

# Warranty Card

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure, as well as compensation for any other reasonably foreseeable loss or damage. Additionally, if the goods are not of acceptable quality and the issue is not considered a major failure, you have the right to have them repaired or replaced.

**Model:** INNO-A-5kW Series

**Installation Date:**

**Maintenance Log:**

Maintenance time	Fault description /cause	Trouble shooting actions	Submission date	Maintenance personnel

## Maintenance record description

**Maintenance Time:** Indicate the date when the maintenance was performed.

**Fault Description/ Description:** Provide a description of the issue or fault encountered.

**Troubleshooting:** Detail the steps taken to resolve the problem, including any component replacements.

**Submission Date:** Specify the date when the repair was completed.

**Maintenance Personnel:** Record the name of the technician who performed the maintenance.

## Types of Warranties

### 1. Product Quality Warranty

**Coverage:** During the warranty period, any defects in materials or workmanship will be repaired or replaced at no cost.

**Example:** If the isolation device malfunctions, you are entitled to a free replacement.

### 2. Warranty Against Defects

**Coverage:** If a defect is identified, please contact our team for assistance with resolution.

**Examples:** This includes issues such as blurred or damaged labels, or any wear and tear incurred during shipping.

**Product Warranty Details**

**The performance warranty guarantees that the INNO-A-5kW Series module Pack maintains at least 3.92kWh (80% of the initial 4.9kWh available capacity) over the period of ten years (126 months: 10 years + 6 months allowance for warehousing and logistics) from the manufacturer's production date or until 5,300 cycles are reached, whichever comes first.**

The product's maximum continuous charging and discharging current is 100A

**Warranty Period:** 10-year (126-month) performance quality warranty from the manufacturer's production date, including a 6-month allowance for warehousing and logistics.

**Production Date:** Located on the equipment nameplate.

**Guaranteed cycle performance, Minimum throughput, Retention rate and capacity**

<b>Module Pack Cycling Performance</b>	Guaranteed 5,300 cycles within the warranty period
<b>Module Pack Guaranteed Minimum Throughput Capacity</b>	21.70MWh
<b>Module Pack Retention Rate and Capacity</b>	The Module Pack retains a capacity of 3.92 kWh( ≥80% of the initial 4.9 kWh available capacity) by the end of the performance warranty period or 5,300 cycles, whichever comes first.

**Warranted ambient temperature range:**

<b>Ambient Operating Temperature Range</b>	Charge: -20~60°C Discharge: -20~60°C
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**Nominal Capacity and Available Capacity Test Condition:**

Under this Warranty prerequisites, the nominal capacity and available capacity is determined through the following testing method and conditions:

- **Ambient Temperature:** 25±2°C
- **Discharge:** Apply a constant current of 0.5C until the battery reaches its minimum discharge voltage or self-protection voltage.
- **Rest Period:** Wait 10 minutes.
- **Charge:** Apply a constant current of 0.5C until the battery reaches its maximum charge voltage or self-protection voltage.
- **Rest Period:** Wait another 10 minutes.
- **Final Discharge:** Discharge again at a constant current of 0.5C until the minimum discharge or self-protection voltage is reached. Record the current, voltage, and discharge time.

The available capacity is calculated as the integral of discharge time, current, and voltage.

### Warranty prerequisites

1. Failure of the battery system during the warranty period.
2. Any battery system failure, malfunction, or warning that causes the system to stop functioning or operate abnormally must be reported within two weeks, in accordance with the Warranty Policy.
3. The battery system must be installed or operated by a qualified professional who is familiar with local regulations, standards, and electrical systems, and has the necessary training and knowledge of this product.
4. The battery system must be correctly installed, operated, and used according to the instructions provided in the user manual.
5. The battery system should be installed within 6 months of the production date. If immediate installation is not possible, ensure that the storage environment meets the following conditions:
  - Devices must be packed in a packing case. Place desiccant in the packing case and seal the packing case.
  - If the device is not installed within 3 days of unpacking, you are advised to store it in the packing box.
  - Storage SOC: 35%~50%SOC, minimum one charge and discharge cycle every 6 months.
  - Storage temperature range: Stored at 0 - 35°C for one year.
  - Humidity range: 0 to 95% No condensation. Do not install the battery port if it is wet and congealed.
  - The device should be stored in a cool place, away from direct sunlight.
  - Keep the device away from inflammable, explosive, and corrosive materials.
  - Damage resulting from improper storage is not covered under the warranty.
6. The charge and discharge temperature range for the INNO-A-5kW series low-voltage energy storage lithium battery system must not exceed -20°C to 60°C. The installation location should be protected from direct sunlight and must comply with the ventilation requirements outlined in the user manual.
7. Battery systems are not designed to power life-sustaining medical devices or automotive applications.

### Warranty Policy

In the event of a failure or malfunction due to quality issues within the warranty period, please contact our after-sales service hotline at 1300 13 89 89 or via email at [service@innoenergy.com.au](mailto:service@innoenergy.com.au). Our service team or authorized third-party service providers/dealers will offer appropriate solutions based on the product and fault information you provide.

To assist our after-sales service team in addressing the issue, please provide the following information or documentation in case of product failure:

- Product model name and serial number.
- Any previous error messages (if available).

Our support options may include:

- Remote troubleshooting and software updates.
- Returning the product to the factory for inspection or repair.
- On-site inspection or repair.
- Replacement of parts or the entire unit (replacement units will match or exceed the original performance).

During the warranty period, the replacement battery will automatically extend the remaining warranty of the faulty device. If the remaining warranty for the original device is less than one year, the replacement

will come with a one-year warranty from the manufacturer's delivery date. Please retain your purchase invoice for future reference.

For batteries or their components that need to be shipped back, ensure they are packed in the original manner or equivalently, to prevent loss or damage. The applicant will be responsible for any compensation costs related to such loss or damage.

The manufacturer will cover the material and logistics costs for part repairs or complete unit replacements within the warranty period due to product quality issues (including the delivery of replacement parts and the recovery of faulty products). If product quality problems result in property damage or personal injury to users, the manufacturer will assume corresponding responsibility in accordance with local laws.

### **Warranty Disclaimer**

The warranty does NOT cover:

- Issues arising outside the warranty period.
- Failures resulting from improper installation, operation, or storage conditions due to a non-specified working environment, including factors like installation distance and insufficient ventilation.
- Unauthorized repairs or modifications.
- Failures and damages caused by unforeseeable events, human factors, or force majeure, such as floods, lightning, overvoltage, insect infestations, fires, theft, or poor signal quality from communication operators.
- Use of non-original parts or components.
- Maintenance procedures regarding the battery system that do not adhere to acceptable standards.
- Vandalism, defacement, or making indelible marks (e.g., paint).
- Changes or alterations to the battery system's serial number by non-manufacturer technicians.
- Non-compliance with safety requirements or failure to meet standards for equipment composition, design, and installation.
- Malfunctions due to the connection of other test equipment (e.g., DC analog power supply).
- Products designated for trial, testing, training, or demonstration purposes only.
- Products purchased through channels not authorized by our authorized distributors.

### **Maintenance procedure:**

1. **Clean the Shell:** Wipe the device shell with a dry rag to ensure it is free from vermin and debris.
2. **Check Isolation Device:** Ensure the isolation device is operating below 125A.
3. **Inspect Cables:** Check the positive and negative cables for damage, starting from the plug at the output end and extending to the other end of the cable. If any damage is found, contact our after-sales service hotline immediately.
4. **Examine Nameplate:** Ensure the device nameplate is clearly visible. If it is blurred or scratched, contact our after-sales service hotline.
5. **Check Ventilation:** Inspect the vent for foreign matter obstructing airflow. If debris is present, attempt to clean it with tweezers or a brush. If it cannot be cleaned, contact our after-sales service hotline.
6. **Monitor Battery Health:** Use the communication cable provided to connect to the pre-installed software on your computer and check the battery's health. If an abnormal condition is detected, a red box will appear in the voltage information bar. Contact our after-sales service hotline immediately.

7. **Inspect the Device Shell:** Check for any damage or deformation on the device shell. If any faults are found that are not caused by human error, contact our after-sales service hotline as soon as possible.
8. **Check for Alarms:** Look for any alarms on the device. If the safe range is exceeded during charging or discharging, refer to section 3.3 (Device Protection Function) in the installation manual. A buzzer will sound a warning alarm. Contact our after-sales service hotline immediately.
9. **Test Fan Operation:** When the device is powered on, hold your hand about 5cm away from the air outlet to feel for normal fan operation. If the fan is not running when it should be or continues to run after the device is shut down, these are anomalies. Contact our after-sales service hotline immediately.
10. **Inspect Output Terminal:** Visually check the output terminal for any deformation, discoloration, or corrosion. If any issues are found, contact our after-sales service hotline immediately.
11. **Safety Data Sheet (SDS) Update:** We will update the Safety Data Sheet (SDS) every 5 years. For inquiries, visit the company's website: [www.innoenergy.com.au](http://www.innoenergy.com.au). If the report is overdue or abnormal, please contact our after-sales service hotline, or via email at [service@innoenergy.com.au](mailto:service@innoenergy.com.au).

**Personal Protective Equipment (PPE) Required for Maintenance Personnel:**

- a) **Gloves:** PVC fabric base for enhanced protection.
- b) **Anti-Arc Clothing:** Specialized clothing designed to provide safety against arc flash hazards.

**Contact Us:**

**Inno Energy Group Pty Ltd**

After-sales service hotline: [1300 13 89 89](tel:1300138989)

Email: [service@innoenergy.com.au](mailto:service@innoenergy.com.au)

Website: [www.innoenergy.com.au](http://www.innoenergy.com.au)

Address: [2/262 Parramatta Rd. Granville NSW 2142](#)