

Solar MD (PTY) Ltd.
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Solar MD (PTY) Ltd

Lithium-Ion Battery Limited Warranty



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Battery: SS202_11 / SS4037_11 / SS4074_11

Battery storage system

This limited warranty (hereinafter “Warranty”) specified below applies to Solar MD Lithium-ion batteries and the Accessory Components (hereinafter “Products”) supplied by Solar MD Pty Ltd. (hereinafter “SMD or Seller”) to End-user (hereinafter “Buyer”) through Authorized Reseller

1. Purpose

The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

2. Warranty Condition

2-1. Warranty Period

The Performance Warranty for the Products is valid for 10 years from the initial (first) installation date (the “Term of Performance Warranty”).

2-2. Limitation of Warranty scope

SMD's liability under this Warranty 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.

2-3. Exclusion of Warranty

Damage to the Products resulting from any of following activities is NOT covered by this Limited Warranty:

- Improper transportation, storage, installation or wiring by Buyer
- Modification, alteration, disassembly, repair or replace by someone other than a personnel certified by SMD
- Noncompliance with SMD's official installation manual
- External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
- Use of an incompatible inverter, rectifier or PCS.
- Excessive over-charge or under-discharge of the battery cells. For over-charge (4300mV) and for under-discharge (1800mV). Above or below these thresholds, the cells are deemed permanently damaged.



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3. Performance Warranty (Standard)

SMD warrants and represents that the Product retains at least 60% of Nominal Energy for the either 10 years after the date of the initial purchase or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated under a normal use followed by the specification and the manual provided by SMD.

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-year Performance Warranty shall be as follows:

- I. The ambient temperature during the operation of the Products must not fall below - 10°C or exceed 45°C
- II. The energy throughput is less than values in table below:

Product Name	Nominal Energy	Energy Throughput
1 x SS4074_11	7.4kWh	23MWh
1 x SS202_11	7.4kWh	23MWh
1 x SS4037_11	3.7kWh	11MWh

Capacity measurement condition

- Ambient temperature: 25~30°C
- Initial battery temperature from BMS: 25~30°C
- Charging/discharging method
 - Charge: (0.2)CC/CV (Constant voltage (56)V, Cut-off current (0.05)C)
 - Discharge: (0.2) CC (Cut-off voltage (40)V)
 - Current at (0.2) C: 20 A (MSS 5.1c), Current and voltage measurement at battery DC side

4. Out of Warranty Policy

Products damage which is not caused by seller, SMD shall provide charged service, including all the expenses of such as material cost, labor cost, warehouse cost, transportation cost, customs duties, analysis cost, management cost, corporate profits, disposal expense(If necessary) and so on.



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5. About Service Products/Parts

Service products/parts can be used as new or refurbished condition which performance is equal to or higher than defective Products and guaranteed by SMD.

In the event the Products are not available in the market anymore, SMD, at its option, may replace it with different kind of product with equivalent functions and performances or refund the remaining annually depreciated value of the purchase price of the Products during the Term of Performance Warranty as the Compensation Scheme below. The purchase price mentioned hereinabove means the list price actually paid by the Buyer for the purchase.

- Compensation Scheme -

CLASS I : 100% of the purchase price from the initial installation date to 24th month
CLASS II : 72% of the purchase price from 25th to 36th month
CLASS III : 58% of the purchase price from 37th to 48th month
CLASS IV : 44% of the purchase price from 49th to 60th month
CLASS V : 22% of the purchase price from 61th to 84th month
CLASS VI: 9% of the purchase price from 85th to 108th month
CLASS VII: 4% of the purchase price from 109th to 120th month
OUT OF Warranty: after 120th month

6. Claim payment policy

Claims under this Warranty must be made by notifying the Authorized Reseller from whom the Product was purchased.

For a Warranty Claim to be processed, it must include following items;

1. Proof of the original purchase
2. Description of the alleged defect(s) from authorized service center
3. The relevant Product's serial number and the initial installation date

7. Applicable Law

The Warranty is subject to the law of South Africa. Products come with guarantees that cannot be excluded under the South African Consumer Law. The Buyer is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The Buyer is also entitled to have the goods repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to the consumer given by the warranty are in addition to any other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. This warranty only applies to the Buyer who have purchased the products for their own use.