



# Warranty Statement

## BESS Escape Series

### OVERVIEW

1. This Warranty covers defects in materials, workmanship and components for a period of time as described in table 2.
2. This warranty is activated by the return of the Warranty Registration Card and/or client's proof of purchase. If the latter is not available, then this warranty commences upon the date of original despatch from PowerPlus Energy's warehouse as recorded in PowerPlus Energy's internal systems.
3. When the BESS covered under this Limited Warranty is suspected to be faulty, the BESS must be turned off or have the faulty component/s isolated. The fault must be promptly reported to PowerPlus Energy.

**Table 1: Products Covered Under Warranty**

(When installed according to the manufacturer's installation and operation manual, specification and/or instructions)

Escape5	Escape10	Escape20	Escape30	Escape50
ESCA0514-010-000	ESCA1007-I21	ESCA2028-I21	ESCA3030-I21	ESCA5028-I21
	ESCA1007-I54	ESCA2028-I54	ESCA3030-I54	ESCA5028-I54
	ESCA1007-O54	ESCA2028-O54	ESCA3030-O54	ESCA5028-O54

**Table 2: Product/ Component Warranty Terms and Conditions**

(When installed according to the manufacturer's installation and operation manual, specification and/or instructions)

Batteries	Enclosures	MPPT chargers	Inverters	Communication equipment / Switchgear	HVAC
10 years	10 years	5 years	Escape10: 10 years Escape20: 5 years Escape30: 5 years	5 years	2 years
See Specific Warranty Statements: <a href="#">LiFe Series</a> <a href="#">LiFe4838P</a> <a href="#">ECO Series</a>			Maintenance outlined in User/ instruction manual. <a href="#">Escape10</a> <a href="#">Escape20</a> <a href="#">Escape30</a>		Maintenance outlined in User/ instruction manual <a href="#">HVAC Manual</a>

### LIMITATIONS OF WARRANTY

1. The warranty does not cover accidental damage, normal wear and tear, or misuse.
2. Paint, glass, and other surfaces are not warranted for blemishes, non-structural defects or imperfections caused by normal wear and tear, neglect, failure to perform required maintenance, factors beyond PowerPlus Energy (PPE) control or repairs and modifications not approved by PPE.
3. The warranty does not cover failure to operate or installations that are not according to the manufacturer's installation and operation manual, specification and or instructions.
4. The warranty does not cover workmanship and installation not performed by PowerPlus Energy or the suitability of this product for an application not approved in writing by PowerPlus Energy.
5. The warranty does not cover damage to external equipment, installation, removal, shipping, and re-installation of cabinets by 3rd parties.
6. PowerPlus Energy at their discretion will repair or replace the product with new or refurbished product or parts of similar age and use.
7. PowerPlus Energy will require photos of installation and history of maintenance schedule.
8. This document may be updated at any time and the new revision will supersede any previous versions.

## CONSUMER PROTECTION

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.

## WARRANTY CLAIMS

1. Contact your original place of purchase or PowerPlus Energy directly at [support@powerplus-energy.com.au](mailto:support@powerplus-energy.com.au).
2. BESS model number, serial number, original purchase receipt clearly showing purchase date must be supplied when making a claim.
3. A full description of the fault, system location address, your full contact detail and any other relevant information should be included.
4. PowerPlus Energy will contact you to determine the fault.
5. A Return Materials Authority (RMA) form is required prior to any system or part thereof being returned to PowerPlus Energy for assessment under warranty.
6. Any product being returned to PowerPlus Energy must be freighted in either its original packaging or a suitable substitute capable to protect the product from damage in transport.
7. PowerPlus Energy will repair or replace the faulty equipment at their discretion.
8. The balance of the original warranty will apply to the repaired or replaced components.