

Renaissance superStorage™ Standard Warranty

Release Date: 12th October 2023

About our Warranty

As a manufacturer and supplier, Energy Renaissance Pty. Ltd. (**ER, we, our**) provides warranties or guarantees to our customers (**you, your and customer**) about what we will do if there is a defect or issue with our Products.

The Australian Consumer Law may apply to your purchase of the Products. To the extent that the Australian Consumer Law applies to your purchase of the Products, this Warranty Policy is in addition to the consumer guarantees set out in the Australian Consumer Law and does not limit or replace them. The benefits of this Warranty Policy are in addition to any rights and remedies imposed by Australian law that cannot be excluded.

This warranty is limited to ER products installed and maintained as per ER's Product installation manual. The product must be installed in a reasonable timeframe and maintained above the minimum state of charge such that every cell is above 2.5 V from time of delivery and over the product lifetime. The installation site must have and maintain a reliable internet connection (98% uptime and 10 Mbps minimum speed). Unreliable internet connection will void the warranty unless rectified within seven (7) days and provision of evidence of battery operation within required parameters.

Performance Warranty

We provide a performance warranty for whichever occurs earlier (**Performance Warranty Period**) of the following use cases for battery cells in our superPak™ at 25°C +/- 5°C ambient temperature noting the cells must be maintained between 2.5 V and 3.65 V at all times.

- Following 3,650 cycles at 0.5C continuous or 0.7C in 5-minute bursts with 5 minutes of cooling at 0.5C or below in between bursts, the end-of-life capacity will be 80% of the beginning-of-life capacity;
- Following 5,000 cycles at 0.5C continuous or 0.7C in 5-minute bursts with 5 minutes of cooling at 0.5C or below in between bursts, the end-of-life capacity will be 67% of the beginning-of-life capacity;
- Following 6,000 cycles at 0.25C continuous, the end-of-life capacity will be 67% of the beginning-of-life capacity; or
- Ten years

Parts Warranty

We warrant that the Products will be free from material defects in material and workmanship under normal use, subject to fair wear and tear, and conform to the applicable technical specifications for the Product for a period (**Parts Warranty Period**) from the Commencement Date (**Parts Warranty**). These following product warranties apply where applicable unless otherwise quoted.



Battery cell warranty is shown separately under Performance Warranty. The superRack™ frame and superRack Outdoor™ enclosure warranty period is five years following maintenance guidelines. The superRack Outdoor™ product range is rated for maximum wind velocities of 34m/s in Region A Category 3 and 41 m/s in Region A Category 2, for combined pressure coefficient of 0.7.

The Heating Ventilation and Air Conditioning unit (HVAC) warranty period is three years. The inverter warranty period is five years. The superEMST™ hardware range have a 2 year warranty.

Warranty Claims

If your product is faulty and you believe it is a defective product covered by the Warranty, you must:

1. Contact us at service@energyrenaissance.com no later than seven days after becoming aware of the fault.
2. Provide purchase details, the product serial number and full fault details.
3. We will conduct a fault investigation remotely (or, at our discretion, send our technicians to the installation site) to identify the alleged defect in connection with a Warranty claim. Following our investigations, we will explain our findings as to which party is responsible for the purported defects or damages and the cost of the repair and seek your consent before proceeding with any repair or replacement.
4. If we accept the Warranty claim per this Warranty Policy, we will repair, replace or refund the Product. We may notify you that the product is to be returned to a location specified by us at your expense. The costs of repair or replacement and the costs for returning the product will be borne by us.
5. If we have discontinued the manufacture of the defective Product at the time the related warranty claim is accepted by us and it cannot be repaired, we may at our discretion replace that Product with a different product with similar technical performance or refund the Purchase Price pro-rated by the days of the relevant Remaining Warranty Period.

Limitations

The Warranty will not apply where, in our reasonable assessment:

- the defect has arisen due to misuse, abuse, neglect, or accident.
- the alleged defect in the Product is outside acceptable industry variances.
- our service engineer cannot establish any defect or fault in the Product in relation to the Warranty (acting reasonably).
- The product has been used for a purpose other than the purpose for which it was designed.
- the defect in the Product is due to a failure to follow our installation, user and/or maintenance instructions.
- The product has been installed, repaired, modified, or removed by a party other than a service technician approved by Energy Renaissance or
- The product has been subject to abnormal conditions or use, including "power failure surges, lightning, flood, fire, accidental breakage, or other similar events outside Energy Renaissance's control.



- The product has been relocated without written notice to Energy Renaissance via service@energyrenaissance.com.
- The product has not been stored, before installation, in a storage room that is dust/dirt/insect/animal/mould free, below 35°C, above 0°C, not damp, <95% RH, and in a non-condensing atmosphere.
- The product has been placed in storage, prior to installation, for more than a three (3) month period or the product has not been charged and discharged more than 50%.
- The tilt and shock sensors have been triggered in transport, or photos of the tilt and shock sensors were not provided within 7 days of equipment arriving on site.

It is important to be aware that the Product range is intended for individual use and operation, and connecting other products with, or in parallel with the Product may result in abnormal operation, which could cause the Product to malfunction.

The Warranty does not extend to any consequential, special, incidental, indirect, or punitive loss, including without limitation loss of profits, revenue, lost management time, or loss of goodwill.

To the maximum extent permitted by law, we make no express or implied warranties or representations in relation to the Product other than set out in this Warranty Policy.

Our liability under this Warranty Policy is limited to replacing the Product or part of the Product.

Warranty not assignable

The Warranty applies to the purchase of the Product. You cannot assign the Warranty without our prior written consent unless you transfer the Product to someone else, in which case you must notify us in writing at service@energyrenaissance.com within a reasonable time of the new owner's name and contact details to give that new owner the benefit of this Warranty Policy.

Out-of-scope work

If we need to carry our repair work that falls outside the scope of the Warranty in relation to the Product, we (or our authorised representatives) will carry out that work at the following rates:

- Labour Service Charge: as per the then-current ER price list and
- Parts Service Charge: based on the then-current ER price list.



Definitions

In this Warranty Policy, unless the context requires otherwise:

Term	Means
Commencement Date	The date of your purchase of the Product
Purchase Price	Price at purchase on tax invoice.
Installation Manual	Renaissance Product Installation Manual & User Guide available to download at https://energyrenaissance.com/service .
Product	Any of the Renaissance superStorage™ product range including the superRack™, superRack Outdoor™, superPak™, superBMST™ and superEMST™.
Self-Discharging capacity reduction	The phenomenon of reduction in state-of-charge of the Product caused by the reaction of the internal chemicals of the Product without any connection between electrodes or external circuit.
Technical Specifications	Renaissance Product Installation Manual & User Guide available to download at https://energyrenaissance.com/service and in our Client Portal.
Warranty	A warranty under this Warranty Policy, being the Parts Warranty and Performance Warranty.

Contacting us

To contact us in relation to a Warranty claim or other service requirements, do so via service@energyrenaissance.com or visit energyrenaissance.com/service.

