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Fox ESS Power Cube AIO Warranty Policy for New Zealand

1. Scope of Warranty

Fox ESS provides the following limited and extended warranty for BESS (Battery Energy Storage System), All-in-one product (herein referred to as the Product(s) unless explicitly stated otherwise) produced or provided by Fox ESS. Fox ESS reserves the right, at its sole discretion, to decline device replacement if any terms and conditions of this Policy are breached. This Fox ESS Warranty Policy (herein referred to as the "Policy") applies to New Zealand only where the Products are sold through authorized Fox ESS partners.

Products covered under this Policy:

Power Cube single-phase series

Power Cube single-phase is an integrated combination of inverter and battery system.

- Inverter models: PQ1-5.0, PQ1-8.0, PQ1-10.0, PQ1-12.0
- Battery models: EQ5500-S (2-9 units compatible with above inverters)

	PQ1-5.0	PQ1-8.0	PQ1-10.0	PQ1-12.0
EQ5500-S	PQ1-5.0_EQ5500-S_2S	PQ1-8.0_EQ5500-S_2S	PQ1-10.0_EQ5500-S_2S	PQ1-12.0_EQ5500-S_2S
	PQ1-5.0_EQ5500-S_3S	PQ1-8.0_EQ5500-S_3S	PQ1-10.0_EQ5500-S_3S	PQ1-12.0_EQ5500-S_3S
	PQ1-5.0_EQ5500-S_4S	PQ1-8.0_EQ5500-S_4S	PQ1-10.0_EQ5500-S_4S	PQ1-12.0_EQ5500-S_4S
	PQ1-5.0_EQ5500-S_5S	PQ1-8.0_EQ5500-S_5S	PQ1-10.0_EQ5500-S_5S	PQ1-12.0_EQ5500-S_5S
	PQ1-5.0_EQ5500-S_6S	PQ1-8.0_EQ5500-S_6S	PQ1-10.0_EQ5500-S_6S	PQ1-12.0_EQ5500-S_6S
	PQ1-5.0_EQ5500-S_7S	PQ1-8.0_EQ5500-S_7S	PQ1-10.0_EQ5500-S_7S	PQ1-12.0_EQ5500-S_7S
	PQ1-5.0_EQ5500-S_8S	PQ1-8.0_EQ5500-S_8S	PQ1-10.0_EQ5500-S_8S	PQ1-12.0_EQ5500-S_8S
	PQ1-5.0_EQ5500-S_9S	PQ1-8.0_EQ5500-S_9S	PQ1-10.0_EQ5500-S_9S	PQ1-12.0_EQ5500-S_9S

Power Cube three-phase series

- Inverter models: PQ3-5.0-M, PQ3-10.0-L-M, PQ3-15.0-M
- Battery models: EQ5500-S (2-9 units compatible with above inverters)

	PQ3-5.0-M	PQ3-10.0-L-M	PQ3-15.0-M
EQ5500-S	PQ3-5.0-M_EQ5500-S_2S	PQ3-10.0-L-M_EQ5500-S_2S	PQ3-15.0-M_EQ5500-S_2S
	PQ3-5.0-M_EQ5500-S_3S	PQ3-10.0-L-M_EQ5500-S_3S	PQ3-15.0-M_EQ5500-S_3S
	PQ3-5.0-M_EQ5500-S_4S	PQ3-10.0-L-M_EQ5500-S_4S	PQ3-15.0-M_EQ5500-S_4S
	PQ3-5.0-M_EQ5500-S_5S	PQ3-10.0-L-M_EQ5500-S_5S	PQ3-15.0-M_EQ5500-S_5S
	PQ3-5.0-M_EQ5500-S_6S	PQ3-10.0-L-M_EQ5500-S_6S	PQ3-15.0-M_EQ5500-S_6S
	PQ3-5.0-M_EQ5500-S_7S	PQ3-10.0-L-M_EQ5500-S_7S	PQ3-15.0-M_EQ5500-S_7S
	PQ3-5.0-M_EQ5500-S_8S	PQ3-10.0-L-M_EQ5500-S_8S	PQ3-15.0-M_EQ5500-S_8S
	PQ3-5.0-M_EQ5500-S_9S	PQ3-10.0-L-M_EQ5500-S_9S	PQ3-15.0-M_EQ5500-S_9S

Important

This warranty policy covers only the Products specified herein. This warranty is limited exclusively to Fox ESS inverter and battery system and shall not cover any external or ancillary parts. Ancillary parts or add-on devices supplied by Fox ESS may be subject to a separate warranty policy.

This Policy does not constitute a guarantee for product durability or performance. Warranty rights are only available for parties defined in Section 2.

2. Contracting Parties

This Policy applies solely to the original purchaser of the Product from Fox ESS (the Purchaser). The Purchaser may be a distributor, solar retailer or accredited electrician (Installer) who resupplies the Product to another party, or the end-user (End-User) at the installation site.

3. Product Warranty Terms

Product Warranty

PQ1-series and PQ3-series inverters for Power Cube shall be free from defects in materials and workmanship for one hundred and twenty (144) months from the date of installation, but no more than one hundred and thirty-two (156) months from the date of manufacture of the Product (whichever comes first).

FoxPlus Warranty

FoxPlus Warranty shall take effect if product registration is completed successfully via Fox ESS official website within thirty-six (36) months from the product manufacturing date.

FoxPlus Warranty covers only product repair costs. It excludes transportation costs and does not qualify for service rebates or compensation described in Section 6.

4. Performance Warranty Terms

Fox ESS warrants that for EQ5500-S batteries used with Power Cube, shall retain at least 70 % of Nominal Energy or Usable Energy, whichever occurs first:

- for 12 years from initial installation date; or
- upon reaching the minimum total Energy Throughput specified in below tables.

This applies when the battery system is operated in normal conditions in accordance with specifications within the product manual.

Definition: "Nominal Energy" means the rated capacity printed on the product label.

Prerequisites for valid Performance Warranty:

- Operating ambient temperature shall be maintained between -10 °C (14 °F) and 50 °C (122 °F).
- The energy throughput for (10) years of EQ5500 series is not less than values in table below:

Product	Nominal Energy	Energy Throughput
EQ5500-S-2S	10.92 kWh	55.27 MWh
EQ5500-S-3S	16.38 kWh	82.91 MWh
EQ5500-S-4S	21.84 kWh	110.55 MWh
EQ5500-S-5S	27.3 kWh	138.20 MWh
EQ5500-S-6S	32.76 kWh	165.83 MWh
EQ5500-S-7S	38.22 kWh	193.47 MWh
EQ5500-S-8S	43.68 kWh	221.11 MWh
EQ5500-S-9S	49.14 kWh	248.75 MWh

Capacity Measurement Conditions：

- Ambient temperature: 25 ~ 30 °C (77 ~ 86 °F)
- Initial battery temperature reported by BMS: 25 ~ 30 °C

- Current and voltage measured at battery DC side
- Apply recommended charging-discharging profile
- Charge: 0.5 CC/CV, constant voltage 51.1 V (EQ5500-S), cut-off current 0.05 C
- Discharge: 0.5 C CC/CV, cut-off voltage: 40.6 V (EQ5500-S)

Where a product is replaced under warranty, the remaining unexpired warranty period shall transfer to the replacement unit.

5. Policy Claim Eligibility

Only the Installer and Fox ESS authorised personnel are entitled to lodge warranty claims under this Policy. If the original Installer enters administration or insolvency, or if the installation site is located in a remote area, the End-User or Installer may appoint a local substitute installer at their own cost to perform the original installer's obligations.
Qualification for Service Rebate shall comply with Section 6 and Section 7 of this Policy.

6. Service Rebate

The Installer may apply for a service rebate for on-site service and product replacement, provided that the returned product is verified by Fox ESS to have defects in materials or workmanship upon inspection and testing.

If multiple site visits are required, the Installer must contact Fox ESS prior to each site visit. Service rebate applications must be submitted within three (3) months after warranty claim approval.

Service rebate shall NOT apply for claims arising from:
- Travel, accommodation, on-site installation, modification or maintenance expenses;
- Replacement products delivering enhanced features which are incompatible with remaining PV system components;
- Compensation for lost grid-export or self-consumed energy;
- Product delivery delays or extra costs caused by circumstances beyond Fox ESS reasonable control.

Reimbursable transportation cost is limited to one-way road freight to one single designated address. Express courier, special transport modes and onward shipment from the designated address are excluded. Any excess freight charges shall be borne by the Installer.

Products covered under FoxPlus Warranty are excluded from all service rebates set out in this section.

7. Limited Liability

Fox ESS shall not honour warranty claims for defects caused by any of the following circumstances:

- Insufficient ventilation and poor air circulation leading to inadequate cooling;
- Improper installation or installation performed by non-accredited installers;
- Non-compliant usage, installation, commissioning, commissioning or operation;
- Incorrect wiring resulting in arcing and damage to product or internal components;
- Misuse, improper handling or physical damage (e.g. dropping during installation) by Installer or End-User;
- Use of third-party connectors other than original connectors supplied with the product;
- Secondary damage originating from other parts of the PV-storage system;
- Force majeure events (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding etc.);
- Damage occurred during product transportation;
- Cosmetic blemishes or normal wear-and-tear that do not impair product function;
- Unauthorised disassembly, repair or re-installation performed by third parties;
- Failure to follow the warranty claim procedure described in Section Ⅷ, or failure to provide required fault evidence and on-site test records;
- Non-compliance with safety regulations and instructions stated within product operation manual.

When Fox ESS authorised personnel confirm a valid warranty defect caused by material or workmanship issues, Fox ESS may, at its sole discretion:

- Repair the product either on-site or at an authorised Fox ESS service centre;
- Supply the functionally closest available product from current product portfolio as replacement for faulty unit.

Replacement products may carry reasonable differences in specification and physical dimensions. Refurbished spare parts may be utilised during repair work.

8. Exclusions

This Policy does not cover system components not originally supplied by Fox ESS as part of the complete system. This also applies to components purchased separately by Installer or End-User, even if such components share the same manufacturer or model number as Fox ESS original parts.

9. Warranty Claim Process

Upon product fault occurrence, it shall be the Installer's obligation to contact Fox ESS and provide below information:

- Installer name
- Product Model No.
- Fault code
- Detailed fault description
- Contact information

Fox ESS may request further supporting information or photos for verification purposes. The Installer shall complete and submit an RMA form alongside all supporting evidence requested.

After receipt of complete RMA documentation, Fox ESS will generate a unique service ticket number for claim tracking. Subject to product availability, Fox ESS shall approve and dispatch replacement units within three (3) working days.

After receiving replacement goods, the Installer must ship the defective unit back to Fox ESS within maximum thirty (30) calendar days. Failure to return faulty unit within this timeframe will result in forfeiture of service-rebate eligibility.

If a returned unit is tested and confirmed free of valid-warranty defects or damage falls within liability-exclusion scope, Fox ESS will charge a flat-rate inspection fee and may recover full replacement-product costs from claimant.

Note: All product replacements require prior written approval from Fox ESS. Any self-conducted replacement without Fox ESS consent will invalidate the corresponding warranty claim.

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