

**After-Sale
Support Terms
V2.0**

LiFePO₄



Warranty Terms - WeVolt Energy

Issuer: WeVolt Renewable Energy Limited ("WeVolt Energy", "we", "us", "our")

Territory: Global (subject to local import/service availability)

Audience: Consumers (B2C) and Business Customers (B2B) who purchased eligible products from WeVolt or authorized partners.

This commercial warranty is in addition to any non-waivable consumer rights in your country (e.g., EU consumer guarantee). It does not limit your statutory rights.

1) Warranty Coverage & Duration

1.1 Covered Products

Lithium Battery Packs & Integrated ESS Modules (including embedded BMS, contactors, internal harnesses).

Enclosures & Mechanical Components integral to the pack.

Cables/Accessories supplied in-box (communication leads, brackets, etc.).

1.2 Duration (from date of delivery on the original invoice)

Lithium Battery Pack & BMS: 5 years limited warranty.

Mechanical enclosure & in-box accessories: 2 years against manufacturing defects.

DOA (Defect-on-Arrival): Report within 7 days → Free like-for-like exchange, outbound replacement shipping on us (see §6).

If a specific model's datasheet or Sales Agreement states a longer/shorter period or adds capacity/throughput criteria, that document prevails for that model.

1.3 Capacity/Performance Reference (battery)

Unless otherwise stated on the model datasheet, the battery is warranted to operate within normal performance for the term. Capacity checks follow Standard Test Conditions (STC): 25 °C ±3 °C, ≤0.5C charge/discharge, and up to 80% DoD as your draft specified (we can adjust to your internal standard if needed).

Diagnosis is based on BMS data (SoH, cycle count, temperature, voltage spread, events) and controlled discharge tests.

2) Eligibility & Conditions

Product was purchased new from WeVolt or an authorized partner and installed/commissioned by qualified personnel following local codes and the product manual.

Products from unauthorized channels (including second-hand/refurbished) are not covered.

You must keep the proof of purchase and intact serial number/labels.

During warranty, WeVolt covers diagnostics and approved replacement parts.

Labor for uninstall/re-install is not included unless your Sales Agreement or partner program explicitly covers it.

Shipping: For in-warranty defects, WeVolt provides prepaid return labels (where available) and covers standard outbound shipping of approved replacement parts or exchange units (expedited/white-glove optional, chargeable).

Returned products must use the original or equivalent protective packaging; damage caused by inadequate packing may be deducted or void coverage.

B2B note: Where a master supply agreement exists, its service level and logistics terms supersede this section.

3) What This Warranty Covers

Manufacturing defects in materials and workmanship under normal, intended use.

BMS/electronics faults not caused by misuse, over-voltage/current, or incompatible third-party equipment.

Firmware issues requiring corrective updates provided by WeVolt.

Remedies (WeVolt's choice, subject to law):

Repair (field or depot),

Replacement with a new or refurbished unit of equal or better performance, or

Refund/pro-rata if repair/replacement is not available or disproportionate.

Replacement units/parts inherit the remaining warranty of the original product or 90 days, whichever is longer.

4) Exclusions (What's Not Covered)

Missing or tampered serial labels, no valid proof of purchase, or unauthorized modifications/repairs (broken seals, altered firmware, non-approved parts).

Transport damage after delivery, incorrect installation/commissioning, undersized protection devices, or use outside datasheet limits (voltage, current, temperature, altitude).

Improper environment (e.g., outdoor use beyond IP rating, corrosive/coastal environments without mitigation, poor ventilation, obstruction of clearances).

Pairing with incompatible inverters/firmware or operation contrary to manuals/regulations.

Normal wear (cosmetics), expected capacity fade within normal industry range, or long inactivity/storage outside our storage instructions (e.g., not maintaining recommended SoC 30–60%, failing to top-up every 3 months).

Force majeure: lightning, flood, fire, earthquake, power surges, pests, vandalism.

Any product that cannot be legally/safely shipped due to damage state without special packaging/routing and the customer declines those prescribed steps.

If a claim is found ineligible, WeVolt may offer paid service (parts, labor, logistics).

5) Liability Limits

Total liability is limited to the amount you paid for the product (excluding installation).

WeVolt is not liable for consequential or incidental damages (e.g., lost profits, business interruption, data loss, penalties), except where prohibited by law.

This warranty does not guarantee product lifespan or future availability of the same model/finish.

For consumers, nothing in this warranty limits rights that cannot be excluded under applicable law. For U.S. customers, disclosures are intended to comply with consumer-warranty rules; for EU customers, your statutory remedies for lack of conformity remain available.

6) DOA (Defect-on-Arrival) – Free Exchange

Report within 7 days of delivery with unboxing photos/video and, where applicable, BMS logs/error codes.

After technical confirmation, WeVolt provides a free like-for-like exchange and covers outbound replacement shipping.

If the identical model is unavailable, WeVolt may supply an equivalent unit or offer a refund.

7) How to Make a Claim (RMA Process)

Contact us: email info@wevolt.global (or your regional support) with order/invoice, product model, serial number, installation location, inverter brand/firmware, description, photos/video, and for batteries: BMS log snapshot.

Remote diagnosis: WeVolt triages your case. Initial response within 24 hours (business days).

RMA issuance: If covered, we issue an RMA number, the return address, and Dangerous Goods (DG) instructions (labels/SoC/packaging).

Logistics:

- Spare parts: ship within 72 hours after RMA approval when in local stock.
- Return: use our prepaid label (where available) and ship within 14 days of RMA issuance.

Resolution: We complete inspection (typically 48–72 hours after receipt) and proceed with repair/replacement/refund per §3.

Shipments without an RMA, to the wrong address, or Cash-on-Delivery cannot be processed.

8) Dangerous-Goods (Lithium Battery) Safety

Never ship battery packs/modules without our DG instructions.

Damaged/defective lithium batteries generally cannot travel by air; we will route by ground/sea and may supply special packaging and UN3480/UN3481 labels.

Non-compliant returns will be refused and may be returned at sender's expense.

9) Transferability

The warranty is transferable to a subsequent owner at the same installation address if the serial remains intact and the new owner registers with WeVolt within 30 days of transfer (proof of original purchase required).

Moving the product to a new location may require re-inspection/commissioning by a qualified installer; contact us in advance.

10) Out-of-Warranty Service

WeVolt can provide paid support after warranty expiry, including diagnostics, spare parts, depot repair, and onsite service (where available). Charges may include parts, labor, shipping, and reasonable travel.

11) Governing Language & Updates

This English version governs. We may update the warranty to reflect legal or safety changes; the version posted on our website applies to purchases made after its effective date (earlier purchases retain the warranty active at the time of sale unless an update benefits you and is adopted by WeVolt).

12) Contact

WeVolt Renewable Energy Co., Ltd
Email: info@wevolt.global (warranty & escalations)
Website: www.wevolt.global