

Dura16

Lithium Battery

Manufacturer's Warranty Statement

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Dura16 Lithium Battery Warranty

Battery Type: LiFePO4 Battery PACK
ODM-LV-16kWh Battery Pack
Effective date: March 2026

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

This Warranty is supported by Puredrive Energy Limited in Toddington, UK, hereafter referred to as Duracell Energy.
This Warranty is transferable with the prior written consent of Duracell Energy.
The Customer is the natural person or legal entity which acquires the battery for the purpose of on-site use.
The Installer is the natural person or legal entity which installed the battery or battery system for the Customer's use.

Summary Technical Parameters of Dura16 Battery Pack

1. Configuration: 1P16S
2. Rated capacities: 314Ah
3. Rated voltages: 51.2V
4. Rated energies: 16.08kWh
5. Voltage range: 43.2V ~ 58.4V
6. Standard discharge/charge current: limited to 130A
7. Maximum discharge/charge current: limited to 130A
8. Recommended ambient temperature range for use: 10°C ~ 45°C
9. Operating cell temperature: Charge: -10°C ~ 60°C
10. Operating cell temperature: Discharge: -20°C ~ 60°C
11. Humidity range: 5 ~ 85% RH, no condensation
12. Storage humidity: Within 1 month: -20°C ~ 45°C
13. Storage humidity: Within 1 year: 0°C ~ 35°C
14. Storage humidity: <60% RH, no condensation
15. Dimension L x W x H: 860 x 520 x 235mm
16. Product Weight: 125Kg ± 5Kg
17. IP rating: IP65
18. Application altitude: ≤3000m

Warranty

If the product is installed and operated in accordance with the User Manual, the Dura16 Product supplied in conformity with the Dura16 Technical Specification has a 10-year limited manufacturer's performance warranty from the date the Product is installed in the Customer's premises ("Warranty Period").
Performance test conditions:
The manufacturer Warrants that the battery retains at least 67% of the Nominal Capacity after 8,000 cycles or the cumulative discharge on the DC side exceeds 100MWh, whichever comes first, commencing from its qualified original installation date and operated under normal use following the "datasheet" and User Manual in line with the parameters below:

1. 25°C - 30°C, 0.31C / 0.31C, 2 cycles per 3 days, 90% DOD, with an average storage State Of Charge (SOC) ≤50%.

The liability under this Warranty is limited to repair or replacement of the Product. Repaired or replaced products are warranted for the remainder of the original Warranty Period. Except as otherwise expressly provided in this Warranty, replacement shall under no circumstances be grounds for extending the Warranty Period.

Duracell Energy will seek to remedy faults with the Product remotely in the first instance.

The following conditions apply – the Customer / Installer shall:

i. install and operate the Product according to the User Manual.
ii. operate the Product according to the temperature requirements in the User Manual and summarised in the Summary Technical Parameters above.
iii. maintain relative humidity at less than 90%RH, and no condensation.
iv. ensure the Product is only used for residential or light commercial applications.

Note: This Product is not a medical device and shall not be used for life sustaining equipment.

The following exclusions apply:

The limited warranty shall not apply to the following circumstances:

i. Defects or flaws caused by improper transportation, handling, loading / unloading, storage or installation and operation other than in accordance with the User Manual.
ii. Defects or flaws caused by disassembly or reassembly of the Product by unauthorised persons.
iii. Defects or flaws caused by external factors including (but not limited to) air pollution, salt air and sulphur corrosion, smog, acid rain, water, corrosive substances or other pollutants.
iv. Intentional or accidental damage, or normal wear and tear, loss or theft.
v. Defects or flaws caused by problems with electrical compatibility, electromagnetic interference, power or signal integrity between the Product and other equipment not supplied by the manufacturer or certified as compatible. It is prohibited to use any components including but not limited to screws, cables, communications meters that are not provided or approved by Duracell Energy.
vi. Defects or flaws caused by insufficient protective measures relating to electrical safety, including but not limited to short-circuit protection, safety control strategies, fire emergency response measures or by the malfunction of such protective measures.
vii. Defects or flaws arising from any modification made to the Product without the prior written consent of the manufacturer, including but not limited to any unauthorised third-party controls.
viii. Defects or damage caused by force majeure events or natural disasters such as fire, flood, earthquake, or acts of terrorism and war.
ix. Defects or flaws caused by failure to perform maintenance in accordance with the User Manual, or by persistent loss of internet connection, or a failure to maintain remote updates to firmware, software or security patches.
x. Defects or flaws caused by failure to perform the following (or ensure performance by a third party):
    a. Within 6 months after the Product's dispatch from the manufacturer, at least one full charge-discharge cycle is performed if the Product is in storage or has not yet been installed. A full charge cycle is 15% - 100% SOC and a full discharge cycle is 100% - 15% SOC.
    b. Following a period of more than 3 months after a fault or a connectivity failure (e.g. loss of internet connection) has caused the battery system to shut down during its operation, at least one full charge-discharge cycle is performed.

Warranty Transfer and Additional Storage

If the battery system is moved to a different premises the Customer must seek consent from Duracell Energy before the move to ensure the warranty is not invalidated. It is at the absolute discretion of Duracell Energy whether to agree to continue the warranty after relocation.

If the Customer wishes to move house and leave the battery system installed, the Customer must inform Duracell Energy prior to the move to enable Duracell Energy to reregister the current warranty with the new Customer.

Failure by the Installer to check the compatibility of any additional storage systems with existing storage systems will invalidate the warranties of all systems involved. Any additional storage should be added within 1 year of the original installation date, after this time, written confirmation by Duracell Energy will be required. Additional storage installations must also be carried out by a certified Installer. On request Duracell Energy can provide appropriate guidance and information to ensure that the additional storage installation does not invalidate the warranties.

Warranty Service

Duracell Energy's liability under this warranty shall be limited to one of two remedies (at Duracell Energy's sole discretion):
Repair or replacement of the battery with a new or refurbished product. Duracell Energy may replace the battery with a different product model with equivalent or near equivalent functions and performance. A repaired or replaced battery shall be warrantied for the remainder of the original Warranty Period. In any event, the repair or replacement shall not justify the renewal or new beginning of the Warranty Period.

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

Recommendations

To prevent damage being caused to the Product by improper use the Product shall only be installed and operated in accordance with the Product User Manual.
To prevent damage being caused to the Product the User Manual for the Product sets out proper transportation and storage requirements, including packaging specifications.
To prevent damage being caused by prolonged storage or non-use the Product User Manual sets out storage and maintenance requirements.

Out of Warranty Policy

We are committed to supporting our Customers and all products purchased from us.
In cases where the Product is outside its Warranty Period, or for some other reason is not covered by the Product Warranty we may provide services and/or product replacement with all costs borne by the Customer. Costs may include, but are not limited to, labour, materials, storage, transportation, disposal, duties & taxes and any associated costs.

We will provide a cost estimate to the Customer and will require signed authorization to proceed. Some costs may require payment prior to work commencing.

Making a Warranty Claim

Warranty claims may be declined if it cannot be demonstrated that the equipment has been maintained adequately and installed or operated in accordance with the warranty document, User Manual and installation guide.
Your warranty must be registered within 4 weeks of installation in accordance with Duracell Energy warranty process.
For multiple storage systems, each must have a separate warranty registration in order to be valid.
Duracell Energy appoints the Customer's place of purchase as the service centre/approved agent for receiving and processing warranty claims (with a copy to the registered office of Duracell Energy).
The Customer must report any fault with their system to their Installer or Duracell Energy within 48 hours after the Customer detects the fault or believes the battery is running at a capacity of less than the guaranteed Nominal Capacity. The Customer must cooperate with Duracell Energy in providing system data or fault data when requested.

Warranty claims may only be made during the Warranty Period.

When making a claim the Customer must submit the following items:

Documentation including:

1. The Customer's original purchase invoice for the procurement of the battery.
2. Detailed information about the entire system (e.g. system schematic).
3. Documentation of previous claims/exchanges (if applicable).

Battery data including:

1. Product model.
2. Product serial number.
3. Indicator status.

Duracell Energy will examine the submitted evidence/documents and then will decide whether to collect the battery and conduct a further inspection to verify the remaining capacity of the battery. If the inspection of the remaining capacity indicates that the battery is not running at a capacity of less than the guaranteed Nominal Capacity, there will be a standard call out fee of £250 plus VAT, plus additional costs incurred in making the unnecessary site visit. This call-out fee will also be payable if it is found by the technician that the issue is due to a basic internet connection problem that did not require the technician to attend the property. Final verification of the claim will be made exclusively by Duracell Energy.

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.

This warranty only applies to Customers who have acquired the products for their own residential or light commercial use.

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_____ Mark Millar Director & CEO