

# FelicityESS Warranty Policy

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## 1. APPLICABLE PRODUCT TYPE

- Felicity ESS Battery(LUX-X Series):

- LUX-X-48100LCG01-US
- LUX-X-48100LMG01-US
- LUX-X-48100LG01-USM2
- LUX-X-48100LG01-USM3
- LUX-X-48100LG01-USM4
- LUX-X-48100LG01-USM5
- LUX-X-48100LG01-USM6
- LUX-X-48100LG01-USM7
- LUX-X-48100LG01-USM8

**FecilityESS warrants to the End User as follows:**

## 2. PRODUCT WARRANTY

### 2.1 Warranty Start Date Definition

For products branded with the FelicityESS logo, the following policies are applicable:

- For the lithium battery with this warranty card you purchased, you receive a FelicityESS warranty valid for 10 years from the date of installation and no

more than 10 years and 3 months from the delivery date from Felicity ESS factory or overseas warehouse;

## **2.2 Battery Warranty**

### **2.2.1 Period of Warranty**

The parties agree that if any product is found defective during the warranty period, the product shall be repaired or replaced. The battery shall have the following warranties:

For the batteries (**LUX-X Series**) branded with the FelicityESS logo, the following policies are applicable:

- In the first year, if there is an issue with the battery cells, they will be directly replaced with new ones;
- From the second to the seventh year, the Battery will be repaired first, and if the repair is unsuccessful it will be replaced;
- From the eighth to the tenth year, only free inspections are provided, excluding labor charges and parts fees.

## **3. WARRANTY CONDITION**

If a device becomes defective during the agreed FelicityESS warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by FelicityESS:

- repaired by FelicityESS, or

- repaired on local maintenance center, or
- exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new certificate since your entitlement is documented at FelicityESS.

Please note that 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

## **4. HOW TO CLAIM**

- Please report the defective device to your supplier with this warranty card and pre commissioning completed
- Supplier is required to send the warranty claim form to FelicityESS or Authorized service partner with all the necessary information
- Customers must present this warranty card, purchasing & Installation invoice, and other related materials as well if required

- Please note felicity reserve the ultimate explanation right on this warranty card

## 5. EXCLUSIONS

Damage to the Products resulting from any of following activities is not covered by this Limited Warranty:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

## 6. CONTECT INFORMATION

- Manufacturer:

Company Name: Guangdong Felicity New Energy Co., Ltd (Felicity ESS)

Company Website: [www.felicityess.com](http://www.felicityess.com)

Company Address: No. 2, Donghua Huaye Road, Renhe Town, Baiyun District,  
Guangzhou, Guangdong Province, China

WhatsApp: +86 18022876286

Email: [service@felicityess.com](mailto:service@felicityess.com)

Phone: +86 15710888401

● Australian Importer:

Company Name: FELICITY SOLAR AUSTRALIA PTY LTD

Company Address: U 706 160 GOULBURN ST SURRY HILLS NSW 2010

Email: [service@felicityess.com](mailto:service@felicityess.com)

Phone: 0412862116