

# SOLITIA CASIA LV4850 Limited Warranty

**Version: V1.0**

**SOLITIA** product line provides customers with battery products which meet the use requirements. To achieve this goal, SOLITIA provides a series of warranty terms, which can enable customers to fully understand the quality assurance, and use SOLITIA products in terms of quality conditions in order to achieve the expected useful life.

## 1 Warranty Terms

**1.1 SOLITIA product line offers 2 Years for units sold before 2022 or 3 Years for units sold from 2022 of Limited Warranty troughs the CASIA line manufacturer.**

**1.2** SOLITIA shall guarantee not to use defective materials and technology, and ensure the normal operation of CASIA LV4850 within the warranty period. And during the warranty period, the usable capacity of the battery is higher than **80%** of the rated capacity (Please refer to the specification for the test method of available capacity).

**1.3** Warranty period starts from the date of battery arrival at the port of destination, the quality assurance is nontransferable.

**1.4** Warranty Process:

- a. When technical failure of product happens, firstly contact with the local dealer or SOLITIA, professional technical support engineer will provide remote assistance for troubleshooting. Before you contact technical support engineer, if conditions permit, please confirm that you have turned on the product and placed it in front of you; at the same time, please provide the product type, serial number, date of purchase, using environment, other system with collocation, detailed failure phenomena and so on, these information is helpful for SOLITIA authorized technical engineer to judge the causes of failure more accurately and quickly.
- b. After the remote assistance of professional technical personnel, if it is still in the state of failure, customers need to return it to the place of purchase for repair or replacement, or mail it back to SOLITIA with complete filled in warranty card.
- c. SOLITIA will check the returned products, and replace/repair them freely after confirm if the failures are covered under the warranty.

**NOTE:** The characteristics of SOLITIA battery product are clearly described in the product specifications; please follow the customer notices of the user manual and specification when using the battery. The battery

control unit must ensure that the battery is used under the operating conditions specified in the specification.

## **2 Warranty Conditions**

**2.1** SOLITIA only provides quality assurance and warranty services to direct customers and designated dealers, and does not accept after-sales service requirements from third parties.

**2.2** During the warranty period, the battery must operate in accordance with the **Specification**, such as ambient temperature, humidity, battery charging/discharging C-rate, charging/discharging voltage limit, etc.

**2.3** The battery can only be used as a residential energy storage battery.

**2.4** During the warranty period, the battery must have more than 90% of the time to operate in the following temperature environment:

**Charging ambient temperature: 10~45°C.**

**Discharging ambient temperature: -10~45°C.**

**2.5** During the warranty period, the accumulative discharge energy from the battery shall not exceed **6MWh**.

## **3 Exclusion of Warranty**

**3.1** Improper transportation, storage, installation or wiring by Buyer.

**3.2** Modification, alteration, disassembly, repair or replace by someone other than personnel certified or authorized by SOLITIA.

**3.3** Noncompliance with SOLITIA's official user manual.

**3.4** External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)

**3.5** Use of an incompatible inverter, rectifier or PCS.

**3.6** Connected in parallel or in series with other types of batteries.

## **4 Out of warranty policy**

**4.1** Products damage which is not caused by seller, SOLITIA will work through CASIA line manufacturer that 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.

**4.2** Since the design life of CASIA LV4850 battery is 10 years, customers can still use the battery normally after the warranty period is exceeded. However, in case of battery failure due to any reason, SOLITIA will provide paid after-sales service if available.

## **5 Legal statement**

Any distributor, agent or employee of SOLITIA is not authorized to make any modifications, extensions or additions to this warranty. If any provision is found to be illegal or non-enforceable, the legality and enforceability of the remaining provisions shall not be affected or damaged. This warranty is subject to the laws and regulations of the country/region where the SOLITIA battery products are purchased and interpreted accordingly. In accordance with the provisions of this warranty, the SOLITIA or its right successor is the warranty of this warranty.

## **6 Contact Us**

### **SOLITIA**

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## Warranty Registration

Customer Information		Battery Information	
Name:		Model	
Tel:		Serial Numbers	
Add:		Date of Purchase	
Zip Code:		Fax:	
Email:			
<b>Battery status record</b>			
LED Indicators Status		Battery Voltage	
Battery Capacity		Failure Time	
Failures Descriptions:			
<b>Repair Record</b>			
Causes Analysis:			
Repair Method:			

Engineer:

Date: