

# Warranty

## Litio10.2H-BT

### Elios Litio10.2 Limited Warranty

The basic Limited Product Warranty period for Litio10.2 is 10 years.

The Limited Performance Warranty period for Litio10.2 is 10 years.

### Limited Product Warranty

Elios warrants that the hardware of electronics and enclosure (including battery cover, enclosed micro circuit breaker if applicable, and BMS PCBA) will be free of defects caused by improper workmanship or defective materials, and it will start from the Invoice Date. If the buyer is unable to provide adequate documentation of the Purchase (invoice), the warranty start date shall be 6 months after the product is manufactured.

### Limited Performance Warranty

Elios warrants that the Litio10.2 retains either Seventy Percent (70%) of the Designed Energy for Ten (10) years or a Minimum Through Output Energy, which is calculated from the earlier of the installation date or 6 months after the Litio10.2 production date, whichever comes first.

Model No.	Designed Energy (kWh)	Usable Energy (kWh)	Minimum Through Output Energy (MWh)
Litio10.2	10.24	8.75	31.96

1: 90% DoD with 95% Round Trip Efficiency. Usable Energy (kWh) is measured by following the testing conditions and methods in Appendix A

2: In 10 years, the total yield energy is calculated based on Usable Energy, and the number is calculated based on condition @ T=25 deg C, 0.5C/0.5C charging and discharging, roughly 1 cycle per day.

## Preconditions for Warranty

1. The defect of the Liti010.2 shall occur within the Liti010.2 warranty period as determined above.
2. Any Liti010.2 failure, fault, or warning that leads to the system not working or working abnormally must be reported by following the terms described in 'HOW TO MAKE A CLAIM UNDER THE ELIOS WARRANTY' within two weeks of occurrence.
3. The Liti010.2 shall be installed by a skilled person or a third-party installer certified by Elios.
4. The End User shall correctly operate and use the Liti010.2 according to the User Manual and Installation Guide.
5. The End User shall provide proof of the original purchase of the Liti010.2.
6. The installation of the Liti010.2 for the End User shall be completed within a maximum of 6 months from the Invoice Date. The installer shall inform Elios' contact salesperson via email, and a proper inspection of the product shall be conducted according to Elios' guidance.
7. The charging temperature of the Liti010.2 must NOT exceed  $-5^{\circ}\text{C}\sim 50^{\circ}\text{C}$ , and the discharging temperature of the Liti010.2 must NOT exceed  $-20^{\circ}\text{C} \sim 50^{\circ}\text{C}$ , and it shall not be exposed in an installed area to direct sunlight. The Liti010.2 installation location must be ventilated in accordance with the requirements of the User Manual and Installation Guide.
8. This warranty covers a capacity equivalent to one full cycle per day. The Liti010.2 is not suitable for supplying life-sustaining medical devices or automotive applications.
9. The Liti010.2 shall be installed with Elios Inversa1510 inverters. If you want to use any other inverter, please check with the Elios team to make sure it's compatible in advance.
10. It is required that all Liti010.2 have an internet connection for monitoring. For those Liti010.2s that failed to meet this condition, Elios' warranty for Liti010.2 may become null and void.
11. Requesting an RMA (Return Merchandise Authorization) from Elios.
12. Before shipping the item back, email Elios Support to obtain an RMA (Return Merchandise Authorization) number.  
Include in your message:
  - Invoice/PO number
  - Product name, model, and quantity
  - Purchase date
  - Short description of the reason for return
  - Wait for Elios to send the RMA number and their return instructions, then follow them exactly when preparing the shipment

## How to Make a Claim Under the Elios Warranty

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the Liti010.2 from or the installer who installed the battery for you. If the claimant was unable to obtain service from them or was NOT satisfied with their service, the claimant can escalate your service request to Elios. Please note, to deliver a friendly and timely service, Elios is cooperating with many of our distributors and installers from all over the world. As such, please treat them as the default service channels and use these service channels to make your warranty claim. Elios will support and audit our service channel to ensure that we deliver a good service to our customers.

Please have the following information to hand, as it may be required when contacting the local distributor.

1. Contact information of the claimant, including the name of the person, name of the company, phone number, email address, and shipment address.
2. Information regarding all defective Liti010.2s, including model No., serial number, installation date, and failure date. Please make the claim within one month of the failure date; otherwise, Elios will treat it as you have abandoned the right to make a warranty claim.
3. Installation information, including brand, model, and number of PV panels.
4. Error message on APP screen (if applicable) and additional information regarding the fault/error.
5. Description of actions before the failure and detailed information of previous claims (if applicable). Elios may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from Elios or an authorized third-party company. Elios reserves the right not to enter the site should the Elios technician consider it unsafe to do so.

## Remedy

If a claim is received within the warranty period and a fault with the Liti010.2 is discovered that is covered under the warranty, Elios may, at its sole discretion, elect to

1. Fix the issue by changing configurations or updating software.
2. Repair the Liti010.2 by replacing it with spare parts.

3. Exchange the Litio10.2 for a Litio10.2 that is brand new or refurbished but at least functionally equivalent to the original Litio10.2, or an upgraded model that is either functionally equivalent or functionally superior to the original Litio10.2. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a 6-month warranty. For every single Litio10.2 replacement case, the claimant must gather the necessary information and send the RMA report (by following ELIOS’s RMA template) to Elios to confirm the RMA request prior to the Litio10.2 being exchanged.

**RMA Template**

Product Model	Serial Number	Invoice Date/No.	Installation Date	Installer	Remark
e.g. Litio10.2					

4. If it’s proven that the problem was caused by faulty installation, ELIOS reserves the right to contact the original installer and request that they provide a solution to fix the issue before ELIOS’s intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.
5. All parts of the Litio10.2 that are replaced by ELIOS shall become ELIOS’s property. If the Litio10.2 is found not to be covered by this Limited Warranty, ELIOS reserves the right to charge a handling fee.

**What is Covered and Not Covered?**

Unless a special/unique agreement exists between ELIOS and the customer, the ELIOS limited warranty covers only the cost of hardware material required to get the device functioning again.

All other costs, including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the Litio10.2 downtime, are NOT covered by the ELIOS limited warranty.

## Warranty Exceptions

The following circumstances may cause device defects but are NOT covered by ELIOS's limited warranty.

1. Normal wear and tear (including, without limitation, wear and tear of batteries).
2. Any defects that occur when the Latio10.2 warranty period has expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations or maintenance carried out against ELIOS instructions by an unauthorized installer. Unauthorized wiring or use with faulty or incompatible devices. Any changes to the installation are not done in accordance with the Installation Guide. Usage that does not comply with the safety regulations (VDE, IEC, etc.). Damage or defect caused by End User's improper use, misuse, or abuse, which is non-conforming with the User Manual.
4. Damage caused by the End User deliberately or by willful acts.
5. Disassembly, repair, or modifications performed by a third-party company/person not authorized by ELIOS. Latio10.2 modifications, design changes, or part replacements not approved by ELIOS.
6. Faults or damages due to unforeseen circumstances, man-made factors, or examples of force majeure, including but not limited to stormy weather, flooding, pests, inappropriate handling, misuse, neglect, fire, water, lightning, or other acts of nature.
7. Vandalism, engraving, labels, irreversible marking or contamination, or theft.
8. Faults or damage caused by other factors not related to Latio10.2 quality issues.
9. Any rust that appears on the device's enclosure is caused by harsh environmental conditions, accidents, and external influences. Faults or damage caused by exposure to seacoast/saltwater or other aggressive atmospheres or environmental conditions without ELIOS's written confirmation/approval prior to the installation.
10. Damage caused during transport, incorrect product installation or removal, exceedance of temperature range during use, and improper use.
11. The End User fails to provide the correct product serial number, or the product serial number is undecipherable or has been modified without permission by ELIOS.
12. Defects in products arise due to renewal of the national or regional laws or regulations.
13. Product failure is not reported to ELIOS within one month of its appearance.
14. The cost of travel for the technician to go on-site.

## Out of Warranty Case

Any defects that occur after the expiry of the warranty period or that occur within the warranty period, but that fall into the warranty exception conditions above are known by ELIOS as out-of-warranty cases. For all out-of-warranty cases, ELIOS may charge an on-site service fee, a parts fee, labor costs, and a logistics fee to the customer, including any/all:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software), and debugging the faulty Litio10.2.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective Litio10.2s are sent from the user to ELIOS and/or repaired Litio10.2s are sent from ELIOS to the user.

## Geographical Scope

These ELIOS Limited Warranty terms and conditions only apply to the devices that are originally purchased from channels authorized by ELIOS and installed in the destination defined within the Canadian market ONLY, unless there are specially stipulated warranty terms and conditions between ELIOS and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if ELIOS does not provide written confirmation/approval prior to the installation.

## Limitation of Elios' Liability

This limited warranty applies to the Litio10.2 that is sold and installed after January 01, 2025. It is the end user's sole and exclusive remedy against ELIOS and ELIOS's sole and exclusive liability in respect of defects in Litio10.2. This limited warranty replaces all other ELIOS warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort, or otherwise, including, without limitation, and were permitted by applicable law, any implied conditions, warranties, or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws.

To the extent permitted by applicable law(s), ELIOS does not assume any liability for any loss of, damage to, or corruption of data; for any loss of profit, loss of use of Litio10.2s or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses, or for any indirect loss or damage, consequential loss or damage, special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, ELIOS's liability shall be limited to the purchase value of the Litio10.2.

The above limitations shall not apply in case of gross negligence or intentional misconduct of ELIOS or in case of death or personal injury resulting from ELIOS's proven negligence.

- The Manufacturer's limited warranty is a basic warranty promise from ELIOS to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) that is provided by the ELIOS local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note that this ELIOS limited warranty statement may NOT be the latest version. Please confirm with ELIOS before signing this warranty letter.
- All rights reserved by ELIOS Limited.

## Appendix A

Designed energy measurement condition:

Ambient temperature: 25 ~ 28 degree C

Charge/Discharge Method:

1. Discharge the battery with constant current until the battery reaches end-of-discharge voltage or battery self-protection automatically.
2. Wait 10 minutes before charging.
3. Charge the battery with constant current and constant charge voltage until battery self-protection automatically activates.
4. Wait 10 minutes before charging.
5. Discharge the battery with constant current until it reaches the end of discharge voltage or battery self-protection automatically. Calculate discharged capacity. Monitor the current timeliness. (If it's a constant current).

6. Calculate formula: Current Capacity = Discharge time × Constant current value.
7. Charge the battery with constant current and constant charge voltage until battery self-protection automatically activates.

Product Type	End of Discharge Voltage	Constant Charge Voltage	Constant Current
Litio10.2	46V	58V	120A