

Warranty Statement – XESS ION

XESS Energy Pty. Ltd. (XESS) provides the warranties as outlined in this document to the original purchaser (end consumer) of the XESS ION product range.

Limited Warranty

1. The warranty starts from the date as outlined.
 - a. The original purchase documents (receipts) provided by the end consumer (date of installation/purchase).
 - b. The original manufacture date as provided by XESS.
 - c. The date as registered by return warranty or registration online at www.xess.energy.
2. XESS warranty the products to be free from defects for the period as set out in Table 1 below.

Table 1: Warranty Performance

Part No	DoD	Usable Energy	Energy Throughput	State of Health	Standard Warranty Period	Extended Warranty Period (When Warranty registered online)
XSESSION-5120	100%	5120 Wh	15.36 MWh	70%	7 Years	+3 Years
XSESSION-ENCR6	N/A	N/A	N/A	N/A	2 Years	N/A
XSESSION-ENCR10	N/A	N/A	N/A	N/A	2 Years	N/A

Warranty Conditions

The Warranties concerning the products only apply if the product:

1. The XESS ION product shall have been installed by a suitable qualified person or an Authorised XESS installer or service agent.
2. The XESS ION product shall have been installed, operated, and maintained per the manufacturer's installation and operation manual.
3. The XESS ION battery is used on a once-daily cycle basis and for energy storage applications.
4. The XESS ION battery has been calibrated (charged) to 100% every 30 days minimum in a Managed application.
5. The XESS ION Battery has been calibrated (charged) to 100% every 14 days minimum if used in a Self-Managed application.
6. The XESS ION 5120 extended warranty only applies if the product is, registered online via XESS warranty registration process.
7. Warranty applies to the original purchaser and original installation only.

Exclusions and Limitations

1. To the extent permitted by law, the warranties provided are the only express warranty given for the products.
2. Except as provided in this warranty, and to the maximum permitted by law, in no event shall XESS's liabilities, if any in damages or otherwise, exceed the purchase price paid by the consumer of the product.
3. Warranty does not cover normal wear and tear, or damages caused in installation or over normal use of the product.
4. The warranty does not cover batteries that have not been charged or maintained to the exact of the manufacturer's recommendations including recommended calibration charges.
5. The warranty does not cover batteries that have been discharged outside of manufacturer specifications.
6. The warranty does not cover batteries that have been left in a state of deep discharge (5% SoC or lower) for more than 30 days.
7. The warranty does not cover batteries that have not been stored to the exact of the manufacturer's recommendations.
8. Exposure to the product moving or shaking after installations have been finalised.
9. Product exceeding temperatures exceeding +50°C or less than -10°C when charging or +50°C or less than -20°C when discharging.
10. Consumer failing to advise XESS within 14 days of defect or deterioration.
11. Modification or repair of the product without XESS approval
12. A force event outside of XESS control (for example: natural disasters, such as flooding, fires, earthquakes, lightning or other abnormal conditions, war, etc).
13. If the consumer does not provide XESS with the necessary photos, data, and system installation to assess the warranty.
14. Reasonable wear and tear to the product that does not affect the operation of the product.
15. If the serial number has been modified or can't be identified.
16. XESS at their discretion will, replace or repair the product with new, used, or refurbished products or parts of similar age and condition.
17. Should the products no longer be available or unable to be repaired, XESS will reimburse the consumer the value of the remaining unused original price portion.
18. XESS may require the information below to assess any warranty.
 - a. Product model number/code.
 - b. The serial number of the product.
 - c. Invoice or purchase receipt.
 - d. A full description of the fault.
 - e. Recent installation photos clearly show the product's location, environment, and installation quality.
 - f. Connected PCE details.
 - g. Charge/discharge settings and system performance history.
 - h. Product location address and consumer contact details.

Warranty Claims

1. Consumer should contact their original place of purchase or XESS directly.
2. All information as outlined under Section 17 "Exclusions and Limitations" is to be provided to XESS.
3. XESS will liaise with technical contact accordingly to determine the fault.
4. Any materials being returned to XESS will require a Return Materials Authorisation (RMA) number and supporting documentation.
5. If a fault under warranty is determined XESS will replace, repair, or reimburse monies at their discretion and as advised in this document.
6. The balance of the original warranty will apply to any repaired or replaced product.