

Lithium Ferro Phosphate (LFP) Battery

Warranty Document

1 Warranty Scope

This Warranty is provided by GenZ Energy Pty Ltd (hereinafter referred to as genZ) for residential energy storage products sold and installed in Australia. Subject to the Warranty Terms and Warranty Duration listed in this Warranty Document, genZ provides the Workmanship Warranty and Performance Warranty to the original Purchaser of the Battery. This Agreement shall not be altered or transferred. Covered products are listed in Appendix A (hereinafter referred to as "Products" or "Product"). Products acquired under any lease arrangement are not covered. GenZ Energy reserves the right to update these warranty terms. Products fall under the terms in effect at the time of purchase.

A. **Warranty Commencement:** The Warranty Commencement Date is thirty (30) days after the Bill of Lading Date. The Date of Installation of the Product can be used in place of the Bill of Lading Date provided it is within six (6) months of Bill of Lading, and the Warranty Claims information is provided.

B. **Workmanship Warranty:** genZ warrants that the Product will be made to the specifications defined in the Products Data Sheet and will be free of damage or defect caused by improper workmanship or defective materials. This warranty will be provided for the applicable Warranty Duration, subject to the operating conditions the Product is exposed to, as per the Warranty Conditions.

C. **Performance Warranty:** genZ warrants that the Product will retain 70% of Usable Energy for the earlier of (i) ten (10) years from the Warranty Commencement Date; or (ii) the maximum Energy Throughput is reached. The warranty duration and warranted maximum Energy Throughput are depended upon the conditions that the Product is operated in, subject to the operating limitations defined in Table 1. The performance warranty is subject to the Warranty Limitations defined in section 3.

2 Warranty Conditions

The operating conditions relevant to the Warranty Duration are: (i) Product Temperature, (ii) Product Discharge and Charge Rate (C-Rate), and (iii) Product Depth of Discharge (DoD). The maximum Energy Throughput is scaled per kilowatt hour (kWh) of the Products Rated Capacity (listed in Appendix A), and the Energy Usage is calculated from the Products accumulated discharge coulomb count, multiplied by the Products nominal voltage.

Table 1: Warranted Operating Conditions

Warranty Duration(s)		Charge Rate	Discharge Rate	Temperature Range	DoD	Warnings
Period	Per-kWh Throughput					
10 Years	4 MWh	0.3C	0.5C	0°C – 30°C	80%	100
5 Years	2 MWh	0.5C	0.5C	0°C – 45°C	90%	50
3 Years	1 MWh	0.5C	1C	0°C – 45°C	90%	25

A. **Warranty Warnings:** A Warranty Warning is recorded each time the battery is operated outside the warranted operating conditions including any instance where the temperature, C-Rate, or DOD exceeds the specified limits.

B. **Warranty Duration:** Under Standard Operating Conditions the Warranty Duration retains the full Performance Warranty offered. When cumulative Warranty Warnings reach the threshold for a specified Warranty Duration, that Warranty Duration is void.

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C. **Product Connectivity:** The Product should be continuously connected to a GenZ monitoring device during the Warranty Duration.

3 Warranty Limitations

1. This Warranty does not cover normal wear and tear, damaged caused by accident or damage caused by misuse.
2. This Warranty does not cover defects caused by external influences or acts of God including unusual physical stress (including, but not limited to, lighting, flood, fire), which are not the responsibility of genZ's claims process.
3. This Warranty does not cover damage caused during the installation, operation or maintenance that are not according to the Products Installation and Operation Manual.
4. This Warranty does not cover damage caused during transportation, shipping or by fault of the courier / freight carrier.
5. This Warranty does not cover damage to the Product by a deliberate or wilful act.
6. This Warranty does not cover damages caused outside of the Warranty Duration. For products outside the Warranty Duration (including those voided through excess Warranty Warnings), GenZ Energy may offer paid repair or replacement at cost price (parts only, no profit margin). Contact GenZ Energy for a quote.

Note: Warranty Warnings are recorded automatically by the Product's monitoring systems. genZ is not required to provide real-time notice of Warranty Warnings.

4 Warranty Remedies

To the extent permitted by law, in the event that a justified claim for breach of this Warranty is submitted in accordance with the procedures described in this Warranty, genZ will, at its discretion:

1. Replace defective components in the Product which is the subject of the warranty claim; or
2. Replace the defective Product with an equivalent or refurbished Product (or, if genZ has discontinued manufacture of the Product, a mutually acceptable alternative); or
3. Refund the current market price of an equivalent Product at the time of the Warranty claim.

5 Warranty Claims

The following conditions apply to claims under both the Workmanship Warranty and the Performance Warranty:

- The affected Product must still be within its applicable Warranty Duration.
- Installation must have been performed by an Authorised Installer per the Products manual.
- The Product must have been used and maintained per the Product manual and this warranty.
- Valid proof of purchase required (PO number, sales contract number, product serial numbers).
- Valid Return Merchandise Authorization form submitted and accepted by GenZ Energy, which includes contact information of claimant and information regarding defective Product.

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- Valid proof of system installation date and system commissioning by a suitably qualified professional.

6 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 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.

7 Limitation of Liability

To the greatest extent limited by law, genZ shall not be liable for any consequential, incidental, indirect, special, exemplary or punitive damages arising out of, or related to this warranty, regardless of the form of action and regardless of whether genZ has been informed of, or otherwise might have anticipated, the possibility of such damages. To the greatest extent permitted by law, genZ's liability arising out of a claim under this warranty shall not exceed the amount you paid for battery system.

This warranty does not change or take away your rights under the Australian Consumer Law. Your right to claim under this warranty for the benefits covered is in addition to other rights and remedies you have under the law in relation to the Product you have purchased. However, you can choose to make a claim under this warranty even if you have rights under the law.

Except for the warranties expressly set out in this document, and to the extent permitted by law, all other warranties, conditions or representations, whether express or implied, are excluded.

8 genZ Contact Details

GenZ Energy Pty Ltd Is the warrantor of Products. All warranty claims, enquires and correspondence should be directed to genZ using the contact information listed in Table 2.

Table 2: Warranty Contact Information

Warrantor	GenZ Energy Pty Ltd
ABN	62 612 014 589
Address	1/21 Oxleigh Drive, Malaga, Western Australia 6090, Australia.
Email	service@genz.com.au
Phone	1300 979 760
Website	https://www.genz.com.au/

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Appendix A – Covered Product

The following table lists all Products and their Rated Capacity. As defined in Section 2, the maximum warranted throughput for each model can be calculated using the Product Rated Capacity listed in Table A.1. Other limits are determined by the applicable Warranty Tier.

Table A.1: Warranted Operating Conditions

Model Number	Rated Capacity
GZ48-058-2RU-01Z	58 Ah / 2.9 kWh
GZ48-081-2RU-01Z	81 Ah / 4.1 kWh

Note: (1) Rated Capacity is stated as both Ah and kWh at the Products nominal voltage. (2) For all other operating specifications (voltage, current limits, temperature ranges), refer to the Product datasheet and installation manual. (3) This appendix is current as at the date of issue shown in the footer and may be updated for new product releases.

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