



# Pylon Technologies Co., Ltd.

No. 73, Lane 887, Zu Chongzhi Road, Zhangjiang Hi-Tech Park Pudong,  
Shanghai 201203, China

## **Záruka spotřebitele - baterie US2000 (verze B Plus) ESS**

### **1. Zákon o ochraně spotřebitele**

Pokud produkt zakoupíte u autorizovaného prodejce v Evropské unii, včetně Velké Británie, platí zde zákon o ochraně spotřebitele v EU. Máte také nárok na opravu nebo výměnu zboží.

Výhody, které máte podle zákona o ochraně spotřebitele nebo jiného zákona, který nelze vyloučit, vyplývající z této záruky jsou kromě všech dalších práv a nápravných opatření ve vztahu k produktu.

### **2. Záruka na produkt**

Pylontech zaručuje, že výrobek neobsahuje vady způsobené nesprávným zpracováním nebo vadnými materiály.

Tato sedmi (7) letá záruka je platná:

1. dnem instalace produktu; nebo
2. šest (6) měsíců potom, co byl výrobek vyroben,

**Záruční doba** podléhá podmínkám uvedených v článku 3 a vyloučení záruky se řídí podle článku 5. Tato záruka se nevztahuje na žádné příslušenství a sady nářadí dodávané s produktem.

Společnost Pylontech opraví nebo vymění produkt, pokud je vadný a je vrácen během záruční doby.

### **3. Podmínky záruky**

Záruka na produkt je platná pouze tehdy, pokud:

1. je produkt zakoupen u společnosti Pylontech nebo u autorizovaného prodejce;
2. má oficiální sériové číslo Pylontech;
3. je nainstalován v bateriovém modulu v daném území;
4. je instalován, provozován a udržován v souladu s pokyny výrobce; A podle článku;
5. se používá na bázi denního cyklu, a to pouze ke skladování energie (Záruční podmínky).

Záruka nebude uznána, pokud závada nebo selhání produktu bylo způsobeno neoprávněnou manipulací nebo nedodržením návodu výrobce.

### **4. Reklamáce**

Reklamací lze uplatnit u autorizovaného prodejce, u kterého byl výrobek zakoupen, nebo přímo u společnosti Pylontech.

Při zjištění závady oznamte do 48 hodin společnosti Pylontech tyto skutečnosti:

1. jestli jste produkt zaregistrovali a vyplnili reklamační formulář na webu společnosti Pylontech; nebo



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2. pokud jste produkt nezaregistrovali, pak vyplňte záruční list dodaný s baterií v době nákupu, odešlete jeho kopii společnosti Pylontech na níže uvedenou e-mailovou adresu. Kopii můžete také poslat poštou nebo e-mailem autorizovanému prodejci, u kterého jste produkt zakoupili.

Abyste mohli uplatnit záruku, musíte:

1. předložit originál záručního listu;
2. předložit fakturu za nákup produktu s uvedením data dodání; a
3. v případě potřeby poskytnout firmě Pylontech systémové údaje z produktu o tom, zda byla nebo nebyla dosažena minimální kapacita (ale není to podmínkou).

Pro uplatnění záruky přímo kontaktujte společnost Pylontech:

**Adresa:** No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Šanghaj;

**PSČ:** 201203

**Telefon:** +86 2151317693 / +86 2151317697

**Fax:** +86 21-51317698

**E-mail:** [service@pylontech.com.cn](mailto:service@pylontech.com.cn)

Společnost Pylontech vás může kontaktovat ohledně dalších informací týkajících se závady. Dále může požadovat, abyste provedli testování produktu, a tím tak poskytli důkazy podporující nárok na uznání reklamace. Konečné ověření reklamace provede společnost Pylontech.

Pokud nebudete s řešením reklamace souhlasit, bude produkt otestován ve zkušební laboratoři schválené vládou EU nebo certifikovanou třetí stranou. Náklady na zmíněné testování hradíte v plné výši (pokud se vaše tvrzení prokáže jako platné, zaplatí náklady na testování společnost Pylontech).

Je-li požadováno testování kapacity produktu, musí se provést za následujících podmínek:

- a) Teplota prostředí kolem produktu musí být  $25^{\circ}\text{C} \pm 2^{\circ}\text{C}$
- b) Počáteční teplota podložky produktu musí být  $25^{\circ}\text{C} \pm 1^{\circ}\text{C}$
- c) Produkt bude vybíjen proudem 10A až do hodnoty napětí 54V DC od počátečního 100% nabití.

Pokud se typ produktu už nevyrábí, společnost Pylontech může podle svého uvážení nahradit produkt renovovaným produktem nebo jiným produktem nebo jeho díly s rovnocennými funkcemi a výkonem podle nejnovějších dostupných technických informací.

### 5. Vyloučení záruky

V rozsahu daném zákonem společnost Pylontech vylučuje veškerou odpovědnost za produkt, v níže uvedených případech:

1. selhání měniče nebo nabíječky;
2. produkt byl nainstalován s měniči nebo nabíječkou, a ti nebyli certifikováni společností Pylontech;
3. neoprávněné nebo jiné nevhodné zacházení s produktem, včetně použití produktu mimo doporučenou teplotu okolí v souladu s návodem výrobce;





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4. nevhodná manipulace nebo přeprava, včetně spadnutí (ale bez omezení), deformování, náraz nebo řez s ostrým předmětem;
5. ukládání, instalace, uvedení do provozu, změna nebo oprava produktu, která byla provedena jinou osobou než společností Pylontech nebo certifikovaným dodavatelem společnosti Pylontech;
6. zneužití, nedbalost, nehody nebo vyšší moc - včetně blesku, povodní, požáru, extrémního chladného počasí nebo jiných událostí;
7. jakýkoli pokus o prodloužení nebo zkrácení životnosti produktu bez písemného potvrzení od společnosti Pylontech, ať už fyzickými prostředky, programováním, apod.;
8. demontáž a reinstalace z původního místa na jiné, bez písemného potvrzení společnosti Pylontech;
9. voda, vodivý prach nebo korozivní plyn;
10. produkt byl připojen k různým typům bateriových modulů;
11. neschopnost instalovat, provozovat nebo udržovat produkt v souladu s pokyny výrobce;
12. běžné opotřebení nebo poškození, povrchové vady, promáčkliny nebo skvrny, které ovlivňují výkon produktu; a
13. krádež nebo vandalismus produktu nebo jeho komponentů.

## 6. Obecná ustanovení

Tato záruka se řídí zákonem platným v EU.

Pokud je některé ustanovení tohoto dokumentu nevymahatelné, neoprávněné nebo neplatné nebo činí tento dokument nebo jakoukoli jeho část nevymahatelnou, nezákonnou nebo neplatnou, pak je toto ustanovení odděleno/ vyřazeno a zbytek tohoto dokumentu zůstává v platnosti.

Pokud je některé ustanovení tohoto dokumentu nevymahatelné, nezákonné nebo neplatné v jedné jurisdikci, nikoli však v jiné jurisdikci, nebo činí tento dokument nebo jakoukoli jeho část nevymahatelnou, nezákonnou nebo neplatnou v jedné jurisdikci, nikoli však v jiné jurisdikci, pak je toto ustanovení odděleno/ vyřazeno pouze v jurisdikci, kde je nevymahatelné, nezákonné nebo neplatné, s ohledem na účinnost tohoto dokumentu.

## 7. Definice

V tomto dokumentu:

1. **Autorizovaný prodejce** je: schválený prodejce nebo distributor společnosti Pylontech, v dané zemi.
2. **Právo spotřebitelů** je: zákon o ochraně spotřebitele v EU.
3. **Minimální kapacita** je: nejméně 70% jmenovité kapacity během záruční doby.
4. **Nominální kapacita** je: počáteční jmenovitou kapacitu produktu uvedenou na štítku.
5. **Pokyny výrobce** jsou: pokyny a příručky k produktu vydané společností Pylontech, které určují, jak má být produkt nainstalován a provozován.
6. **Pylontech** je: společnost Pylon Technologies Co., se sídlem, Ltd č. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Šanghaj.

### Poznámka:

Záruční doba může být prodloužena na deset (10) let ZDARMA, pokud zaregistrujete Váš zakoupený produkt na webových stránkách společnosti Pylontech:

<http://www.pylontech.com.cn/service/support>



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a minimální kapacita / zbývající kapacita produktu v tomto dokumentu by nebyla menší než 60% jmenovité kapacity na konci záruční doby.

Geoffrey Song

Generální ředitel, mezinárodní divize, Pylon technologie.

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## **Pylon Technologies Co., Ltd.**

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# **Consumer Warranty – Powercube X1 Solar ESS Battery System**

## **1. Consumer Laws**

If you acquire the Product from an Authorised Reseller in European Union and the Consumer Law applies, including Great Britain, the Product comes with guarantees that cannot be excluded under the 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.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

## **2. Product Warranty**

The Product (Powercube X1) is integrated with Battery Management System (BMS) and modules N\*H48050 ( $2 \leq N \leq 7$ ) and designed for only series connection according to Pylontech SPEC and installation manual.

Pylontech warrants that the Product will be free of defects caused by improper workmanship or defective materials, including BMS.

This warranty of the battery modules' performance commences the period of seven (7) years from the earlier of:

1. the date of installation of the Product; or
2. six (6) months after the date the Product was manufactured

**(Warranty Period)** Subject to the conditions in clause 3 and the Exclusions in clause 5. This warranty does not include any accessories and tool kit items provided with the Product. Pylontech will repair or replace the Product (or provide you with a refund) if the Product is defective and returned during the Warranty Period.

## **3. Warranty Conditions**

The warranties in respect of the Product only apply if the Product:

1. is purchased from Pylontech or an Authorised Reseller in the Territory;
2. has the official Pylontech serial number;
3. is installed in the Territory;
4. is installed, operated and maintained in accordance with the Product Instructions; and
5. be used on a daily cycle basis and only for Photovoltaic (PV) energy storage,

**(Warranty Conditions).**

The warranties do not apply if the defect in or failure of the Product's performance is attributable to your misuse, abuse, accident or non-observance of the Product.





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### 4. Claim

Claims should be made to the Authorised Reseller from whom the Product was purchased.

You must, within 48 hours of a defect being discovered, notify Pylontech of a claim by:

1. if You registered the Product, completing the claim form on the Pylontech website; or
2. if You did not register the Product, completing the warranty card provided with the Product at the time of purchase and either emailing a copy to Pylontech at the below email address, or delivery or emailing the warranty card to the Authorised Reseller from whom the Product was purchased.

In order to claim under this Warranty, You must:

1. present the certificate of warranty declaration in its original form;
2. submit the invoice for the procurement of the Product indicating the date of delivery; and
3. provide the Pylontech system log data recorded by the Product as an indication of whether or not the Minimum Capacity has been achieved (but this would not be determinative).

To make a claim to Pylontech directly, please contact:

**Address:** No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai;

**Post Code:** 201203

**Telephone :** +86 2151317693 / +86 2151317697

**Fax:** +86 21-51317698

**Email:** [service@pylontech.com.cn](mailto:service@pylontech.com.cn)

Pylontech may contact You for further information regarding a defect. Pylontech may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by Pylontech.

If You dispute Pylontech's verification of the claim, the Product must be evaluated by the government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Pylontech will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions

- a) The ambient temperature of the Product must be  $25^{\circ}\text{C} \pm 2^{\circ}\text{C}$
- b) The initial temperature of the battery pods must be  $25^{\circ}\text{C} \pm 1^{\circ}\text{C}$
- c) Power shall be discharged by the Product at 0.2C as measured at the nominal charge voltage link from an initial 100% charge capacity.

If the Product is no longer available, Pylontech may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.



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### 5. Exclusions of Warranty

To the extent permitted by law, Pylontech excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. Inverter/PCS (power converting system) failure;
2. the Product being installed with inverters/PCS which have not been certified by Pylontech;
3. You treating the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Instructions;
4. transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
5. storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Pylontech or a Pylontech's certified installer;
6. abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Pylontech;
7. any attempt to extend or reduce the life of the product without written confirmation from Pylontech, whether by physical means, programming or others;
8. removal and reinstallation at another place from the original installation without the written confirmation from Pylontech;
9. water, conductive dust or corrosive gas;
10. the Product has been connected with different type battery modules;
11. failure to install, operate or maintain the product in accordance with the Product Instructions;
12. normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
13. theft or vandalism of the Product or any of its components.

### 6. General provisions

This warranty is subject to the law of the Territory.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

### 7. Definitions

In this document:

1. **Authorised Reseller** means an approved Pylontech retailer or distributor in the Territory.
2. **Consumer Law** means: EU Consumer law;
3. **Minimum Capacity** means at least 70% of the Nominal Energy during the Warranty Period.





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4. **Nominal Energy** means the initially rated capacity of the Product as printed on the label of the Product.
5. **Product** means Powercube X1 ESS battery system manufactured by Pylontech;
6. **Product Instructions** means the instructions and manuals issued by Pylontech with the Product that set out how the Product should be installed and operated.
7. **Pylontech** means Pylon Technologies Co., Ltd of No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai.
8. **Territory** means countries in European Union, depending on where the Product was purchased.
9. **You** means the natural person that acquired the Product.

### Note:

The Minimum Capacity/remaining capacity of Powercube X1 modules in this document would be not less than 70% of the Nominal Capacity during the Warranty Period of Seven (7) years.

Your warranty period could be extended to 10 years **FOR FREE** by successfully register your product on Pylontech website: [www.pylontech.com.cn/service/support](http://www.pylontech.com.cn/service/support). Then, the Minimum Capacity/remaining capacity of Powercube X1 modules in this document would be not less than 55% of the Nominal Capacity at the end of Warranty Period.

**Geoffrey Song**

General Manager, International Division, Pylon Technology.

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## **Consumer Warranty – Force-H1/H2 ESS Battery System**

### **1. Consumer Laws**

If you acquire the Product from an Authorised Reseller in European Union and United Kingdom, and the Consumer Law applies. The Product comes with guarantees that cannot be excluded under the Territory Consumer Law.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

### **2. Product Warranty**

The Product is integrated with Battery Management System (BMS) and Battery Modules, which designed for only series connection according to the Product Manual.

Pylontech warrants that the Product will be free of defects caused by improper workmanship or defective materials, including BMS.

This warranty of the battery modules' performance commences the period of **seven (7)** years from the earlier of:

1. the date of installation of the Product; or
2. six (6) months after the date the Product was manufactured

This warranty does not include any accessories and tool kit items provided along with the Product.

This warranty only covers the repair or replace of a defective Product. Pylontech will repair or replace the Product if the Product is defective and returned during the Warranty Period. The repaired or replaced product will continue the original remaining warranty period. In either case it shall not justify as a renewal of the warranty period.

### **3. Warranty Conditions**

The warranties in respect of the Product only apply if the Product:

1. is purchased from Pylontech or an Authorised Reseller in the Territory.
2. has the official Pylontech serial number;
3. is installed in the Territory;
4. is installed, operated and maintained in accordance with the Product Manual; and
5. be used on a daily cycle basis, under 90% depth of discharge, Photovoltaic (PV) energy storage.

### **4. Claim**

Claims should be made to the Authorised Reseller from whom the Product was purchased.

You must, within 48 hours of a defect being discovered, notify Pylontech of a claim by:



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1. if You registered the Product, completing the claim form on the Pylontech website; or
2. if You did not register the Product, completing the warranty card provided with the Product at the time of purchase and either emailing a copy to Pylontech at the below email address, or delivery or emailing the warranty card to the Authorised Reseller from whom the Product was purchased.

In order to claim under this Warranty, You must:

1. present the certificate of warranty declaration in its original form;
2. submit the invoice for the procurement of the Product indicating the date of delivery; and
3. provide the Pylontech system log data recorded by the Product as an indication of whether or not the Minimum Capacity has been achieved (but this would not be determinative).

To make a claim to Pylontech directly, please contact:

**Address:** No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai;

**Post Code:** 201203

**Telephone :** +86 2151317693 / +86 2151317697

**Fax:** +86 21-51317698

**Email:** [service@pylontech.com.cn](mailto:service@pylontech.com.cn)

Pylontech may contact You for further information regarding a defect. Pylontech may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by Pylontech.

If You dispute Pylontech's verification of the claim, the Product must be evaluated by the government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Pylontech will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions

- a) The test is based on single Battery Module.
- b) The ambient temperature of the Battery Module must be  $25^{\circ}\text{C} \pm 2^{\circ}\text{C}$
- c) The initial temperature of the Battery Module pods must be  $25^{\circ}\text{C} \pm 1^{\circ}\text{C}$
- d) Constant voltage\* constant current\*\* charge till all the cell voltage above 3.50Vdc or till charge current less than 1Amps.
- e) Constant voltage\* constant current\*\* discharge till battery low voltage protection cut-off.

\*For Force-H1 system, the single module constant charge / discharge voltage is 54Vdc / 43.5Vdc;

For Force H2 system, the single module constant charge / discharge voltage is 108Vdc / 87Vdc;

\*\* For Force-H1 system, the single module constant charge/discharge current is 14.8Amps;

For Force-H2 system, the single module constant charge/discharge current is 7.4Amps;





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If the Product is no longer available, Pylontech may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.

The Battery Module has a time value replacement guarantee for a period of 10 years. In this case, if the Battery Module is defective, the time value of the batteries is replaced. The fair value is calculated on the basis of a linear depreciation over a period of 10 years.

### 5. Exclusions of Warranty

To the extent permitted by law, Pylontech excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. Inverter/PCS (power converting system)/EMS failure;
2. The Product being installed with inverters/PCS/EMS which have not been certified by Pylontech;
3. The Product being installed in an outdoor environment without avoid of direct sunlight and frost;
4. Battery has not been installed or operated properly according to the Product Manual;
5. You treat the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended environment, temperature and humidity condition in accordance with the Product Manual;
6. transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
7. storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Pylontech or a Pylontech's certified installer;
8. abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Pylontech;
9. any attempt to extend or reduce the life of the product without written confirmation from Pylontech, whether by physical means, programming or others;
10. water, conductive dust or corrosive gas;
11. the Product has been connected with different type battery modules;
12. failure to install, operate or maintain the product in accordance with the Product Manual;
13. normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
14. theft or vandalism of the Product or any of its components.

### 6. General provisions

This warranty is subject to the law of the Territory.

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1. **Authorised Reseller** means an approved Pylontech retailer or distributor in the Territory.
2. **Consumer Law** means: Territory Consumer law;
3. **Minimum Capacity** means at least 60% of the Nominal Energy during the Warranty Period.
4. **Nominal Energy** means the initially rated capacity of the Product as printed on the label of the Product.
5. **Product** means Force-H1/H2 ESS battery system manufactured by Pylontech;
6. **Battery Module** means FH48074 and FH9637M battery module manufactured by Pylontech;
7. **Battery Management System** means the BMS manufactured by Pylontech, which include:
  - FC0500-40S (for serial connect 3 to 7 units of FH48074 according to Product Manual);
  - FC0500M-40S (for serial connect 2 to 4 units of FH9637M according to Product Manual);
8. **Product Manual** means the instructions and manuals issued by Pylontech with the Product that set out how the Product should be installed and operated.
9. **Pylontech** means Pylon Technologies Co., Ltd of No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai, China.
10. **Territory** means European Union and United Kingdom.
11. **You** means the natural person that acquired the Product.

### Note:

The warranty period could be extended to 10 years **FOR FREE** by successfully register your product on Pylontech website: [www.pylontech.com.cn/service/support](http://www.pylontech.com.cn/service/support). Then, the Minimum Capacity/remaining capacity of the modules in this document would be not less than 50% of the Nominal Capacity at the end of Warranty Period.

### Geoffrey Song

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