



## **VOLTA Series LiFePO4 Battery Module Warranty Applicable Country: South Africa**

**Effective date:** 21th Sep 2022

Lithium Battery Storage Types:

This limited warranty (herein after “warranty”) described below applies to Volta lithium battery supplied by Shenzhen Volta Technology Co.,Ltd. (hereinafter “Volta” ) with the types referenced above to Original End-User via an Authorized Distributor. Warranty claims may only be made by or on behalf of (a) Volta authorized service partner or (b) Authorized distributor or (c) the first end user/of the product provided the installation was effected by an authorized installation partner or (d) any owner of the product subsequent to the first end user who held a valid warranty provided he/she can produce proof of title and transfer and provided further that the product has never been relocated from its original installation location Any of the persons referred to in (a) –(d) above shall be referred to hereinafter as “the customer” This limited warranty is applicable to Residential and Commercial applications with a battery energy not exceeding 100 kWh (initial installation energy) only.

Model : VOLTA STAGE 1  
VOLTA STAGE 2  
VOLTA STAGE 3  
VOLTA STAGE 4

### **1. PRODUCT WARRANTY**

The product will operate as designed and intended and will be free from defects in workmanship and materials as:

1. 10 Years for battery cells, or 6000 times cycle, at 80% DOD, at 0.2C work current, at 25°C working environment. (Whichever comes first, from the invoice date from Volta, or third party which are authorized by Volta. )
2. 5 Years free warranty for BMS and another 5 years’ warranty @ BMS cost price.

The product, provided it is used for self-consumption of energy stored in conjunction with a solar or on-grid configuration, and operated by a Volta BMS, and is operated under normal use conditions following the “datasheet” and “user manual”, we will provide (planned) 10 years for battery cells, or 6000 times cycle, at 80% DOD, at 0.2C work current, at 25°C working environment. Whichever comes first, from the invoice date from Volta, or third party which are authorized by Volta. And 5 years free warranty for BMS and another 5 years’ warranty @ BMS cost price. Volta’s battery would be defined as satisfactory if it is still able to produce 65% or more of the model’s stated new capacity in kWh from a 100% State of Charge to 0% State of Charge, during Volta’s warranty period.” “The discharge test shall be done under the following conditions, a) The ambient temperature of the Volta battery must be 25°C ±2°C. b) The terminals of the Volta battery must be 25°C ±2°C. c) The discharge current by the Volta battery will be 0.2C of the original nominal capacity in Ah, as measured at the DC terminals of the Volta battery from an initial 100% State of Charge capacity.

### **2. PRECONDITIONS FOR WARRANTY**

1. Product life should fall within the warranty period.
2. Any system failure, fault or warning information must be reported to Volta or authorized service partner within 1 week of appearance.
3. Product must be installed by qualified personnel from an authorized service partner , proof of qualification could be requested.

<sup>1</sup> Full cycle: Discharge the nominal capacity of a fully charged battery and fully charge it afterwards. Micro cycles sum up to full cycles according to amount of energy charged and discharged.

Even the battery can be discharged to 0%, we would suggest you to discharge to 20% or 10% SOC.

4. The customer should correctly operate and use the product and system according to user and installation manual.
5. The ambient temperature during the operation of the product must not exceed -5 °C~40 °C temperature range and the product should not be exposed to and stored in a temperature higher than 50 °C and should not be exposed, whilst installed, to direct sunlight. The battery room must be ventilated in accordance with the requirements of the battery manufacturer.
6. This warranty covers a capacity equivalent to 1 full cycle per day, and only applicable to installations operated in Residential or Telecommunications energy storage applications. The Volta lithium battery Storage Systems is not suitable for supplying life-sustaining medical devices and automotive applications. The warranty will be void if usage is outside of Residential or Telecommunications and energy storage applications unless otherwise stipulated by Volta.
7. Product must be operated with a Volta BMS as sold by Volta.
8. It is the responsibility of the qualified installer or designer to ensure that the solar and battery ratings are adequate for the rated load, so that the Volta battery can achieve 100% State of Charge daily or that the recharge State of charge is 100% achieved before a new discharge cycle. Proof of installation (site pictures) and/or load profile could be requested by Volta in order to validate a warranty claim.

### **3. REPLACE OR REPAIR**

1. In the event that any product covered by the warranty is confirmed by Volta to be defective or non-conforming, Volta will replace or repair the defective or non-conforming product, at its sole discretion. Any maintenance, repair or replacement should not be considered as an extension or recalculation of the warranty period.
2. Volta or Service Provider should respond within 10 working days of receipt of a service request.
3. Volta will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective product. Volta reserves the ownership of replaced battery or product. Unless otherwise agreed by Volta, the replaced battery or product should be returned by the customer to the place designated by Volta in the same or similar package within 4 weeks.
4. In the event that Volta has discontinued the manufacture of the product in issue at the time of the related warranty claim which is confirmed by Volta, Volta may, at its sole discretion, replace it with a different similar type of product (of mutually agreed size, color, shape and/or capacity) or refund the purchase price prorated by the days of the relevant warranty period remaining.
5. Replacement of battery, components or products may be limited to the equivalent power output of product at the time of failure should it occur. The quality and specification compliant with the product specifications will be adhered to.
6. As applicable, the replacement battery will have a similar energy capacity as the faulty battery.
7. The SOH of the faulty battery will be determined by analyzing the statistics of the BMS.

### **4. EXCEPTIONS OF WARRANTY:**

Volta may, at its discretion reject any warranty claims if:

The product exceeds the quality or capacity warranty period or terms.

1. The product damage and/or defect is caused by improper use, misuse, abuse, or any use that does not conform with user manual or in line with the intended use of the product.
2. Unauthorized wiring and/or use with faulty or incompatible devices or devices with safety issues.



3. The product is arbitrarily modified, or its function changed without authorization from Volta.
4. Any changes are effected to the installation which are not in accordance with the Volta LITHIUM BATTERY STORAGE SYSTEMS installation manual.
5. The product damage is caused by maintenance and other services conducted by personnel who are not authorized or approved as such by Volta.
6. The customer fails to provide the correct product serial number, or the product serial number is undecipherable or modified without permission.
7. External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
8. The product damage is caused by external force, force majeure (unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government) or other third party.
9. Defects of the product which occurs due to technology update, or renewal of the national or regional laws or regulations.
10. The product damage is caused by the customer deliberately or arising from the negligence of the Customer.
11. The failure report is not provided within 2 weeks of any fault detection.
12. Purchase and installation of battery system falls outside of the applicable countries listed in this warranty.

## 5. NON-APPLICABILITY OF WARRANTY CLAIM

Where a warranty claim is validly rejected any costs incurred by Volta arising there from shall be payable by the customer.

## 6. WARRANTY RESTRICTION

Unless otherwise specified herein, to the extent permitted by applicable law, the warranty and the remedies contained herein are exclusive and replace all other guarantees and/or remedies, whether made orally or in writing and whether given expressly, tacitly or by implication.

To the extent permitted by applicable law, Volta expressly rejects any and all legal or implied warranties including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. The terms of this warranty may not be varied unless by written confirmation of a person authorized to do so on behalf of Volta.

Unless otherwise specified herein, to the maximum range permitted by applicable law, Volta will not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

The Volta liability from any cause whatsoever should in any event not exceed the amount of the purchase price paid by the customer for such product giving rise to the liability.

## 7. UPDATE OF WARRANTY

To the extent permitted by the applicable law, Volta reserve the right update this warranty from time to time, and such update may be published on the official website.

## 8. OUT OF WARRANTY

In relation to Products out of warranty, Volta agrees to provide certain after sales service to the customer upon written request, and all the costs and expenses which include but not limited to the materials, parts or labor costs, should be borne by customer. In the case of the customer giving written notice to request the out of warranty service, the customer should provide detailed description of defects to enable Volta to detect whether such defect may be repaired. For the avoidance of doubt, in no event will Volta be liable for the service out of warranty, and this clause 8 will not constitute the promise of Volta to provide any such service out of warranty.

## 9. REPORTING OF WARRANTY

You can report warranty requirement with product information in below table to Volta or Volta's service provider:

No.	Information needed	Fill in information
1	Battery product type/model	
2	BMS Type/model	
3	Serial Number of product	
4	Installation date	
5	Pictures of the Installation	Showing cable runs

## 10. ADDITIONAL WARRANTEES

Additional warrantees will apply in accordance to specific system sizing and project needs. This may range to a maximum of 10 Years subsequent to terms and conditions set forth during the scope of specific projects and their locations however this remains subject to written approval from Volta.

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