

This warranty document is applicable to the products included in the following product ranges:

- High Current Series
- High Voltage Series
- New Generation Series
- RacPower DU & BP
- 2k-mini & mini-HP
- RacPower SP
- Battery Rack Series
- SBB MKII Series

## 1. APPLICABILITY

- 1.1. Each warranty contained herein is provided in accordance with the provisions of and subject to clause 10 of the BlueNova General Terms and Conditions of Sale and further subject to the –
  - 1.1.1. provisions of this paragraph 1 and the warranty registration process set out in paragraph 2;
  - 1.1.2. exclusions in paragraph 11; and
  - 1.1.3. service terms in paragraph 2.
- 1.2. This warranty shall be enforceable only by the Customer who originally purchased the Goods, provided that:
  - 1.2.1. the Customer is in possession of the original proof of purchase; and
  - 1.2.2. the dealer or BlueNova approved installer from whom the Customer purchased the product had registered the warranty on the BlueNova website in the prescribed manner within 30 days from the date of purchase.
- 1.3. Should the Customer fail to comply with the requirements of paragraph 1.2, the warranty shall not be valid, or of any force or effect.

## 2. WARRANTY REGISTRATION

- 2.1. The warranties provided in terms hereof shall only be valid if the installation specifics have been registered by the original BlueNova accredited installer in the prescribed manner within 30 days from the date of purchase. For this purpose, the installer must complete the [Product Registration Form](#) published on the BlueNova website and provide the following information and any further information required on the form –
  - 2.1.1. battery details (i.e. model name, serial number, purchase date etc.);
  - 2.1.2. information on the peripheral hardware installed and relevant to the battery (i.e. inverters, chargers, MPPT's, generators, solar panels etc.) and
  - 2.1.3. all monitoring hardware, modules and peripherals.
- 2.2. It is the duty of the product owner to obtain confirmation from the installer that the product had been duly registered.
- 2.3. No warranty claims will be processed unless the Product Registration Form had been completed and all required details provided.

## 3. LIMITED PRODUCT WARRANTY – Applicable to BlueNova Standard Product Range 13V – 104V LiFePO4 batteries, including HC (High Current) and NG (New Generation) product ranges

- 3.1. In respect of the Lithium Iron Phosphate (LiFePO4) cells (hereinafter “the Cells”), the duration of the warranty shall be 10 years or five thousand (5000) cycles (whichever comes first), commencing on the date of sale.
- 3.2. For the purposes of paragraph 3.1 a single cycle for the NG (New Generation) range is defined as a discharge to maximum 80% depth of discharge of the battery’s capacity at >C/10 (capacity at a 10-hour discharge rate or more) followed by a recharge to 100% state-of-charge, and a single cycle for the HC (High Current) range is defined as a

discharge to maximum 80% depth of discharge of the battery's capacity at  $>C/2$  (capacity at a 2-hour discharge rate or more) followed by a recharge to 100% state-of-charge at  $>C/2$  (capacity at a 2-hour recharge rate or more).

- 3.3. For the duration of the warranty term as set out in paragraph 3.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 3.3.1. the Cells shall be free from defects in materials and workmanship; and
- 3.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80%, will not experience a loss in capacity of more than 2% per annum.
- 3.4. In the circumstances provided under paragraph 3.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 3.4.1. repair, or replace the Cells; or
- 3.4.2. issue a credit to the Customer on the purchase price of a new battery in accordance with the provisions of paragraph 3.5.
- 3.5. The credit under paragraph 3.4 shall be calculated as a pro-rata portion of the original purchase price of the battery (excluding VAT) in proportion to the remaining months of the warranty term. Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

#### **4. LIMITED PRODUCT WARRANTY – Only applicable to BlueNova Standard Product Range 13V 2k-mini / 26V 2k-mini and mini-HP batteries**

- 4.1. In respect of the Cells, the duration of the warranty shall be 5 years or two thousand five hundred (2500) cycles (whichever comes first), commencing on the date of sale.
- 4.2. For purposes of paragraph 4.1 a single cycle is defined as a discharge to maximum 80% depth of discharge of the battery's capacity at  $>C/10$  (capacity at a 10 hr discharge rate or more), followed by a recharge to 100% state-of-charge at  $>C/2$  (capacity at a 2-hour recharge rate or more).
- 4.3. For the duration of the warranty term as set out in paragraph 4.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 4.3.1. the Cells shall be free from defects in materials and workmanship; and
- 4.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80%, will not experience a loss in capacity of more than 2% per annum.
- 4.4. In the circumstances provided under paragraph 4.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 4.4.1. repair, or replace the Cells; or
- 4.4.2. issue a credit to the Customer on the or the purchase price of a new battery in accordance with the provisions of paragraph 4.5.
- 4.5. The credit under paragraph 4.4 shall be calculated as a pro-rata portion of the original purchase price of the battery (excluding VAT) in proportion to the remaining months of the warranty term. Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

**5. LIMITED PRODUCT WARRANTY – Only applicable to BlueNova52V BR (Battery Rack) LiFePO4 batteries**

- 5.1. In respect of the Lithium Iron Phosphate (LiFePO<sub>4</sub>) cells (hereinafter “the Cells”), the duration of the warranty shall be 10 years or five thousand (5000) cycles (whichever comes first), commencing on the date of sale.
- 5.2. For purposes of paragraph 5.1 a single cycle for the BR (Battery Rack) range is defined as a discharge to maximum 80% depth of discharge of the battery’s capacity at >C/2 (capacity at a 2-hour discharge rate or more) followed by a recharge to 100% state-of-charge at >C/2 (capacity at a 2-hour recharge rate or more).
- 5.3. For the duration of the warranty term as set out in paragraph 5.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 5.3.1. the Cells shall be free from defects in materials and workmanship; and
- 5.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80%, will not experience a loss in capacity of more than 2% per annum.
- 5.4. In the circumstances provided under paragraph 5.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 5.4.1. repair, or replace the Cells; or
- 5.4.2. issue a credit to the Customer on the or the purchase price of a new battery in accordance with the provisions of paragraph 5.5
- 5.5. The credit under paragraph 5.4 shall be calculated as a pro-rata portion of the original purchase price of the battery (excluding VAT) in proportion to the remaining months of the warranty term. Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

**6. LIMITED PRODUCT WARRANTY – Only applicable to BlueNova HV (High Voltage) product ranges**

- 6.1. In respect of the Lithium Iron Yttrium Phosphate (LiFeYPO<sub>4</sub>) cells (hereinafter “the Cells”), the duration of the warranty shall be 10 years, or five thousand (5000) cycles (whichever comes first), commencing on the date of sale.
- 6.2. For the purposes of paragraph 6.1 a single cycle is defined as a discharge to maximum 80% depth of discharge of the battery’s capacity at >C/2 (capacity at a 2-hour discharge rate), followed by a recharge to 100% state-of-charge at >C/2 (capacity at a 2-hour recharge rate or more).
- 6.3. For the duration of the warranty term as set out in paragraph 6.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 6.3.1. the Cells shall be free from defects in materials and workmanship; and
- 6.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80%, will not experience a loss in capacity of more than 2% per annum.
- 6.4. In the circumstances provided under paragraph 6.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 6.4.1. repair, or replace the Cells; or
- 6.4.2. issue a credit to the Customer on the purchase price of a new battery in accordance with the provisions of paragraph 6.5.

6.5. The credit under paragraph 6.4 shall be calculated as a pro-rata portion of the original purchase price of the battery (excluding VAT) in proportion to the remaining months of the warranty term. Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

#### **7. LIMITED PRODUCT WARRANTY – Only applicable to BlueNova RacPower 52V-100-5.2K DU (Daily Use) batteries**

- 7.1. In respect of the Cells, the duration of the warranty shall be 10 years, or six thousand (7500) cycles (whichever comes first), commencing on the date of sale.
- 7.2. For purposes of paragraph 7.1 a single cycle is defined as a discharge to maximum 80% depth of discharge of the battery's capacity at  $>C/10$  (capacity at a 10-hour discharge rate or more), followed by a recharge to 100% state-of-charge at  $>C/2$  (capacity at a 2-hour recharge rate or more).
- 7.3. For the duration of the warranty term as set out in paragraph 7.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 7.3.1. The cells shall be free from defects in materials and workmanship.
  - 7.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80% and at ambient temperatures of between 5°C ~ 35°C, will not experience a loss in capacity of more than 2% per annum.
- 7.4. In the circumstances provided under paragraph 7.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 7.4.1. repair, or replace the Cells; or
  - 7.4.2. issue a credit to the Customer on the purchase price of a new battery in accordance with the provisions of paragraph 7.5
- 7.5. The credit under paragraph 7.4 shall be calculated as a pro-rata portion of the original purchase price of the battery (excluding VAT) in proportion to the remaining months of the warranty term. Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

#### **8. LIMITED PRODUCT WARRANTY – Only applicable to BlueNova RacPower 52V-100-5.2K BP (Backup Power) batteries**

- 8.1. In respect of the Cells, the duration of the warranty shall be 10 years, or four thousand (4500) cycles (whichever comes first), commencing on the date of sale.
- 8.2. For purposes of paragraph 8.1 a single cycle is defined as a discharge to maximum 80% depth of discharge of the battery's capacity at  $>C/10$  (capacity at a 10-hour discharge rate or more), followed by a recharge to 100% state-of-charge at  $>C/2$  (capacity at a 2-hour recharge rate or more).
- 8.3. For the duration of the warranty term as set out in paragraph 8.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 8.3.1. the Cells shall be free from defects in materials and workmanship
  - 8.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80% and at ambient temperatures of between 5°C ~ 35°C, will not experience a loss in capacity of more than 2% per annum.

- 8.4. In the circumstances provided under paragraph 8.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 8.4.1. repair, or replace the Cells; or
  - 8.4.2. issue a credit to the Customer on the purchase price of a new battery in accordance with the provisions of paragraph 8.5.
- 8.5. The credit under paragraph 8.4 shall be calculated as a pro-rata portion of the original purchase price of the battery (excluding VAT) in proportion to the remaining months of the warranty term. Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

## 9. LIMITED PRODUCT WARRANTY – Only applicable to BlueNova RacPower SP 52V-100-5.2k and SBB-MKII Series batteries

- 9.1. In respect of the Cells, the duration of the warranty shall be 10 years, or six thousand (6000) cycles (whichever comes first), commencing on the date of sale.
- 9.2. For the purposes of paragraph 9.1 a single cycle is defined as a discharge to maximum 80% depth of discharge of the battery's capacity at  $>C/2$  (capacity at a 2-hour discharge rate or more), followed by a recharge to 100% state-of-charge at  $>C/2$  (capacity at a 2-hour recharge rate or more).
- 9.3. For the duration of the warranty term as set out in paragraph 9.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 9.3.1. the Cells shall be free from defects in materials and workmanship
  - 9.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80% and at ambient temperatures of between 5°C ~ 35°C, will not experience a loss in capacity of more than 3% per annum.
- 9.4. In the circumstances provided under paragraph 9.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 9.4.1. repair, or replace the affected Cells; or
  - 9.4.2. issue a credit to the Customer on the current available BlueNova Energy replacement battery capacity, or closest to, pertaining to the original battery capacity purchased, with regards to the remaining capacity percentage according to the battery age (subject to the tax invoice date of the original battery purchased from BlueNova).
- 9.5. The credit amount under paragraph 9.4 shall be calculated on the current battery age at a percentage level (excluding VAT). Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

Example:

Current replacement price: R17,000 including VAT

Total warranty period: 120 months

Months used: 62 months

Remaining months:  $120 - 62 = 58$  months

Credit percentage:  $58 \div 120 = 48.33\%$

Credit value:  $R17,000 \times 48.33\% = R8,216.67$  including VAT

**10. LIMITED PRODUCT WARRANTY – Only applicable to BlueNova 13V MPS (Mobile Power Series) batteries**

- 10.1. In respect of the Cells, the duration of the warranty shall be 3 years or 3000 cycles (whichever comes first), commencing on the date of sale.
- 10.2. For purposes of paragraph 10.1 a single cycle is defined as a discharge to maximum 80% depth of discharge of the battery's capacity at >C/10 (capacity at a 10 hr discharge rate or more), followed by a recharge to 100% state-of-charge at >C/2 (capacity at a 2 hr recharge rate or more).
- 10.3. For the duration of the warranty term as set out in paragraph 10.1 BlueNova warrants, subject to the terms and conditions herein contained that:
- 10.3.1. the Cells shall be free from defects in materials and workmanship
  - 10.3.2. the Cells, if cycled once per day at a depth of discharge of no more than 80% and at ambient temperatures of between 5°C ~ 35°C, will not experience a loss in capacity of more than 2% per annum.
- 10.4. In the circumstances provided under paragraph 10.3, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova, either –
- 10.4.1. repair, or replace the Cells; or
  - 10.4.2. issue a credit to the Customer on the purchase price of a new battery in accordance with the provisions of paragraph 10.5
- 10.5. The credit under paragraph 10.4 shall be calculated as a pro-rata portion of the original purchase price of the battery (excluding VAT) in proportion to the remaining months of the warranty term. Such credit shall only be valid and redeemable on the purchase of a new battery from BlueNova.

**11. WARRANTY ON THE MASTER BOARD, CELL BOARDS & OTHER ELECTRONIC COMPONENTS**

- 11.1. For the master board, cell boards & other electronic components integrated (internally & externally) in any of the products listed in paragraph 3 - 10, the duration of the warranty shall be 3 years commencing on the date of sale.
- 11.2. For the duration of the warranty term as set out in this paragraph 11.1, BlueNova warrants that such components shall be free from defects in materials and workmanship, subject to the terms and conditions contained herein.
- 11.3. In the circumstances provided under paragraph 11.2, BlueNova shall, in the event that it is economically viable in the opinion of BlueNova either repair, or replace the relevant component.

## 12. WARRANTY EXCLUSIONS

- 12.1. All warranties outlined in this document shall not apply if the battery, or any component thereof –
- 12.1.1. has been repaired or serviced by any person other than a BlueNova registered installer;
  - 12.1.2. is used in an application where requirements demand a battery of a different size/ampere hour capacity;
  - 12.1.3. is fitted below the ampere hour capacity (at the 20-hour rate) of the system that it is intended for;
  - 12.1.4. is damaged due to negligence, improper use/application, abuse, excessive/abnormal wear and tear;
  - 12.1.5. is fitted close to a heat source that raises the temperature on a constant basis above prescribed levels;
  - 12.1.6. is recharged while the ambient temperature of the immediate environment around the battery falls outside the following temperature range: 0°C ~ 45°C;
  - 12.1.7. is discharged while the ambient temperature of the immediate environment around the battery falls outside the following temperature range: -20°C ~ 45°C; or
  - 12.1.8. is damaged due to environmental conditions or any other damage arising from accident, civil commotion, labour, political unrest or rioting; or
  - 12.1.9. no Blue Nova Energy BMAC or MBA ( current version BMAC) device is connected to an active battery installation connected to the Blue Nova Energy Aware platform backend.
- 12.2. In addition to the circumstances set out in paragraph 12.1, the warranty does not apply or extend to any BlueNova batteries or components that have been subjected to the following adverse conditions:
- 12.2.1. shipping damage, loose wiring (external), rusted or corroded hardware;
  - 12.2.2. abuse, neglect or physical damage (accidental or otherwise);
  - 12.2.3. discharged beyond the recommended depth of discharge as outlined in BlueNova literature;
  - 12.2.4. exposed to excessive hot or cold temperatures, or otherwise damaged from excessive heat;
  - 12.2.5. installed under operating conditions or with applications above the rated capacity of the product;
  - 12.2.6. improperly sized over-/undersized, charging systems;
  - 12.2.7. over-charged or lack of periodic equalization charges as required;
  - 12.2.8. use of the battery in an uncharged condition (i.e. continuous use while excessively discharged);
  - 12.2.9. damaged by peripheral electrical equipment;
  - 12.2.10. batteries that have had serial and/or date codes destroyed, altered or tampered with where proof of purchase is not available;
  - 12.2.11. improperly stored (stored / not-in-use battery units must be kept at a minimum SOC of 50% at all times), installed, maintained, repaired or removed;
  - 12.2.12. damaged by breakage, freezing, explosion, fire, wreckage, charging or installed in reverse polarity, melted and/or broken terminals;
  - 12.2.13. not used, operated and/or maintained in accordance with instructions and precautions outlined in the BlueNova Product User Manual and accompanying technical resources; or
  - 12.2.14. installed with an inverter / charger that has not been approved for use by BlueNova.

### 13. WARRANTY SERVICE

- 13.1. To address issues with a battery covered by this warranty, contact the distributor, dealer or installer from which the battery was purchased to verify (establish) the battery's condition/defect.
- Alternatively, contact BlueNova Technical Support on +27(0)21 205 2000 or [support@bluenova.co.za](mailto:support@bluenova.co.za) directly for instruction on how to proceed with a warranty claim and/or assistance with troubleshooting.
- 13.2. The Customer shall be required to fill in and submit the [Warranty Claim Form](#) published on the BlueNova website for each product in question, accompanied by a copy of the proof of purchase showing the date of purchase and/or installation date.
- 13.3. Any repairs, or replacement under the warranty shall not extend the original term of the warranty as provided in terms hereof. The warranty shall at all times be valid only for the original warranty period calculated from the date of sale.
- 13.4. Batteries that do not meet the requirements set out in this document to qualify for a claim under the warranty will be returned to the Customer at the Customer's expense and a testing fee may be charged.
- 13.5. Any costs for transportation, taxes, installation and/or removal, recharging, system tests, loss of time or use of, equipment, service calls, or rentals are specifically excluded and BlueNova shall not have any liability in respect thereof.