

Micronix Power Systems MPS-48V-16 Limited Warranty Statement

1. Definitions

In this document:

1. “Warranty” means this limited warranty contract for the Micronix Product.
2. “Product Manual” means the documentation, installation, operation and maintenance guide(s) for the MPS-48V-16 battery, issued by Micronix and available at www.micronix.com.au.
3. “Warranty Start Date” is the date of invoice issued to the Owner by the qualified Installer, official retailer or wholesaler of the Product.
4. “Owner” means the end-user of the product.
5. “Product” means High power LFP battery module, model number MPS-48V-16.
6. “Specifications” means the full description, limitations, restrictions and requirements of the product outlined in the Product Manual.
7. “Instructions” means the processes and procedures documented in the Product Manual.
8. “Micronix” means the company registered as 17 606 606 202 in the territory of Australia.
9. “Installer” means the qualified person who carried out initial installation of the product and/or any modifications to the installation during the product’s use.
10. “Minimum Capacity” means 70% of the products amp hour rating defined in the Product Manual.
11. “Connected Equipment” means any device that is either electrically or physically attached to the product.

2. Warranty Claim Process

To make a warranty claim:

1. Contact Micronix to provide details of the problems that you are experiencing with the product (see *Section 8: Contact Details*).
2. If a return is deemed necessary by Micronix and it is safe to do so, arrange for the delivery of the faulty Product to Micronix in suitable protective packaging (refer to *UN3481* and the *Australian Code for the Transport of Dangerous Goods*). The cost of safe removal, shipping and transport shall be covered by the Owner.
3. Micronix will assess the condition of the returned Product. Micronix has sole responsibility and discretion for determining the cause and nature of a product defect, and the Micronix determination shall be final.

Where Micronix determines that all Warranty terms have been met by the Owner and that the defect is within the terms of this Warranty, Micronix will repair, replace or refund the product at its discretion.

Any parts that are replaced may be new or reconditioned.

The balance of the original Warranty will apply to any repaired or replaced Product.

4. If the product cannot be repaired or replaced with the same model, Micronix reserves the right to:
 - a. Refund the current market price of an equivalent product at the time of the Warranty claim or,
 - b. Replace the warranted Product with an equivalent product from third party supplier.

3. Supporting Documentation

Micronix may request the following evidence upon receiving the Warranty claim:

1. Original invoice issued to the Owner of the Product.
2. Photographic evidence of the original installation, including surrounds and Connected Equipment.
3. Details of the installer and any maintenance contractors engaged to service the Product.
4. Product charge and discharge settings.
5. Charge and discharge settings of any Connected Equipment.
6. Historical data associated with the Product (monitoring information that illustrates problems occurring with the Product and service records).
7. A certificate of complying electrical work for the installation, where required under Australian law.

4. Warranty Test Requirements

The following test procedure and conditions must be followed to support a Warranty claim:

1. Ensure the resting temperature of the Product is 25 degrees Celsius before test start.
2. Charge the battery module to 56.00V measured at battery terminals and wait for the charging current to drop below 0.5A.
3. Discharge the battery at 20 amps.
4. Measure the full discharge capacity in amp-hours.
5. Cease the test when the voltage measured at battery terminals reaches 44V.

A Warranty claim will be approved if the above test shows abnormal charge or discharge behaviour, or an amp-hour measurement below the Minimum Capacity of the Product.

5. Product Warranty

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.
2. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.
3. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
4. This Warranty continues for the period of ten (10) years from the Warranty Start Date and is subject the product having been installed and used according to the conditions outlined in clause 6 below.

6. Warranty Conditions

Where the provisions of this warranty exceed guarantees under Australian consumer law, they will **only** apply if the Product:

1. Has a material or workmanship defect as validated by Micronix (see section 2.3).
2. Has consistently reached a full state of charge as defined in the Product Manual at least once every 14 days since the Warranty Start Date.
3. Has been serviced or inspected by a 3rd party, qualified person at least once every 12 months from the date of original installation. *
4. Has not been exposed to water or condensing humidity beyond specifications in the Product Manual.
5. Has not exceeded charge and discharge specifications defined in the Product Manual.
6. Has not remained in a discharged state (<5% state of charge or <44V) for more than 24 hours.
7. Has not been subject to lightning strike, external power surge, overvoltage, undervoltage, overcurrent or fusion of any type.
8. Has not been subject to fire or temperatures beyond specifications in the Product Manual.

9. Has not been installed or connected in parallel with another brand / type of battery unless pre-approved by Micronix.
10. Has not been physically damaged by events involving (but not limited to) falling, drops, impact, abrasion, vibrations, torsion, excessive pressure or mishandling during transport, installation or delivery.
11. Has not been internally or functionally modified or altered from its original state, unless pre-approved by Micronix
12. Has not been repaired by an unauthorised person or service provider.
13. Has not been damaged by water, oil, solvents or substances that are corrosive, oxidising, caustic, explosive or flammable.
14. Is made available by the owner for inspection, testing, repairs and/or correction.

*Regular inspections must validate and record:

1. The presence or indicators of any physical damage or deterioration to the Product and Connected Equipment including (but not limited to) cracks, leaks, dents, impact marks, fraying, tearing, warping, swelling, discolouration, corrosion or thermal indicators.
2. Whether the Product and Connected Equipment is securely mounted and safely positioned.
3. Whether Connected Equipment operates or is configured to operate only within the specified limits of the Product as defined in the Product Manual, including maximum charge current, discharge current, upper voltage, lower voltage limits and state of charge limits.
4. If the Product or any Connected Equipment has active alert or warning indicators.
5. If the housing, enclosure, building or cabinet that surrounds the cells and BMS is weatherproof and watertight.
6. If relevant electrical installation and safety standards have been met.
7. Whether the Product has been, or appears to have been exposed to water, excessive dust, condensing humidity, extreme temperatures, vermin, power surge or lightning strike.
8. If the Product's safety equipment, including circuit breakers or fuses, are operational and in good working condition.
9. Whether the Product's BMS is active and in good working condition.

Inspection reports should be retained and stored securely as they may be required to support any claim under this limited Warranty.

7. Warranty Limitations

To the extent permitted by Australian law, this Warranty does **not** cover:

1. Damage to external or Connected Equipment.
2. Costs relating to the installation, removal, shipping and reinstallation of the product.
3. Installation or use of the product in a manner not prescribed by the Product Manual.
4. Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme weather, or other events outside the reasonable control of Micronix at the time of sale.
5. Removal and reinstallation of the product at a new location without the prior written consent from Micronix
6. Normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance or reliability of the product

This limited Warranty statement may be updated at any time and will supersede any existing versions.

8. Contact details:

Micronix Power Systems

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Phone: 0421 549 029

Web: <https://micronix.com.au>