

Dura-i

Single Phase ESS Inverter

Warranty Statement

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Dura-i Single Phase ESS Inverter Warranty Statement

Warranty is supported by Puredrive Energy Limited in Toddington, UK, hereafter referred to as PDE.

This Warranty is applicable in the following countries: Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Republic of Ireland, Spain, Portugal, UK and South-Africa.

Warranty Period:

PDE warrants and represents that under the proper conditions of use the Inverter will have a valid Warranty Period of 10 years from the date of installation and commissioning by a Puredrive Certified Installer.

The following warranty terms will apply:

a. They will be free from defects in design, material and manufacturing during Warranty Period;
b. Conform to the applicable specification , if any;
c. The installation of the inverter for the Customer, by a PDE certified installer, must be completed within six (6) months from the date of the invoice for the inverter;
d. PDE may repair or replace the inverter at its sole discretion;
e. The Warranty Statement may be amended from time to time at PDE's sole discretion;
f. The Warranty is non-transferable.
g. Should inverters be returned and considered by PDE to not be faulty or exclusions apply there will be a charge to the Customer for the delivery and service provided by PDE.
h. If the warranty form has not been completed PDE have no responsibility for any returned inverter.
i. Warranty claims may only be made during the Warranty Period and the inverter warranty form must be registered within 2 weeks of being commissioned;
j. For systems that are not connected to the internet, a technician may have to come out to review the system. A minimum call-out fee of £250+ VAT will be required upon booking the call out. If the system is deemed by PDE to be defective, a replacement will be issued and the call-out fee will be refunded.

Warranty Limitation

The following exclusions will apply to the PDE inverters:

a. PDE's warranty shall not cover defects or non-conformities in the inverter which are caused by normal wear and tear, transportation, storage, misuse, neglect, accident or abuse, modification or faulty repair to the inverter by a third party i.e. other than PDE or an agent approved by PDE, failure to observe the maintenance or operating instructions provided by PDE, or improper installation.
b. The warranty shall not apply to defects caused by external influences including unusual physical or electrical stress (power failure, over voltage, electrical surges, lightning, flood, accidental breakage), which are not the responsibility of PDE. No warranty shall apply to any damage caused to goods which the inverter is incorporated or installed into, or used together with, including any parts thereof;
c. If the inverter is purchased through an unauthorised agent;
d. If the inverter is installed by someone other than a PDE Certified Installer;
e. Seal on Inverter is broken;
f. The warranty shall not cover water damage due to misuse, incorrect installation or commissioning.
g. Unqualified persons opening the unit;
h. Improper installation or commissioning;
i. Use and application beyond the definition in the User Manual and/or Installation Guides;
j. Application beyond the scope of all applicable safety standards.
k. Engineering samples;

l. Insufficient Ventilation;
m. Failure to observe safety regulations;
n. using the inverter with battery storage from other brands not certified by PDE;
o. if the inverter is moved following the original installation and commissioning;
p. inverters out of the Warranty Period;
q. loss or theft;
r. claims by a third party other than the original owner.

PDE's liability under this warranty shall be limited to one of two remedies:

a. To repair or replace the inverter with a new or refurbished product. PDE, at its discretion, may replace the inverter with a different kind of product with equivalent functions and performances. A repaired or replaced substitute of the inverter shall be warranted for the remainder of the original Warranty Period. In any event, the replacement or repair shall not justify the renewal or new beginning of the Warranty Period.

OR

b. Refund the remaining annually depreciated value of the purchase price of the inverter. The calculation of the refund will be as per the Compensation Scheme below, the Term of Performance Warranty beginning from the date of invoice. The purchase price mentioned above means the price actually paid by the Customer of PDE for the inverter and excludes any installation costs.

Compensation Scheme

- 100% of the purchase price of the inverter according to the purchase invoice from the date on the purchase invoice up to 24 months (Class I); thereafter:
- 72% of the purchase price of the inverter according to the purchase invoice for months 25 through 36 after the date on the purchase invoice (Class II); thereafter:
- 58% of the purchase price of the inverter according to the purchase invoice for months 37 through 48 after the date on the purchase invoice (Class III); thereafter:
- 44% of the purchase price of the inverter according to the purchase invoice for months 49 through 60 after the date on the purchase invoice (Class IV); thereafter:
- 30% of the purchase price of the inverter according to the purchase invoice for months 61 through 72 after the date on the purchase invoice (Class V); thereafter:
- 16% of the purchase price of the inverter according to the purchase invoice for months 73 through 84 after the date on the purchase invoice (Class VI); thereafter:
- 6% of the purchase price of the inverter according to the purchase invoice for months 85 through 96 after the date on the purchase invoice (Class VII); thereafter:
- 4% of the purchase price of the inverter according to the purchase invoice for months 97 through 108 after the date on the purchase invoice (Class VIII); thereafter:
- 2% of the purchase price of the inverter according to the purchase invoice for months 109 through 120 after the date on the purchase invoice (Class IX).

Accordingly, no warranty of performance will be provided as of the 121st month after the date on the purchase invoice.

The choice of remedy, a) or b), is at PDE's absolute discretion.

Claims Procedure:

- All Warranty claims must be made within 48 hours after the Customer detects that the inverter is showing issues.
- The owner should contact PDE Customer support and confirm that according to the monitoring platform, the product is performing below its warrantied performance.
- The Customer should then provide the following items:
  - Documentation including:
    1. The original purchase invoice.
    2. Detailed information about the entire system (e.g. system schematic).
    3. Documentation of previous claims/exchanges (if applicable).
    4. copy of the installation report and installation certificate.
  - Inverter data including:
    1. Product model.
    2. Product serial number.
    3. Indicator status.
- Our team will work to either fix the system remotely, guide you through a correction, or send a technician to site to resolve the issue. If none of the above are feasible PDE will issue a replacement.
- The replacement inverter may be refurbished but of a reliable standard. The remainder of the warranty will be transferred to the new device.
- Final verification of the claim will be made exclusively by PDE.

Out Warranty Service:

- For the products out of Warranty and the damage excluded from the warranty limitation, Service shall be performed after agreement between both parties on a case-by-case basis.

Applicable Law

This Warranty (and any contractual obligations arising therefrom) will be governed and interpreted in accordance with the laws of England and Wales. The Parties submit to the exclusive jurisdiction of the English courts for all purposes relating to this Warranty and the certificate which is executed in the English language shall prevail in the event of conflict between the English version and any translated version.

Note: NEITHER DURACELL BATTERIES BV, DURACELL U.S. OPERATIONS, INC., NOR ITS AFFILIATES ARE INVOLVED IN THE DESIGN, MANUFACTURE, MARKETING OR DISTRIBUTION OF THE PRODUCTS AND THEY DO NOT MAKE ANY (AND HEREBY DISCLAIM ALL) EXPRESS OR IMPLIED WARRANTIES RELATING TO THE PRODUCTS.



_____ Mark Millar Director & CEO