



STELTEC Battery Warranty Policy

i. Scope of Warranty

STELTEC provides the following limited warranty for its battery products (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by STELTEC under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This STELTEC Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized STELTEC partners. The Product(s) included in this Policy are:

STE-BSH-2560; STE-BSG-5220; STE-BSW-5220; BU 5220

Important:

Please note, this warranty policy covers STELTEC Products as specified herein. Inverters and charge controllers (including those contained with an all-in-one storage product) are covered under a separate warranty policy. This warranty is limited to the STELTEC battery module range only and does not cover any external or ancillary parts.

ii. Warranty Period

The Standard Performance Warranty for the Products is valid for a period of One hundred and twenty (120) months from the date of installation, but no more than one hundred and twenty-five (125) months from the date of manufacture of the Product (whichever comes first).

iii. Scope of Warranty

STELTEC liability under this Policy shall be limited to replacement, repair, refund and compensation. Replaced or repaired Products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

Annual inspection is required from the 6th year after battery’s installation date or 5 months from the date of manufacture of product (whichever comes first) by a STELTEC authorized suitably qualified technician, and that documented evidence of the inspection is kept on record. Failure to adequately maintain the equipment in the manner described may invalidate any warranty claims.

iv. Performance Warranty Terms

STELTEC warrants and represents that the Product retains at least 70% of Nominal Energy based on the ii warranty period or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated under a normal use according to the specifications outlined in the Product manual. The term “Nominal Energy” herein means the initially rated capacity of the Products as printed on the label of the Products. The precondition of the valid 10 years Performance Warranty shall be as follows:

- The ambient temperature during the operation of the Products shall not fall below 0°C (32°F) or exceed 50°C (122°F)
- The energy throughput for (10) years is less than values in table below:

Product	Nominal Energy	Energy Throughput
STE-BSH-2560	2.56 kWh	5.9 MWh



STE-BSG-5220	5.22kWh	12.1MWh
STE-BSW-5220	5.22kWh	12.1MWh
BU 5220	5.22kWh	12.1MWh

- Capacity Measurement conditions:
 - Ambient temperature: 25~ 30°C (77 ~86°F)
 - Initial battery temperature from BMS: 25~ 30°C
 - Current and voltage measurement at battery DC side
 - Recommended charging/discharging condition
- Charge: (0.5C) CC/CV, (Constant voltage 51.2V), Cut-off current(0.05C) Discharge: (0.5C) CC/CV, Cut-off voltage STE-BSH-2560 45.6V, STE-BSG-5220,STE-BSW-5220,BU 5220 45.6V)
Current at (0.5C) : 25A (STE-BSH-2560), 50A(STE-BSG-5220, STE-BSW-5220, BU 5220)

v. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contact are the Installer and STELTEC authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End- User/ Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer.

Annual inspection is required from the 6th year after battery’s installation date by a STELTEC authorized suitably qualified technician, and that documented evidence of the inspection is kept on record. Failure to adequately maintain the equipment in the manner described may invalidate any warranty claims.

vi. Limited Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by STELTEC’s warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;Improper or non-compliant use, installation, commissioning, start up or operation;Improper wiring of the Product causing arching or damage of the Product or its parts;Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning, strike, over-voltage, fire, thunderstorm, flooding etc.)Damage that occurred during the transportation of the Product(s);Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues,packaging issues, wear and tear;Unauthorized repair and re- installation of the Product(s);
- Where the Installer has not followed the warranty claim process and detailed and/or proper evidence of the fault and/or test carried out on site has not been provided to STELTEC;Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.Use the incompatible inverters with STELTEC Batteries.

vii. Product Replacement

In the event the Products are not available in the market anymore, STELTEC, at its option, may replace it with an alternative product with equivalent functions and performance.

viii. Exclusions

This Policy does not cover the components that were not initially sold by STELTEC as a part of the system. This also excludes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by STELTEC.



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ix. Registration

It is recommended that all Products are registered in order that they qualify under the terms of this Policy. Warranties is recommended that they are registered no more than six (6) weeks following the successful installation and commissioning of the Product where possible. The information required at the point of registration is sent to STELTEC company via service@steltec-ess.com and the contents as follows:

1. Product Model
2. Product Serial Number(SN)
3. Installation Date
4. Customer Name
5. Installation Postal/ZIP Code
6. Full installation address
7. Name of installation company

x. Warranty Claim Process

It is the duty of the Installer to contact STELTEC in the event of a fault with the following information.

Name of the Installer:

Product Model and SN:

Fault Code/Content:

Fault Details:

Contact Details:

STELTEC may ask for additional details depending on the fault conditions. STELTEC will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by STELTEC. STELTEC is obliged to approve and dispatch the Product if it is needed to be replaced. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to STELTEC within a maximum of thirty (30) days of the replacement being received. Failure to do so may cause the warranty invalid of the product.

If an allegedly faulty Product is returned to STELTEC pursuant to this Policy, and is found by STELTEC to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, STELTEC will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by STELTEC in all cases. Any replacement of the Product issued without the consent of STELTEC will invalidate an associated claim.

xi. Further Rights at Law

In addition to the warranty provided by STELTEC, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by STELTEC comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed.

Contact Information

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