to acts of God, natural calamities, war, riots, strikes, pandemics, cyber-attacks, or supply chain disruptions.

Notes:

- The warranty start date and performance guarantee terms may vary (e.g., invoice/commissioning date). Contact enPossibilities for clarification.
- Customers are advised to retain this certificate, proof of purchase, and installation records for the duration of the warranty period.
- Regular maintenance checks, as outlined in the user manual, are recommended to ensure optimal performance and compliance with warranty terms.
- This warranty applies only to batteries purchased from authorized dealers or distributors or directly from the company.

Customer Acknowledgement: By purchasing and installing this product, the customer acknowledges reading and accepting all terms and conditions. The battery must be installed by certified personnel, and installation must be as per the user manual to validate the warranty.