

Entelar Energy Products Warranty and Service Conditions for New Zealand



Entelar Energy Products -Warranty and Service Conditions

1. These warranty and service conditions apply to the following Products (the Products):

- EESOLAR-5/6KTL-L1
- EESOLAR-10KTL-LC0
- EESOLAR-6/10KTL-M1
- EESOLAR-20KTL-MB0
- EESOLAR-29.9/40/50KTL-M3
- EESTORE-5-C0
- EESTORE-5-E0
- EEDongleA-05
- DDSU666-H single-phase
- DTSU666-HW 80A
- DTSU666-H 100A
- DTSU666-H 250A
- EEBACKUP-1PH

2. Warranty Period:

2.1 Warranty Specification for EESOLAR Series Products, Communication Devices, Smart Power Sensors and Backup Box

Product	Warranty Commencement	Warranty Period*
EESOLAR Series Products <ul style="list-style-type: none"> EESOLAR-5/6KTL-L1 EESOLAR-10KTL-LCO EESOLAR-6/10KTL-M1 EESOLAR-20KTL-MB0 EESOLAR-29.9/40/50KTL-M3 	Warranty commences from the 180th day from the date of dispatch or collection from our New Zealand warehouse or the installation date, whichever is earlier.	120 months (1 st - 10 th year)
Communication Devices <ul style="list-style-type: none"> EEDongle 		24 months
Smart Power Sensors <ul style="list-style-type: none"> DDSU666-H single-phase DTSU666-HW 80/100/250A 		24 months
Backup Box <ul style="list-style-type: none"> EEBACKUP-1PH 		24 months

***Note:**

- (i) Entelar Energy will use commercially reasonable efforts to ship a replacement device within the time periods stated below after the issuing of an RMA in accordance with the process set out below.
- (ii) Entelar Energy will cover the costs of delivery of the replacement device.
- (iii) EESOLAR Series and EESTORE Products additionally qualify for a Service Rebate specified in Clause 3 .

2.2 Warranty Specification for the EESTORE Battery

Product	Warranty Commencement	Warranty Period	Life Cycle Power During Warranty Period (Only for 5kWh battery pack)	Warranty Extension
EESTORE <ul style="list-style-type: none"> • 5-C0 • 5-E0 	Warranty commences from the 180th day from the date of dispatch or collection from our New Zealand warehouse or the installation date, whichever is earlier.	10 years	≥60% capacity	Not Applicable

Notices:

- (i) The EESTORE battery warranty will expire at the earlier of:
 - (a) the end of the 10 years warranty period; or
 - (b) when the remaining EESTORE battery capacity reaches less than 60% of its original storage capacity.
- (ii) The EESTORE battery warranty applies to the lithium-ion component of the solution, the Power Module will retain an independent warranty period of 10 years.
- (iii) In order to determine the in-life capacity of the battery, charge the battery to 100% SOC, at a temperature of 25°C (±3°C) and let it stand for 10 minutes. Then discharge the tested battery cell, at a set current of 0.2C to the discharge termination voltage and record the amount of electricity released in the process.
- (iv) In order to remotely upgrade the latest firmware to ensure battery life, it is recommended that the battery be connected to the Entelar Energy management system.
- (v) After the battery is purchased, the installation needs to be completed within one month. If the battery fails, it needs to be reported to Entelar Energy within two weeks of failure. Damage caused to the battery cell, due to user negligence is not covered by the warranty.
- (vi) The operation and service life of the battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for optimum performance of the battery is 15-30°C.

2.3 Warranty Support:

Entelar Energy will provide the following support for Products:

Service	Service Classification	Service Content	Availability
	Support	Help Desk	Tel: 0800 835 3447 Option 4 (Monday to Friday 08h00 – 17h00)

			entelarenergyhelpdesk@entelargroup.co.nz
	Hardware Replacement	Hardware Replacement (Excluding EESTORE)	5 Business Days-shipment
		Hardware Replacement (EESTORE)	30 Calendar Days-shipment

Actual delivery times may vary depending on the customer’s location.

(i) Remote Support

Remote Support for technical enquiries or problems relating to the Products under warranty will be provided by telephone or via e-mail as stated above.

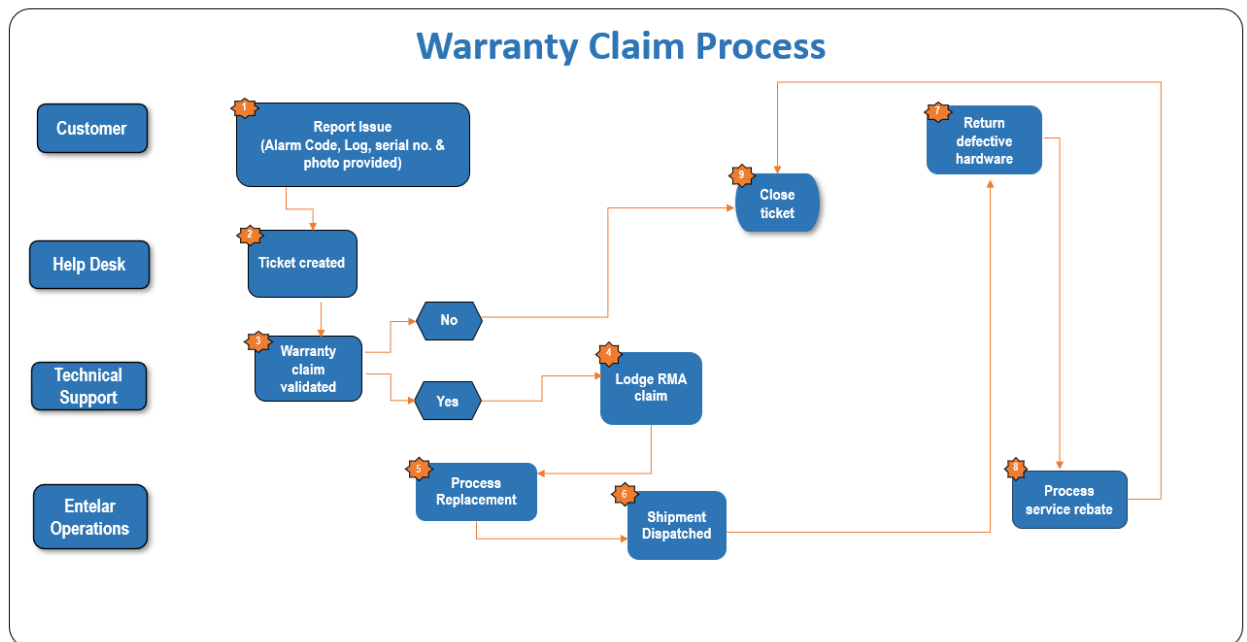
(ii) Hardware Support

- (a) Entelar Energy guarantees that commencing from the date of the warranty commencement stated in the table in clause 2.1 above and continuing for the Product’s applicable warranty period all Products purchased, shall be free from defects in material, fabrication and workmanship under normal use.
- (b) For Products that are defective in material, fabrication or workmanship or do not meet the published specifications, during the applicable warranty period, the sole and exclusive remedy and the entire liability of Entelar Energy will be shipment of a replacement Product, which shall be replaced free of charge according to the replacement process described in the RMA process.
- (c) For Products, excluding EESTORE during the applicable warranty period, Entelar Energy will use commercially reasonable efforts to ship a replacement device to the customer within 5 Business Days after RMA is confirmed.
- (d) For EESTORE Products only, Entelar Energy will use commercially reasonable efforts to ship a replacement device to the customer within 30 calendar days after RMA is confirmed.
- (e) After receiving the replacement device, customer must return the defective device (packed in the packaging from the replacement device) within 15 Business Days of receipt of the replacement device and Entelar Energy will cover the cost of postage. Defective devices not returned in time for any reason may be charged.
- (f) The replacement device provided by Entelar Energy will be functionally equivalent to the customer’s defective device (in features, functions, compatibility, provided with default software version).
- (g) The replacement device provided by Entelar Energy will be covered by the remainder of the original device warranty period.

2.4 Return Merchandise Authorisation (RMA) Process

When a customer encounters an issue with a product during the warranty period, such as receiving a defective item or experiencing a malfunction, the customer needs to request an RMA from Entelar Energy in order to facilitate returns or replacements.

The RMA process typically involves the following steps:



2.5 Disclaimer:

- (i) All above mentioned warranty and support services apply only to the Products listed in clause 1 above.
- (ii) If Entelar Energy cannot fulfil its service commitments within the committed time period due to non-Entelar Energy causes, Entelar Energy shall not be liable for the failure to meet the SLA commitments. If on-site service is required, traveling time is excluded from the SLA time.
- (iii) Warranties and services shall not apply in the following circumstances:
 - (a) Damage as a result of force majeure (including but not limited to natural disasters, fires and war).
 - (b) Damage as a result of natural wear and tear.
 - (c) Direct damage caused by failure to meet system requirements provided in writing including site running environment or external electricity parameters.
 - (d) Damage from lightning due to unsuitable system design.
 - (e) Damage to hardware or data due to customer’s negligence, inappropriate operation or intentional damage.
 - (f) Damage caused by non-compliance with the operation manual of the equipment.
 - (g) System damage caused by the customer or third parties, including relocation and installation of the system not in compliance with Entelar Energy’s requirements or instructions.
 - (h) Damage caused by adjustment, change or removal of identification marks not in compliance with Entelar Energy requirements or instructions.
 - (i) System damage directly caused by problems in customer’s infrastructure.

Contact details

Entelar Energy
Entelar Group Ltd
19 Gabador Place
Mount Wellington
Auckland
1060

Tel: 0800 835 3447 – Option 4

Email : entelarenergywarranty@entelargroup.co.nz

3. Service Rebate

The Entelar Energy Service Rebate (Service Rebate) may be available to the Customer for replacing a defective Entelar Energy Product covered under the Entelar Energy Warranty. This applies if the Product has been returned to Entelar Energy and determined to be defective in workmanship or materials upon testing and inspection by Entelar Energy or its authorized service provider.

As part of the claim process, Customer must submit a Service Report to Entelar Energy. The Service Rebate must be claimed within 60 Days from when the defective unit is received by Entelar Energy. The Service Rebate amount for each specific Product is stated in the Service Report and is subject to change at Entelar Energy's sole discretion.

The following are excluded from the Service Rebate:

- a) Travel expenses, export certificates, or customs duties are not covered by Entelar Energy.
- b) Costs of work on other equipment of the warranty holder are not covered (including necessary modifications to the existing photovoltaic system, the house installation, or other equipment).
- c) Due to technological progress, it is possible that the provided spare part or replacement unit is not compatible with the system monitoring or other components installed on site. Any resulting costs and expenses are not included in this warranty and are not covered by Entelar Energy.
- d) Costs of express deliveries are not covered.