

WARRANTY CONDITIONS

For the Intelligent Charging Systems (iCS) Energy Storage System Kit and Additional Battery Modules

Warranty

Subject to the terms and conditions detailed below, we provide an extended product warranty (the Warranty) to end users of the following products (the products) which are supplied by us:

- ICSESSH5K 5kW Hybrid Inverter – 5 Year Extended Warranty
- ICSESS1 5.12kWh LiFePO4 Stackable Battery – 10 Year Extended Warranty or 10,000 cycles whichever occurs first.

This extended warranty is non-transferable except where the products are installed in a building, this warranty will then transfer to any subsequent purchaser of that building or of the products so long as the products remain installed providing the original purchase receipt is still available.

This extended warranty only applies where the products have been installed by an Intelligent Charging Systems (iCS) approved installer. The standard warranty period for installations other than this is 2 years.

General Terms

We warrant that we will repair or replace (at our option) a product or any part thereof if such product is faulty or defective in manufacture or materials for a period specified above from the date of purchase.

We will endeavour to replace products with identical products. However, due to technological advancements, that product may not be available. In these cases, we will supply another type of product of at least the same standard, although the replacement product may be a different size, shape, colour and/or capacity.

Due to technical advances, it is possible that replacement parts or components may not be compatible with the other components already installed. Any costs relating to the incompatibility of systems is not covered by this warranty.

If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products.

It is a requirement of our extended warranty that all systems have internet connection for monitoring. Those systems that are not connected to the internet the warranty reverts to the standard warranty period of 2 years for both ICSESSH5K and ICSESS1

It is required that that to receive the extended warranty terms the ICSESS1 must be installed with an ICSESSH5K. If the ICSESS1 is installed with an inverter from a manufacturer other than iCS the warranty reverts to the standard warranty of 2 years. If the ICSESS5K is fitted with a battery from a supplier other than iCS the warranty reverts to the standard warranty period of 2 years.

This warranty only covers repair or replacement of the defective product. It does not cover:

- any costs incurred by the end-user or the installer in normal or scheduled maintenance of the product; or
- any other costs such as transportation, travelling and accommodation cost of personnel etc.
- subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty.

Battery Performance Guarantee

Upon the granting of the extended warranty (with internet connection), iCS guarantee as follows:

For systems that operate under self-consumption mode, we warrant that the each ICSESS1 battery module retains at least eighty percent (80%) of its usable capacity for 10 years from the date the battery storage system is installed at the end user's property.

Conditions

This extended warranty is subject to the following conditions:

- The products must have been installed and correctly commissioned by an approved Intelligent Charging Systems installer. Claims for failures due to incorrect installation or commissioning are not covered under this warranty.
- Where a product or part thereof is replaced or repaired under this Warranty, the balance of the original warranty period will apply.
- The product must have its original serial number and rating labels intact and readable.
- This warranty does not extend to any products that have been completely or partially disassembled or modified, except where such disassembly is carried out by iCS.
- This extended warranty only applies to products purchased from an approved iCS distributor.
- Any warranty claim under this warranty must meet the requirements set out below in the "How to Make a Warranty Claim" section.
- For any installations with solar PV connected to the inverter, this must be within the tolerance on the data sheet and sticker on the side of the unit. – PV designs need to be available for a warranty claim.
- The operation and service life of battery are related to the storage and working temperature. Please install the battery at a temperature within the recommended tolerances.

This warranty will not apply to a defect or fault to the extent to which one or more of these conditions arises:

- Due to storage, handling, installation (or removal and/or reinstallation) or commissioning of the product otherwise than in accordance with instructions provided by us, applicable safety regulations or without reasonable care including installation of a product which is of an inappropriate size or type for the intended purpose.

- Due to operation, use or maintenance of the product otherwise than in accordance with instructions provided by us or without reasonable care (including failure to maintain/ clean the product in accordance with recommendations in instruction/ operation manuals);
- Due to accidental damage, theft or vandalism, or use of the product for a purpose or in environmental conditions for which the products were not designed for or sold, or use of the products outside the specified or normal operating ranges for such products;
- As a result of changes which occur in the condition or operational performance of the product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic fields or damage as result of Force Majeure event;
- From normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the product or where the damage is only to surface coating, varnish or enamel;
- As a result of repairs, alterations or modifications to the product which have been performed by a third party not authorised by iCS;
- From the use of any spare parts not manufactured, sold or approved by iCS in connection with the repair or replacement of product; or as a result of the interconnection of the product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the product has been installed;
- Where the nameplate or serial number of the product is modified, altered or not readable;
- If damage has occurred during transportation; or
- Other damages not affecting energy generation and which are of a visual nature (e.g. surface scratching).
- This Warranty does not apply to damage caused by continued use of the product after it is known, or would have been known with regular servicing, it is defective.

Installers responsibilities in returning an alleged faulty unit:

After speaking with iCS technical support via email, phone or ticketing system, if iCS suspect the product is faulty, they will issue a returns reference number. Once a returns reference number has been issued, the product must be returned to the iCS approved distributor where the product was purchased. All allegedly faulty units must be returned within 10 (ten) working days of the receipt of the returns reference number being issued.

Once iCS have received the allegedly faulty unit back iCS will conduct a test of the unit.

If the test proves a fault then a replacement product of the same/better specification will be dispatched to the approved distributor. The replacement product may not be new and may be a refurbished service replacement.

The replacement unit will be covered by the original warranty terms of the faulty unit for the remaining warranty period of the faulty unit.

Distributor responsibilities in returning an alleged faulty unit:

In the event of an equipment failure or fault, it is the Distributor's responsibility to work directly with iCS technical support in order to limit the return of non-faulty equipment. iCS Technical support will work with the Distributor to rectify the fault or fault message through telephone support or with direct internet connection to the system.

Incorrect deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be referred immediately to iCS.

How to Make a Warranty Claim If a Product fails within the Warranty period

The end-user must stop using the product or the system in which the product is installed by isolating the product from any energy source, make a claim as soon as possible and follow all instructions provided by iCS.

To make a Warranty claim under this extended warranty, the end-user must contact iCS by Phone, email or via our technical support portal.

When contacting us by email, please have the following information to hand:

- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the product (you can find both on the product)
- Proof of purchase with date and address of the vendor
- Installation date and installation address
- Signed commissioning report/certificate.
- Contact details of the installer.
- A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications).