



Consumer Warranty

- Low Voltage Battery HESS battery system

Information Version: 1.4
20BPWD0806

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1. Consumer Laws

If you acquire the Product from an Authorized seller in Territory and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under Territory laws.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

2. Product Warranty

Pylontech warrants that the Product will remain free of defects caused by improper workmanship or defective materials.

This warranty continues for a certain period of years from the earlier of:

1. the date of installation of the Product; or
2. six (6) months after the date the Product was manufactured,

This warranty does not include any accessories and tool kit items provided along with the Product.

This warranty only covers the repair or replace of a defective Product. Pylontech will repair or replace the Product if the Product is defective and returned during the Warranty Period. The repaired or replaced product will continue the original remaining warranty period. In either case it shall not justify as a renewal of the warranty period.

3. Warranty Conditions

The warranties in respect of the Product only apply if the Product:

1. is purchased from Pylontech or an Authorized Reseller in the Territory;
2. has the official Pylontech serial number;
3. is installed in a battery module in the Territory;
4. is installed, operated and maintained in accordance with the Product Instructions; and
5. be used on a daily cycle basis and only for residential Photovoltaic (PV) energy storage;

(Warranty Conditions).

The warranties do not apply if the defect in or failure of the Product's performance is attributable to your misuse, abuse, accident or non-observance of the Product.

4. Claim

Claims can be made to the Authorized Reseller from whom the Product was purchased or from Pylontech directly. You must, within 48 hours of a defect being discovered, notify Pylontech of a claim by:

1. if You registered the Product, completing the claim form on the Pylontech website; or
2. if You did not register the Product, completing the warranty card provided with the Product at the time of purchase and either emailing a copy to Pylontech at the below email address, or delivery or emailing the warranty card to the Authorized Reseller from whom the Product was purchased.

In order to claim under this Warranty, You must:

1. present the certificate of warranty declaration in its original form;
2. submit the invoice for the procurement of the Product indicating the date of delivery; and
3. provide the Pylontech system log data recorded by the Product as an indication of whether or not the Minimum Capacity has been achieved (but this would not be determinative).

To make a claim to Pylontech directly, please contact:

Address: No. 73, Lane 887, Zuchongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai;

Post Code: 201203

Telephone: +86 2151317693 / +86 2151317697

Fax: +86 21-51317698

Email: service@pylontech.com.cn

Pylontech may contact You for further information regarding a defect. Pylontech may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by Pylontech.

If You dispute Pylontech's verification of the claim, the Product must be evaluated by a government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Pylontech will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions

- a) The ambient temperature of the Product must be $25\text{ }^{\circ}\text{C}\pm 2\text{ }^{\circ}\text{C}$
- b) The initial temperature of the battery pods must be $25\text{ }^{\circ}\text{C}\pm 1\text{ }^{\circ}\text{C}$
- c) Power shall be discharged by the Product at 10A as measured at the 54V DC link from an initial 100% charge capacity. If the Product is no longer available, Pylontech may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.

5. Exclusions of Warranty

To the extent permitted by law, Pylontech excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. inverter failure;
2. the Product being installed with inverters which have not been certified by Pylontech;
3. You treating the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Instructions;
4. transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
5. storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Pylontech or a Pylontech's certified installer;
6. abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Pylontech;
7. any attempt to extend or reduce the life of the product without written confirmation from Pylontech, whether by physical means, programming or others;
8. removal and reinstallation at another place from the original installation without the written confirmation from Pylontech;
9. water, conductive dust or corrosive gas;
10. the Product has been connected with different type battery modules;
11. failure to install, operate or maintain the product in accordance with the Product Instructions;
12. normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
13. theft or vandalism of the Product or any of its components.

6. General provisions

This warranty is subject to the law of the Territory.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

7. Definitions

In this document:

1. Authorized Reseller means an approved Pylontech retailer or distributor in the Territory
2. Minimum Capacity means at least 70% of the Nominal Energy during the Warranty Period.
3. Nominal Energy means the initially rated capacity of the Product as printed on the label of the Product.
4. Product means US2000,US2000C,US3000, US3000C or Phantom-S HESS battery system manufactured by Pylontech.
5. Product Instructions means the instructions and manuals issued by Pylontech with the Product that set out how the Product should be installed and operated.
6. Pylontech means Pylon Technologies Co., Ltd of No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai.
7. Territory means where the Product was purchased.
8. You means the natural person that acquired the Product.

Note:

Warranty period and expansion condition: Refer to different market policy, please further consult with Pylontech or their authorized domestic distributor.

Warranty period could be extended by successfully register your product on Pylontech website: <http://www.pylontech.com.cn/service/support>

Warranty Card

On behalf to make a faulty claim, please fully read and clarify the warranty terms in advance. Then let the onsite engineer fully fill the information required in this card, sign and send back to Pylontech or their authorized distributor.

1. Distributor name: _____
2. Battery system location: _____
3. Controller & Battery SN: _____
4. Date of faulty happened: _____
5. Faulty description: _____

- cannot be turned on no communication not charging,
 not discharging ALM on others:

6. Inverter brand and type: _____

7. Real time battery information shown on inverter or inverter monitor system APP etc:

Voltage: _____ V; Current: _____ A; SOC: _____ %; Temperature: _____ °C

8. How long had the system been used?

Dead on arrival Faulty after installation

- Under 6 months 6 months to 1 year 1 year to 3 years
 More than 3 years.

9. When did the faulty happen?

- Morning, Afternoon Nightfall,
 Midnight, Other time:

10. How often did the faulty happen?

- Once or twice, Three times or more Every day
 Other:

11. If the customer can see the battery, please check the lights stat us:

	RUN (Green)	ALM (Red)	SOC lights (Green)					
On	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flashing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Battery power terminal voltage measured by multimeter: _____

13. Please attach all necessary photos or videos of, for instance, battery SN label and front panel as evidence to the faulty claim.

Please attach all the information required above to send back to Pylontech or their authorized distributor. Fail to submit any information required may lead to a lacking of information of processing the claim.

Service Manager : _____

Date: _____



PYLONTECH

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