



WARRANTY TERMS

FOR ENERGY STORAGE SOLUTION

MEGA HV10K

MESS-HV16.13K

MESS-HV21.5K

MESS-HV26.88K

MESS-HV32.26K

MESS-HV37.63K

MESS-HV43.0K

MEGALION AUSTRALIA LIMITED WARRANTY

MegaLion Australia Pty Ltd

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AFTER-SALES SERVICE AND LIMITED WARRANTY LETTERS

Important Note: Australian Consumer Law

If you have purchased your product in Australia, you should be aware that:

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. 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.

MegaLion Australia's Warranties are only provided to the original purchaser of the Battery (Authorized Seller), where the purchaser is a distributor, retailer or Clean Energy Council accredited electrician (Installer), who on-supplies the battery to another party, to that other-party (End-User) and the warranty is transferable to End User.

SCOPE OF WARRANTY

This Warranty only applies to newly purchased Products which have not been installed for any purposes before.

This 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.

This Warranty only applies where Products have been installed by a properly certified battery installer (CEC approved), and correctly followed the installation manual.

APPLICABLE PRODUCTS

MEGA HV10K	MESS-HV32.26K
MESS-HV16.13K	MESS-HV37.63K
MESS-HV21.5K	MESS-HV43.0K
MESS-HV26.88K	

WARRANTY COMMENCEMENT

This Limited Warranty becomes effective from the commissioning date of the Product at the original installation site; or (b) ninety (90) days after shipment from MegaLion's manufacturing facility ("Warranty Commencement Date").

STANDARD PRODUCT WARRANTY

MegaLion warrants that for a period of five (5) years from the Warranty Commencement Date ("Standard Product Warranty Period"), the Product will be free from defects in materials and workmanship that adversely affect performance, subject to:

- a) the Product remaining installed at the original installation location;
- b) the Product failing due to manufacturing defect or deterioration;
- c) compliance with Customer's obligations under this Warranty; and
- d) proper installation following regulations and guidance, particularly in coastal areas. If installed within 1000 metres of the sea, the warranty period is reduced to three (3) years unless otherwise approved in writing.

BATTERY PERFORMANCE WARRANTY

Provided all operational and maintenance conditions are met as per the Technical Specifications and User Manuals, MegaLion guarantees that the battery's state of health (SOH) will not fall below 70% of nameplate capacity for the earlier of ten (10) years from the Warranty Commencement Date or six thousand (6000) full charge-discharge cycles ("Performance Warranty Period").

CUSTOMER OBLIGATIONS

The Customer must:

- a) Ensure the battery management system (BMS) is always operational and monitored online;
- b) Provide system data upon request including BMS and PCS data;
- c) Install and maintain the Product per MegaLion's documentation.

WARRANTY CLAIMS PROCESS

To lodge a warranty claim, the Customer must notify MegaLion in writing within fourteen (14) days of discovering a defect. The claim must include: purchase documentation, Product serial number, configuration, defect description, photos, location data, and contact details. Claims must be submitted before the expiry of the applicable warranty period.

WARRANTY EXCLUSIONS

This Warranty excludes defects due to:

- Removed/altered serial numbers;
- Improper installation or commissioning;
- Use not in accordance with manuals or laws;
- Use of unauthorised components;
- Unauthorised modifications;
- Disabled or tampered BMS;
- Force majeure events;
- Cosmetic issues;
- Damage after delivery;
- Continued use after defect awareness.

MegaLion reserves the right to charge service fees for invalid claims. If fees are unpaid, service may be suspended.

NOTICES

Notices under this Warranty must be in writing and are effective upon delivery by hand, courier, registered mail, or email with follow-up confirmation. Notices must be sent to: CO MegaLion Australia Pty Ltd, 2/2 Drewery Pl, Melbourne VIC 3000, or via email to info@megalion.com.au.

LIMITATION OF LIABILITY

This Warranty is in addition to rights under the Australian Consumer Law. To the extent permitted by law, MegaLion excludes all other warranties and limits its liability to repair or replacement. MegaLion is not liable for indirect, incidental, or consequential damages including loss of use or profits.

ASSIGNMENT

This Warranty is assignable only with prior written notice to MegaLion and full payment under the Agreement. The assignee may be required to confirm acceptance of warranty terms.

GOVERNING LAW AND DISPUTES

This Warranty is governed by the laws of Victoria, Australia. The parties agree to resolve disputes per the Agreement's dispute resolution procedures.

MISCELLANEOUS

This Warranty constitutes the entire agreement regarding product warranty and supersedes all prior communications. Any amendments must be in writing.

SEVERABILITY

If any provision is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Appendix A

Conditions for Battery Performance Warranty

1. Battery degradation is defined as: $100\% - (\text{Actual Capacity} / \text{Rated Capacity} \times 100\%)$.
Rated capacity = 95% of nameplate.
2. Avoid full 100% discharge (DOD). Keep reserve of 5% to protect battery.
3. Acceptable usage conditions: 0.5P, rest at 30% SOC, temp 20–30°C, 95% discharge allowed.
4. Full cycle = 0%→100% charge and 100%→0% discharge.
5. Environmental conditions must be maintained (RH <95% operating, <80% storage, no condensation). Battery must not be idle >90 days without maintenance cycling.