

Warranty Certificate for Europe

General

1. This Warranty certificate applies to "Covered Products" (SKU 11447,114473-VT-12040; SKU 11448,114483-VT-5139) purchased and installed in Europe on or after 1st January 2024
2. The limited warranty covers manufacturing defects in materials and workmanship for a period of up to 10 years.
3. The warranty is activated with the purchase of the battery but latest 3 months after the battery manufacturing date.
4. Suspected faulty battery units must be de-energized, and reported to the equipment installer or authorized dealer within 72 hours of such event.
5. The 10-year Limited Warranty is subject to the conditions, limitations and performance warranty as listed below:

Warranty Conditions:

1. The product is purchased in Europe from V-TAC-Europe Ltd or one of its local resellers and authorized partners;
2. The product has the official serial number;
3. The product is installed, operated, maintained and stored according to installation and operation instructions as per product manual or product guide;
4. The product is used within the specified power, voltage and temperature parameters;
5. The product is fully charged before first deep discharge cycle;
6. The product shall be properly charged within 12 hours after every deep discharge.
7. Cycle Limitation: The warranty covers usage of up to 5000 cycles within the span of 10 years.
8. Altitude Range: Applicable for altitudes ranging from 0 to 2000 meters.
9. Charge and Discharge Rate: Maintain a charge and discharge rate not exceeding 0.5C.
10. Depth of Discharge: Warranty remains valid for discharge depths of up to 80%.
11. Temperature Range: Operable within an environmental temperature range of 10 to 30 degrees Celsius and ≤85% Relative Humidity

Warranty Limitations - Warranty does not cover:

1. Accidental damage, normal wear and tear or misuse;
2. Installations in corrosive environments;
3. Installations with excessive shaking;
4. Damage of batteries through 3rd party equipment or damage to external equipment. E.g. external power supply or inverter/charger failure;
5. Product used in combination with battery modules of other brands;

6. Installation, removal, shipping and reinstallation of battery;
7. Theft or vandalism;
8. Force Majeure;

Performance Warranty

We warrant the performance either for a period of 10 years or for DOD (Depth of discharge) related cycles (whatever comes first), subject to below operation parameters/conditions:

DOD 50% 5000 cycles / DOD 80% 3500 cycles in temperature 10°C to 30°C. Warranty reduction if operated between:

1. 10°C to 18 °C or 35 °C to 40 °C reduction by 25% ;
2. 0°C to 18 °C or 40 °C to 50 °C reduction by 50% ;
3. -20 °C to 0 °C or 50 °C to 60 °C reduction by 75% ;
4. Below 0 °C no charging allowed. Only discharge!
5. No exposure permitted to -20 °C or above 60 °C!

The capacity of battery will degrade to almost 70% when the warranty expires.

Warranty Claim

1. Please contact directly the original place of purchase first ;
2. Only if the original place of Purchase is not responding, please turn to V-TAC Europe Ltd., with its e-mail address : solar.support@v-tac.eu or support@v-tac.eu

Requirements to handle the claim

1. Report to the original place of purchase within 72h when defect being discovered;
2. Provide correct and available contact details and address of installation;
3. Submit the product model and serial number, certificate of warranty, purchase receipt showing the date and sales company;
4. Provide supporting documentation like photo of installation, setting and available log data of battery and/or inverter/charger etc.
5. Photo or evidence when fault occurs e.g. monitoring alarm screen shots etc.
6. Detailed description of battery fault as far as possible;
7. Access to battery site on request;
8. If battery is returned for assessment, batteries shall be packed in original box, or in padded appropriate cartons to eliminate risk of transport damage. Follow local transportation regulations.
9. We will assess the goods and will repair or replace the goods at our discretion.
10. Repair, replacement or provision of additional components does not result in extension of the warranty period. The balance of the original warranty will apply.