



## 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](mailto:solar.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.

# WARRANTY CARD

IN CASE OF ANY QUERY/ISSUE WITH THE PRODUCT, PLEASE REACH OUT TO US AT: [SOLAR.SUPPORT@V-TAC.EU](mailto:SOLAR.SUPPORT@V-TAC.EU)  
FOR MORE PRODUCTS RANGE, INQUIRY PLEASE CONTACT OUR DISTRIBUTOR OR NEAREST DEALERS.  
V-TAC EUROPE LTD. KARAVELOW 9B,BUL.L. PLOVDIV 4000,BULGARIA

**2** **YEAR**  
**WARRANTY\***

## Warranty Certificate for Europe

### General

1. This Warranty certificate applies to “Covered Products” ,purchased and installed in Europe.
2. The limited warranty covers manufacturing defects in materials and workmanship for a period of up to 2 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 2-year Limited Warranty is subject to the conditions, limitations and performance warranty as listed below.

### Warranty Conditions

1. The product is purchased in Europe via 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 producer’s 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. In order to ensure data collection, it is necessary to connect to the WIFI cloud platform during installation.

### 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 warranty the performance either for a period of 2 years or for DOD (Depth of discharge) related cycles (whatever comes first), subject to below operation parameters/conditions:

**\* EOL 80% 3000 cycles under 25±3°C, 0.5C/1.0C, DOD95%**