



Nilar 1.4 Battery system Limited warranty

2018

Warranty applies to: Ferroamp 32,4 kWh 42U system

P/N: 24-0023

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1 Nilar battery energy storage limited warranty

The **NILAR Limited Five-Year Warranty period** is an extension from 18 months to 60 months of the liability period stipulated in the last sentence of point 8.3 in the NILAR General Terms and Conditions.

Nilar Offers a 5-year warranty according to listed pre-set conditions:

PARAMETER	
CAPACITY	32,4 kWh
CYCLES PER DAY	1
MAX CHARGING	1C
MAX DISCHARGING	1C
AMBIENT TEMPERATURE (C°)	+10 - +30
DOD	100%
THROUGHPUT	64 800 kWh
EOL	80 %

Nilar warrants that the product retains at least 80 % of nominal energy for either **5 years** after the date of initial installation or for a minimum energy through put regarding 2000 full cycles at 1 cycle per day (whichever comes first) when the system is operated according to the Nilar normal use conditions and the manual that is provided by Nilar.

Nilar system capacity	Nominal energy	Energy throughput
32,4 kWh	32,4 kWh	64 800 kWh

Applies to:

COMPONENTS	POS
NILAR BATTERY 10E-108-12	1
NILAR BMS HARDWARE	2
NILAR BMS SOFTWARE	3

Nilar AB warrants that:

- Your Nilar system will be free from defects for 5 years following its initial installation date
- Your Nilar system will have an energy capacity that is rated on its initial installation date, and will retain capacity as shown below:

Application	Energy retention	Operating limitation
Backup/ 1 cycle per day system	80% at 5 years following initial installation date.	2000 full cycles
Other applications*	80% after 2000 cycles	2000 full cycles
Addition	70% after 2500 cycles	2500 full cycles

Note: This limited warranty is affected by numerous important exclusions and limitations which are detailed below:

2 Limitations of Warranty

If your Nilar system fails to comply with the above warranty, Nilar will either repair or replace your system with an equivalent product or refund/ compensate the customer. Replaced or repaired products will stay under the original warranty set for the initially installed system. Not under any circumstances will a replacement/repair justify an extension of the initial warranty.

To provide the limited warranty provided by Nilar, the ability to remotely update your system software is required. The installation of these updates may interrupt the operation of your product for a short period of time. By Installing the Nilar system with internet connection you consent to Nilar applying updates to your system from time to time, without further notice to you. Don't leave your system unconnected to internet as it may interfere with the limited warranty.

In no event will Nilar AB be held responsible or liable for any personal injuries resulting from the use of the system, or for any other damages, whether direct, indirect, incidental, or consequential; even if Nilar AB has been advised of such damages.

Claims that go beyond the scope of this limited Factory Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits, are expressly NOT covered by this Factory Warranty.

This Factory Warranty covers Nilar AB costs for materials necessary to reestablish trouble free operation of the Covered Product. This Factory Warranty does NOT cover, however, costs of installation, cost of removal, cost of labor for repair, cost of shipping or cost of reinstallation of a Covered Product or parts thereof.

3 Excluding parts of warranty

Damage or bad handling resulting from any of the following events is NOT covered by the Nilar limited Warranty:

- Insufficient transportation, storage, installation or wiring performed by buyer
- Disassembly, alteration, modification, repair or replacement by uncertified personnel set by Nilar
- Not in compliance with the official Nilar installation manual
- External influences including unusual electrical or physical stress (Inrush current, lightning, flooding, fire, power failure, accidental breaking, etc.)
- Use of an NOT Nilar approved inverter/ rectifier

In addition, this Limited warranty does not cover normal tear and wear, superficial defects, dents or marks that do not impact the product performance as well as theft.

4 Service/ replacement parts

Service and replacement will be used as refurbished or new with a performance that is equal to or higher than the defect product/part guaranteed by Nilar. If your product is not available at the market, Nilar can make the decision to replace it with an equivalent product regarding functionality and performance or refund the remaining annually decreasing value of the product regarding to the list purchase price payed by the customer. Nilar follows a compensation scheme according to below:

Level1: 100% refund of the initial purchase price, installation date to 24 months

level2: 72 % refund of the initial purchase price, 19th to 36 month

level3: 58% refund of the initial purchase price, 37th to 48 month

Level4: 44 % refund of the initial purchase price, 49th to 60 month

The warranty Period for the performance warranty terminates upon 60 months after installation of the Covered Product by an Authorized Dealer, or 64,8MWh Energy throughput full (100%) charging cycles of the Battery Pack.

5 Claim of warranty

In order to claim this warranty, you must be notifying the authorized reseller from whom the Nilar product was purchased. In order for a claim to be successful, it must include the following items:

- Proof of purchase (original)
- Description of the acknowledged defects from an Nilar authorized installer/service company
- Serial number of product and initial installation date (Proof)

If not possible to contact your Nilar authorized reseller, please contact Nilar directly through:

<http://www.nilar.com/contact/>

Nilar AB
www.nilar.com
sales.europe@nilar.com

*Applications operating within the certain limits and conditions set by Nilar

6 Law applicable warranty

EXCEPT AS OTHERWISE PROVIDED BY APPLICABLE LAW, THE FOREGOING REMEDIES STATE NILAR AB'S SOLE AND EXCLUSIVE OBLIGATION AND YOUR SOLE AND EXCLUSIVE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY.

7 General conditions

General conditions according to NL09.

8 General

This limited Factory Warranty and the terms contained herein supersede all statements contained in any and all user manuals, installation manuals, other equipment literature or catalogs, or orally with respect to any product or performance warranty for Covered Products.

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