

5-Year Inverter & 10-Year Battery Limited Warranty

WARRANTY AGREEMENT TERMS AND CONDITIONS

This document constitutes the Limited Warranty Agreement ('**Warranty**') for the sale of the **Onesto** Inverter, Ion Battery, and Accessory Components ('**Products**') by MCE Electric ('**Seller**') to the purchaser ('**Buyer**').

The terms and conditions set forth below govern this agreement. MCE Electric is not obligated to notify any Buyer, or future Buyer, of any potential amendments or the non-applicability of this limited warranty for the supplied Products (referred to as 'Products' hereinafter). This warranty is applicable only to the sales agreement between MCE Electric and the Buyer. By purchasing the Products, the Buyer is deemed to have accepted the terms of this *Warranty Agreement*.

1. PURPOSE

The main objective of this warranty agreement is to establish and outline the terms and conditions governing the sale and warranty policy of the Products.

2. WARRANTY PERIODS

BATTERIES

Part Numbers: **EB/EBM/EBD/EBH/EBR** Series

The parties mutually agree that in the event of any defect discovered in a product within the warranty period, the product shall be repaired or replaced accordingly. The battery is subject to the following warranties:

- a. Battery BMS: Five (5) years.
- b. Battery Cells: Ten (10) years or 6,000 battery cycles (limited to 700 per year; whichever comes first.) (Must be connected to 2.4ghz Wi-Fi for cloud monitoring and logging.)

INVERTERS

Part numbers: **OST 6000HB-120, OST 10KHB-210** and **OST-1000HB-T**

The parties mutually agree that the Inverter is covered by a warranty period of five (5) years. In the event that a defect is discovered during the warranty period, the warranty shall be applicable as:

- c. Inverters: Five (5) years (Must be connected to 2.4ghz Wi-Fi for cloud monitoring and logging.)

3. SPECIAL MANDATORY CONDITIONS OF WARRANTY

The warranty for the above products is applicable under the following conditions:

- The installation must be done by an official Onesto registered installer, whom is also a qualified and certified electrical contractor (IE or MIE) only.
- To register as an official Onesto installer, the online form must be completed (https://www.onestosa.co.za/partner-portal.html#mode=partner_insert) requiring the following information:
 - Company Registration Documents.
 - Department of Labour Registration.
 - Proof on training. (Onesto Installers Certificate.) (Pending Activation for Training)
 - Organisation membership (ECA, ECB, SAPVIA, etc.)
 - Portfolio of Completed Work.
- The qualified and certified electrical contractor's qualifications must also be region/country dependent and will apply to the region/country of installation. Installation must comply to the relevant and most Current SANS codes or equivalent as per region/ country regulations. For SA use please see ECA Link: <https://ecasa.co.za/wpc/wp-content/uploads/2022/08/PV-Installers-must-be-electrical-contractors.pdf> for further information.
- The product must be purchased from MCE Electric or an Authorized ReSeller in the designated Territory.
- Where a product is purchased, the product must be installed and the warranty must be activated within the first 6 months from date of purchase, failing which the warranty period will automatically commence after the 6-month period, with no extensions being afforded to buyers where the products were installed after the 6-month period.
- The product must bear the original Onesto serial number.

- The product is installed in a battery module within the Territory.
- The product is installed, operated, and maintained in accordance with the Product Instructions.
- The product is used on a daily cycle basis solely for energy storage systems (Cycle life per year must be below 700 times).
- The Electrical Contractor (IE or MIE) must be registered with the DOL (Department of Labour), ECA or other relevant bodies or organisations.
- A COC (Certificate of Compliance) MUST be made available on request of a warranty Claim, Failure to produce a Valid COC installed by an IE or MIE may result in the Warranty being void. Also the additional test report for SSEG must be attached as well.
- Should any ancillary products such as Solar Panels, Combiner Boxes, AC Input/Output Boxes, DC Fuse Disconnectors and Fuses, DC Isolators, DC MCB's, etc., make use of any other make or manufacture other than Onesto or SolarPal Products therein within the installation, the relevant Regions, or Countries LOA or RCC Certificates or equivalent, must also be provided for such Products. Failure to produce these documents may also result in the warranty being void.
- Product must also be installed and commissioned within defined product Parameters i.e., specifications. Failure to do so may result in the warranty being declined.
- Equipment warranty registration by installer needs to take place within 7 (Seven) Days of commissioning of the project/installation, failure to register the warranty may result in the warranty being void or declined. The Online form need to be filled in with all mandatory fields and will be verified as Approved by Onesto SA.

However, it should be noted that the warranty will be rendered void if the defect or failure in the product's performance is a result of the buyer's misuse, abuse, accident, or failure to comply with the Product instructions and manuals.

4. GENERAL TERMS AND CONDITIONS OF WARRANTY

Under this agreement, the products manufactured and supplied by MCE Electric are warranted against material and manufacturing faults throughout the duration of the warranty period, subject to the following general terms and conditions:

The product must be purchased and installed within one of the following Jurisdictions: South Africa, Namibia, Zimbabwe, Botswana, Swaziland, Zambia, Angola, Mozambique, Malawi, and Lesotho.

- The warranty period will commence from the date of the warranty

activation by approved installer, upon filling in the Online Warranty Activation form by installer following the prior installation of the Product.

- The Online Warranty Activation form is to be completed with all mandatory fields filled in and submitted by the installer within 7 (seven) days of the date of installation. Failing compliance will render warranty claims of the buyer voidable at the instance of the Seller.
- The product must meet the necessary criteria for claiming a warranty, demonstrating its fitness for such claims.

5. WARRANTY ACTIVATION

To activate the warranty, the installer must please follow the procedure outlined below:

Fill in the online warranty activation form to initiate the warranty. When filling in the warranty, please supply the below details correctly:

- Customer Details (Name, Surname, Contact Number, Address).
- Installer Details (Name, Surname, Contact Number, Address, Electrical Registration, and Qualifications).
- Product Details (Inverter, Inverter Serial Number, Battery Model Name, Battery Serial number and if present, all details pertaining to the Solar Panels installed).
- Installation Details (Place of Purchase, Date of Purchase, Date of Installation, Wi-Fi connected, Images of installation, COC & additional test report for SSEG).

6. CONDITIONS FOR CLAIMING WARRANTY

The following conditions are necessary for a product to be eligible for warranty claims from the Seller and authorized reSeller:

- a. The product is designed for efficient usage in domestic and light commercial purposes. Light commercial purposes exclude environments which will be using excessive Inductive loads, as determined by Onesto and/or the Seller. Therefore, the product must be used accordingly.
- b. To qualify for warranty claims, the product must be used, stored, and maintained in accordance with the instructions provided by the Seller/manufacturer. Repairs and services should be performed as specified in the manuals and by authorized agents. Records of such maintenance and service should be maintained and presented when claiming warranty.

- c. The product remains eligible for warranty claims as long as it is not moved, re-installed, or transferred to any other location from its original place of installation without proper authorization.

During the warranty period, any faulty or defective product or component will be repaired or replaced free of charge for both materials and labor, provided that:

- i. The repair or replacement work is authorized or carried out by the Seller.
- ii. The product is returned to the South African depot according to the specified terms.
- iii. The Seller will not cover or reimburse costs incurred by any third-party undertaking work on the product.
- iv. The warranty period will not be extended in the case of repair or replacement of any product or part. The remaining warranty period will continue.
- v. In the event of a product replacement, the replaced product becomes the property of the Seller and the warranty period will commence with the remaining warranty period existing.
- vi. Any claim made under the terms and conditions of this warranty must be submitted within the warranty period.

7. HOW TO CLAIM

To claim the warranty, please follow the procedure outlined below:

- Contact your reSeller or distributor to inform them of the issue and utilize their technical expertise for assessment.
- If the reSeller or distributor is unable to address the problem, complete the online RMA form. (<https://www.onestosa.co.za/rma-form.html>).
- Uninstall the system and deliver it to our authorized repair center, ensuring correct packaging to avoid damages.
- Once received by us, the inverter will undergo inspection.
- Note that there is a three-week lead time for reporting, starting upon receiving the inverter at the repair center, not upon completing the RMA form. Lead times depend on meeting all requirements.
- The inverter will be assessed to determine the fault and potential cause of failure, as well as whether the repair falls under warranty or out-of-warranty.
- Additional site-related information may be requested to ensure compliance

with the product manual's recommendations and identify any issues related to negligence, mishandling, or non-compliance that could impact the warranty.

- For out-of-warranty repairs, a quotation will be provided for the replacement cost. Replacement work will begin only after full payment is received. Warranty replacements will be carried out at no cost to the client.
- Once the quotation is accepted and payment is made, the replacement will be initiated. The client will be notified when the replacement is completed to arrange for collection. If however it is not economically viable to repair the unit a new unit may need to be purchased.
- If a model is replaced, the warranty will continue from the remaining warranty period rather than initiating a new with the new unit.
- The Seller may require you to complete root analysis testing of the product to provide evidence supporting the claim.

It is important to note the following:

- Warranty registration must be completed within 7 days of installation by the qualified installer. Failure to register may result in delayed verification approval of warranty on the cloud. Register at: <https://www.onestosa.co.za/inverter-warranty-activation.html>
- Warranty claims require adherence to the specified terms and conditions.
- Unregistered inverters may experience longer lead times. Priority is given to registered units that are compliant with the warranty requirements.
- Onesto SA reserves the right to replace or credit inverters at its discretion after assessment. This includes cases of "out-of-the-box failures" and other malfunctions.
- Distribution partners are not authorized to offer credit, replacements, or swaps without proper mandate.

Please note that the provided timelines are meant as a guide, and we strive to conduct prompt technical assessments. For more information, please contact repairs@onestosa.co.za

After submitting the claim, MCE Electric will conduct a final verification of the claim. It is important to note that the Seller reserves the right to refuse exchange requests if adequate information is not provided.

- I. For replacement and warranty claims, you can contact the Seller at the email address warranty@onestosa.co.za
- II. In the event of a dispute with the Seller/MCE Electric regarding the claim, the product must be evaluated by the manufacturer or a certified 3rd party testing company. In such cases, you will be responsible for bearing the expenses

associated with the 3rd Party Evaluation Service charges. However, if your claim is proven valid, MCE Electric will bear all the testing charges.

- III. If a particular product is not available during the warranty claim, MCE Electric may, at its discretion, replace the product with a refurbished product or a different product or parts that have equivalent/similar functions and performance.
- IV. It is important to clarify that the replacement of the battery, components, or products may not be brand new, but they will have the same quality and specifications, complying with the claimed product specifications.

8. EXCLUSIONS

The warranty shall not be applicable in the following circumstances:

- i. Accessories and tool kits provided with the Products are not covered under this warranty.
- ii. The warranty period has expired or in cases of theft of the product or its components.
- iii. General cell life degradation.
- iv. Usage of the Product with unauthorized inverters or chargers not certified by MCE Electric.
- v. Improper, negligent, or inappropriate usage of the Product outside the recommended ambient temperature conditions specified in the Product Instructions.
- vi. Damage caused by negligent dropping, trampling, deforming, impacting, or contact with sharp items.
- vii. Any work performed on the Product, including storage, installation, commissioning, modification, or repair, by a private person or non-qualified Electrical Contractor other than an Onesto SA certified installer. (Also see special mandatory conditions of warranty).
- viii. Abuse, misuse, negligence, accidents, or force majeure events beyond the reasonable control of MCE Electric, such as lightning, flood, fire, extreme cold weather, or other similar events.
- ix. Illegal and unauthorized attempts to extend or reduce the product's lifespan without written confirmation from the Seller, including physical means, programming, or other methods.

- x. Unauthorized removal, shifting, and re-installation of products without written confirmation from the Seller and without following necessary protocols.

- xi. Negligent exposure of the product to water, conductive dust particles, corrosive gases, or connection with different battery type modules or batteries not approved by the Seller.

- xii. Product defects or damages resulting from improper usage, unauthorized access, or non-compliance with the User manuals.

- xiii. Apparent deterioration, superficial defects, dents, or marks that occur due to usage over time.

- xiv. Tampering or modification of the product without permission from the Seller, leading to undecipherable serial numbers or refusal to provide the serial number at the time of claiming warranty.

- xv. The product is not suitable for supplying or operating life-sustaining medical devices, and any issues related to such usage are not covered under warranty.

- xvi. Connection of incompatible battery components with Onesto SA inverters.

- xvii. Consumables such as fixings, glues, cables, ducting, replaceable batteries, light bulbs, and other similar items are not covered under warranty.

- xviii. Unauthorized adjustments made to the product by a third party will void the warranty.

Please note that this list outlines the circumstances under which the warranty will not be applicable.

9. LIMITED WARRANTY

This warranty is limited and does not cover installation, access to products, or any special, incidental, or consequential damages, such as loss of revenue or profits, or damage to property, resulting from any defects or faults in the product.

10. ITEMS UNDER WARRANTY

Date of Purchase:

Installer Name:

Installer Address:

Installer Contact Number:

Battery

Rating	Serial Number

Inverter

Rating	Serial Number

11. CONTACT

For any queries, the Seller can be contacted at: **Email:** support@onestosa.co.za

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Full training support, manuals and videos on www.onestosa.co.za

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