



**I. WARRANTY COVERAGE**

- This product comes with a 10-year limited warranty from the date of purchase.
- During the warranty period, V-TAC EUROPE LTD (hereinafter referred to as "V-TAC") will be responsible for repairing or replacing the product free of charge if it has defects due to materials or workmanship.

**II. Exclusions from Warranty**

The warranty does not cover the following situations:

- Damage or failure caused by human factors, misuse, negligence, accidents, modifications, or improper installation.
- Repairs or modifications not authorized by V-TAC.
- Damage caused by natural disasters (such as fire, flood, earthquake).
- Products that have exceeded the warranty period.

- COMPANY: V-TAC EUROPE LTD
- ADD: Bulgaria, Plovdiv 4000, bul.L.Karavelow 9B

# WARRANTY CARD



**III. WARRANTY CONDITION**

This limited warranty includes all defects of design, components and manufacturing. Except for the following and the conditions specified in the warranty card, you can go to V-TAC and the authorized dealers for reasonable warranty and maintenance.

- ONLY can support Max. 15 batteries in parallel.
- ONLY one battery connect to the inverter cannot exceed 5kW, and when more than 4 batteries are used in parallel, the total power of the inverters cannot exceed 16kW. (VT-51200W,VT-51200B,VT-91600,VT-10240W,VT10240B,VT-12040-1)
- ONLY one battery connect to the inverter cannot exceed 7.5kW, and when more than 4 batteries are used in parallel, the total power of the inverters cannot exceed 24kW. (VT-14336W,VT-14336B,VT-16076W,VT-16076B,VT-14033)
- DO NOT place objects on the battery, or step on the battery.
- DO NOT put battery nearby flames or fire.
- DO NOT touch the positive and negative poles of the battery box with both hands at any time.
- DO NOT squeeze, pierce, burn and other actions to damage the battery.
- DO NOT replace the BMS or other components without the agreement of V-TAC.
- DO NOT throw the battery in dustbin without sorting.
- DO NOT use batteries with large SOC gap (>20%) together. (VT-51200W,VT-51200B,VT-91600,VT-10240W,VT-10240B,VT-12040-1)
- DO NOT use batteries with large SOC gap (>10%) together. (VT-16076B,VT-16076W,VT-14033)
- DO NOT use with different type of batteries are not form V-TAC.
- DO NOT use exceed the temperature condition specified in the user manual.
- Life span ≥7000 25°C DOD90% EOL70%. (14.33kWh,16.07kWh)
- Life span ≥6000 25°C DOD90% EOL70%. (5.12kWh,9.6kWh,10.24kWh)
- Life span ≥8000 25°C DOD90% EOL80%.(VT-14033)

**IV. WARRANTY CONDITION**

- To apply for warranty service, please contact V-TAC's customer service, providing proof of purchase, a detailed description of the fault, and any relevant photos or documentation.
- Please fill out the form below and send a photo of the completed form back to Service center.
- Upon receipt of the application, V-TAC will evaluate the information provided and decide whether to repair or replace the product.
- If the product needs to be returned for repair, please pack it properly and send it to the address specified by V-TAC.
- Improper packaging that leads to further damage may void the warranty.

PCS/Inverter Brand & Model	
Battery Model	
Battery Pack S.N.	
Purchase & installed Date	
Detailed Description of the Fault	
Dealer/Installer	
Issued Date	