

Meri Energy Manufacturer's Limited Warranty - 5kWh HVB

Meri Energy offers standard factory warranty which is valid 10 years (or 6000cycles) for battery products, from the date of installation or no more than 10 years from the delivery date from factory.

Batteries operation and storage conditions are as below.

- The charge/discharge rate is no more than 0.7C.
- Operation environment temperature range is between 0°C to 45°C.
- The goods storage environment temperature range is between -35°C to 35°C, the humidity is 65%±20%.
- Recharge battery every six months, and SOC is no less than 30% when store.
- Recharge battery within 10 days after battery is fully discharged.
- High voltage batteries need to be the same batch batteries when install. When different batch batteries are installed in the same system, all batteries need to be balanced to the same voltage by individual charge and discharge.

Note: The Meri Energy warranty applies only to products for which Meri Energy has received full payment from the authorized reseller, distributor, or installer.

1. Product Quality Standards and Warranty

- Meri Energy batteries comply with safety transportation related to UN38.3 and MSDS
- The battery warranty is decided by Meri Energy and it's distributor
- After the products left factory, the appearance damage (scratches, rust, chemical damage) is beyond warranty.

2. Warranty Exceptions

- Damage or lose to battery or accessory caused by logistics.
- Battery failure caused by non-compliance inverters or chargers which lead to e.g. abnormal charge voltage, unqualified inverter or charger.
- Battery malfunction or damage caused by non-professional or non-qualified personnel.
- Failure to observe the user manual, the installation guide, and the maintenance regulations.
- Change or remove specification label, serial number (SN).
- Product malfunction or damage due to disobey to relevant laws and regulations or technical requirements in power plant design, construction, or installation works.
- Connect high voltage inverter to low voltage battery or connect low voltage inverter to high voltage battery.
- Product malfunction or damage due to installation on movable device or in vibration occasions.
- Failure or damage caused by corrosion, lightning and other natural damage or force majeure.

- Unauthorized alteration or disassembly of the product.
- Damage or malfunction caused by other facilities e.g. Surge damage caused by switching on/off high power generator.
- Battery cycle rate over 85% after 10 years.

3. Repair, Replacement and Cash Refund

- When a failure occurs, the user should check and record from the screen display the error code, protection values and necessary information.
- When the dealer or Meri Energy confirmed that is the product quality problem, the faulty product will be repaired and replaced by spares.
- Meri Energy is only responsible for the company's products troubleshooting, repair and replacement, but doesn't assume any other special damages, consequential damages, incidental damages (including loss of profits, loss of goodwill, loss of business reputation loss or delay, etc.).
- This warranty does not affect the customer's enjoyment of any other rights laws and regulations relating to sales of consumer goods provided for in the host country or region.
- In the event that a repair or replacement with the same or an equivalent product is not feasible, Meri Energy may, at its sole discretion, offer the Purchaser a cash refund based on the remaining warranty period. The refund will be calculated as follows:
 - Refund Amount = Original Product Sale Price by Meri Energy × Remaining Warranty (%)
 - Where:
 - Remaining Warranty (%) = (Remaining months ÷ 120)
 - The "Original Product Sale Price" refers to the net price paid to Meri Energy by the installer or distributor.
 - For example, for a product 6 years old, 4 years remain, so: 4/10 years = 40%
 - This refund is intended as a final settlement of warranty obligations for the Product in question. Once accepted, Meri Energy shall have no further obligations regarding repair, replacement, or performance restoration for the Product.

4. Service Contact

Customers should contact their installer or local distributors regarding warranty claims. Please visit <https://merienergy.com/> for additional information.

5. Force Majeur

Force majeure is not artificially unavoidable and insurmountable objective conditions. In addition, it is the loss that even if the use of methods of prevention and attention, cannot prevent. It includes the following:

- earthquakes, floods, fires, storms and other natural disasters.
- war, invasion, blockade and other hostile armed actors.
- revolution, rebellions, riots.

- strike.
- collection, prohibition, and other provisions of the government's actions.
- infectious diseases.
- third-party negligence and wrong doing which Manufacturers cannot control.



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