Battery Warranty Policy

SOLARWATT Battery vision 2.1 series | Australia and New Zealand | Version 3.0 – [2026/11/09]

1. Scope of Warranty

This Warranty Policy (herein referred to as the "Policy") sets out the limited warranty granted for the SOLARWATT battery products listed below (herein referred to as the "Product(s)" unless explicitly stated otherwise). The warranty is granted by the Warrantor identified in section 2. The Policy applies in Australia and New Zealand where the Product is sold through authorised sales partners. The Warrantor may, at its discretion, decline the replacement of a device where the terms and conditions of this Policy have been breached. The Products covered by this Policy are:

Battery vision 2.1:

- Battery vision two 2.1 128 Vdc (1 Battery vision top pack 2.1 (4.6 kWh) + 1 Battery vision pack 2.1 (4.6 kWh))
- Battery vision three 2.1 192 Vdc (1 Battery vision top pack 2.1 (4.6 kWh) + 2 Battery vision pack 2.1 (4.6 kWh))
- Battery vision four 2.1 256 Vdc (1 Battery vision top pack 2.1 (4.6 kWh) + 3 Battery vision pack 2.1 (4.6 kWh))
- Battery vision five 2.1 320 Vdc (1 Battery vision top pack 2.1 (4.6 kWh) + 4 Battery vision pack 2.1 (4.6 kWh))
- Battery vision six 2.1 384 Vdc (1 Battery vision top pack 2.1 (4.6 kWh) + 5 Battery vision pack 2.1 (4.6 kWh))

Important: This Policy covers the battery Products specified above. Inverters and charge controllers (including those contained in an all-in-one storage product) are covered by a separate warranty policy. This Policy is limited to the battery module range and does not cover external or ancillary parts; ancillary parts or add-on devices may be covered by a separate warranty policy. This Policy is not a guarantee of product durability and does not extend to product capability beyond the performance criteria set out in section 5. This Policy is limited to the parties listed in section 2.

2. Warrantor, Importer and Contracting Parties

The warranty under this Policy is granted by FOXESS Co., Ltd and, for the Australian and New Zealand market, by its importing entity FOXESS Australia Pty Ltd (together herein referred to as the "Warrantor"). The Warrantor is the importer of the Products and is the party responsible for all obligations arising under this Policy, including assessment of claims, repair, replacement and any compensation.

FOXESS AUSTRALIA PTY LTD imports, markets and distributes SOLARWATT-branded products in Australia as an independent distributor. FOX ESS CO., LTD. manufactures the relevant

products in China. Neither FOX ESS AUSTRALIA PTY LTD nor FOX ESS CO., LTD. is a branch, subsidiary, agent or legal representative of SOLARWATT GmbH, and neither entity is authorized to bind SOLARWATT GmbH or to make representations, warranties or commitments on its behalf.

The full contact details of the Warrantor are set out in section 13.

SOLARWATT GmbH is the owner of the SOLARWATT brand and licenses the sale of the SOLARWATT-branded Products to the Warrantor, which imports and supplies the Products in Australia and New Zealand. The Warrantor is the first point of contact for installers and end-users in respect of product advice and warranty claims, and is the sole party granting and performing the warranty under this Policy. SOLARWATT is not the warrantor under this Policy and does not assume the warranty obligations set out herein. Statutory rights of consumers against their own contractual seller remain unaffected by this Policy.

This Policy is provided to the original purchaser of the Product (the "Purchaser"), where the Purchaser is a distributor, solar retailer or accredited electrician (the "Installer") who on-supplies the Product to another party, and to that other party (the "End-User") at whose premises the Product is installed.

3. Warranty Period

For the Battery vision 2.1 series, the Standard Performance Warranty is valid for a period of twelve (12) years, being one hundred and forty-four (144) months from the date of installation, but no more than one hundred and fifty (150) months from the date of manufacture of the Product, whichever occurs first (the "Term of Performance Warranty").

4. Nature of Warranty Cover

The liability of the Warrantor under this Policy is limited to replacement, repair, refund or compensation. Replaced or repaired Products are warranted for the remainder of the original Term of Performance Warranty. A replacement does not give rise to a renewal or extension of the Term of Performance Warranty.

5. Performance Warranty Terms

The Warrantor warrants that the Battery vision 2.1 Product retains at least 70 % of its Nominal Energy or Usable Energy for either twelve (12) years from the date of initial installation or until the minimum Energy Throughput stated in the table below is reached, whichever occurs first, provided the battery system is operated under normal use in accordance with the specifications set out in the Product manual.

"Nominal Energy" means the initially rated capacity of the Product as printed on the Product label. The preconditions for the valid twelve (12) year Performance Warranty are as follows:

- The ambient temperature during operation of the Product must not fall below -10 °C (14 °F) or exceed 50 °C (122 °F).

- The energy throughput over twelve (12) years for the Battery vision 2.1 series must not be less than the values stated in the table below.

Product	Nominal Energy	Energy Throughput
Battery vision two 2.1: 128 Vd.c. (12 years)	9.22 kwh	43.25 MWh
Battery vision three 2.1: 192 Vd.c. (12 years)	13.82 kwh	64.88 MWh
Battery vision four 2.1: 256 Vd.c (12 years)	18.43 kwh	86.50 MWh
Battery vision five 2.1: 320 Vd.c (12 years)	23.04 kwh	108.13 MWh
Battery vision six 2.1: 384 Vd.c. (12 years)	27.65 kwh	129.76 MWh

Capacity measurement conditions: ambient temperature 25–30 °C (77–86 °F); initial battery temperature from BMS 25–30 °C; current and voltage measured at the battery DC side; recommended charging and discharging conditions; charge 0.5 CC.

6. Claim Eligibility

The only persons eligible to claim under this Policy are the Installer and personnel authorised by the Warrantor. If the Installer has gone into administration or insolvency, or if the site is in a remote area, the End-User or Installer may, at their discretion and expense, appoint a local installer to carry out the functions of the original Installer. Eligibility for a service rebate is determined in accordance with sections 6 and 7 of this Policy.

7. Limitations of Liability

Subject to section 12, claims relating to defects caused by any of the following are not covered by the warranty obligations under this Policy:

- Inadequate ventilation and circulation resulting in reduced cooling and natural air flow.
- Improper installation of the Product and/or installation performed by a non-accredited installer.
- Improper or non-compliant use, installation, commissioning, start-up or operation.
- Improper wiring of the Product causing arcing or damage to the Product or its parts.
- Improper use or misuse of the Product by the Installer or End-User, for example damage resulting from dropping the Product during installation.
- Use of improper connectors, for example where the Installer has installed the Product with connectors of a different brand and/or model than those supplied with the Product.
- Damage to the Product originating from other parts of the system.
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding and similar events).
- Damage that occurred during transportation of the Product.

- Flaws that do not adversely affect the proper functioning of the Product, for example cosmetic issues, wear and tear.
- Unauthorised repair or reinstallation of the Product.
- Failure by the Installer to follow the warranty claim process set out in section 11, or failure to provide proper evidence of the fault and/or of the tests carried out on site.
- Failure to follow the safety regulations and/or operating instructions set out in the Product manual.

8. Product Replacement and Compensation

Where a Product is no longer available on the market, the Warrantor may, at its option, replace it with an alternative product of equivalent function and performance.

9. Exclusions

This Policy does not cover components that were not originally supplied as part of the system under this Policy. This includes components sourced by the End-User or Installer that may be of the same make and/or model as those originally supplied.

10. Warranty Claim Process

It is the duty of the Installer to report a fault to the Warrantor, using the contact details set out in section 13 and the claim details set out below. Additional details may be requested depending on the fault conditions; the Product will be tested and the Installer may be asked to take photographs for verification purposes. The Installer is required to submit an RMA form together with the evidence and any additional information requested. Once the form is received, a unique ticket number is issued and used to track the progress of the claim.

The Warrantor will approve and dispatch a replacement Product within three (3) working days, subject to product availability. Once the replacement is completed, the Installer is obliged to arrange shipment of the faulty Product to the return address advised within a maximum of thirty (30) days of receipt of the replacement. Failure to do so forfeits eligibility for the service rebate.

If an allegedly faulty Product is returned under this Policy and is found to be free of defects that would qualify it for replacement, or where the claim is excluded under section 7, the Warrantor will apply a flat-rate inspection charge for each Product and/or seek to recover the full cost of the replacement Product.

Note: Every Product replacement requires prior approval by the Warrantor. Any replacement carried out without the consent of the Warrantor invalidates the associated claim.

11. Your Rights under the Australian Consumer 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 to 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. The benefits given by this Policy are in addition to other rights and remedies available to you under the law in relation to the goods.

12. Warrantor Details and Claim Form

This warranty is given by the Warrantor named in the table below, which is responsible for all obligations arising under this Policy and is the contact for all warranty claims. Please provide the information requested in the claim form when submitting a warranty claim.

Warrantor (manufacturer): SOLARWATT GmbH, Maria Reiche Straße 2a, 01109 Dresden, Germany. Email:info@solarwatt.com | Tel: +49-351-8895-0 | https://www.solarwatt.com.au/	Warrantor (Australian importer): FOXESSAustralia Pty Ltd, 53 Willow Avenue, Springvale VIC 3171, Australia. Email: service.au@fox-ess.com | Tel: +61 1300 377 369 | au.fox-ess.com
Name of the Installer	
Product model no.	
Fault code	
Fault details	
Contact details	