

PANDORA



BATTERY WARRANTY

Terms & Conditions

(For EU markets only)

Abstract

This document describes details of warranty terms and conditions of Recom brand batteries and related accessories which were sold and installed in European markets from the 1st of Jan 2023.



BATTERY WARRANTY TERMS & CONDITIONS

(For Euro-market only)

Recom's Pandora Batteries provide the following limited warranty. This warranty is applicable for RCM-BM-2.5 & RCM-BM-3.6, RCM-BMS & RCM-BB as listed in Table 1, which were sold and installed from the 1st of Jan 2023.

RCM-BM-2.5 /RCM-BM-3.6/RCM-BMS/RCM-BB

1. Purpose

The primary purpose of this warranty is to clearly define the matters related to warranty policy of products.

2. Warranty Condition

2.1. Warranty Period

The performance warranty of the products is valid for 120 Months from the date on which the battery is commissioned by the installer or 6 months after the manufacture date (whichever comes first). This warranty does not include any accessories and tool kit items provided with the product.

2.2. Warranty Limitation

Seller's liability under this warranty shall be limited to replacement, & repair via parts exchange. Replaced or repaired products shall be warranted for the remainder of the original Terms of warranty.

2.3. Exclusive of Warranty

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Recom:

- a) Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.).
- b) Improper or noncompliant use.
- c) Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).

- d)** Inadequate ventilation and circulation resulting in minimized cooling and natural air flow.
- e)** Installation in a corrosive environment.
- f)** Damage during transportation.
- g)** Unauthorized repair attempts.
- h)** Failure to adequately maintain the equipment. An on-site inspection by a suitably qualified technician is required following sixty months of continuous use. Warranty claims made beyond 60 months from the date of commissioning may be declined if it cannot be demonstrated that the equipment has been maintained adequately.
- i)** External influence including unusual physical or electrical stress (power failure surges, inrush current, etc.).
- j)** Use of an incompatible inverter or devices.

The products damaged due to the reason/reasons that not responsible by the seller, Recom shall provide charged service, all expenses including material cost, labor cost, warehouse cost, transportation cost, custom duties, analysis cost, management cost, corporate profits, disposal expenses, etc. will not be covered by Recom.

3. Performance Warranty

Recom warrants and represents that the product retains at least 70% of Nominal Energy for either 120 months after the commissioning date or for a minimum Energy Throughput as per the table indicated below (whichever comes first) when the battery system is operated under a normal use followed by the specification and the manual provided by Recom. The product DoD is 90% and during warranty period, it can safely operate at the range of this DoD.

The term “Nominal Energy” herein means the initially rated capacity of the product as indicated on the label of the products. The precondition warranty shall be as follows: The ambient temperature during the battery operation shall not be as below:

RCM-BM-2.5 & RCM-BM-3.6: below-30°C (with heating function) / -10°C (without heating function) or over 53°C.

The energy throughput is within the value indicated on the table below:

Product	Nominal Energy	Energy Throughput
RCM-BM-2.5	2.56kWh	7.8MWh
RCM-BM-3.6	3.685kWh	11MWh

For Capacity measurement conditions, see below details:

RCM-BM-2.5 & RCM-BM-3.6

Capacity measurement condition:

- Ambient temperature: 25-30°C
- Initial battery temperature from BMS: 25-30°C
- Current and voltage measurement at battery DC side
- Charging/discharging method:
 - Charge: 0.2CC/CV (Constant voltage (56.8)V, Cut-off current (0.05)C)
 - Discharge: 0.2CC/CV, (Cut-off voltage 45.6V)
 - RCM-BM-2.5 Current at 0.2C:10A
 - RCM-BM-3.6 Current at 0.2C:14A

4. Product Warranty

Recom warrants that RCM-BS will be free of defects caused by improper design, workmanship or defective materials. The warranty is valid for 120 months from the date on which the battery is commissioned by the installer or 6 months after the manufacture date (whichever comes first).

After warranty period, Recom has no obligation in providing spare parts/batteries.

5. Extend Additional Batteries

It is recommended to add extra batteries to the existing system within 1 year after the installation. Before extending the system, electrician shall follow every step on the Battery Extension Manual provided by Recom to ensure the batteries are at the same voltage level.

6. Warranty Registration

It is a requirement that all batteries are registered for warranty in order that they qualify under the terms of the Warranty Policy. It is a requirement that all customers provide the relevant warranty registration certificate, and it is a requirement that the end-user (or the installer on behalf of their customer) registers the warranty, at which point a full warranty certificate is issued. Warranties must be registered no more than six weeks following the date of commissioning. The information required at the point of registration is as follows:

- a. Inverter model
- b. Inverter serial number
- c. Battery serial number
- d. Installation date
- e. Customer name
- f. Full installation address
- g. Purchase receipt

Upon receipt of the registration request, the end-user will receive a full warranty certificate by email.

7. About Service

Recom will use new or refurbished condition as replacement battery, which performance is equal to or higher than defective products and guaranteed by Recom.

In the event that the product model is no longer available in the market anymore, Recom may replace it with different model with equivalent functions and performances or refund the remaining annually depreciated value of the products during the Terms of performance warranty.

8. Warranty Claim

Claims should be made to the authorized Reseller from whom the product was purchased. The following items must be made available to Recom within 48 hours of a defect being discovered for an exchange to be effected under this policy:

Battery data includes:

1. Product model
2. Product serial number
3. Indicator status
4. Test Report

Documentation includes:

1. Copy of original purchase invoice
2. Detailed information about the entire systems (e.g. system schematic)
3. Documentation of previous claims/exchanges (if applicable)

Recom may contact buyer for further information regarding the defect. Recom may require buyer to complete root analysis testing of the product to provide evidence supporting the claim. Final verification of the claim will be made by Recom.

Recom reserves the right to refuse exchange requests where adequate information is not provided. Warranty claims must in all events be applied within the Warranty Period.

To request the replacement of a battery, you must contact the Recom After Sales Support Inverters.

Email: inverters@recom-tech.com

**This Limited Warranty is a basic warranty promise from Recom to the end users. In certain countries/regions, end users may receive an additional warranty (should be at least equivalent to the manufacturer's warranty) which is provided by Recom's local distributors; should any claims arise in this respect, please direct them to the local distributor. Please note this limited warranty statement may NOT be the latest version, if any needs, please contactwith Recom to get the latest version.*

**This warranty is valid from 1st Jan 2023.*

10. LIMITATION OF WARRANTY SCOPE

SUBJECT TO THE LIMITATIONS UNDER APPLICABLE LAW, THE LIMITED WARRANTY SET FORTH HEREIN IS EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR PARTICULAR PURPOSE, USE, OR APPLICATION, AND ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF SELLER, UNLESS SUCH OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES ARE EXPRESSLY AGREED TO IN WRITING, SIGNED AND APPROVED BY SELLER. SELLER SHALL HAVE NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR DAMAGE OR INJURY TO PERSONS OR PROPERTY OR FOR OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE WHATSOEVER ARISING OUT OF OR RELATED TO THE INVERTERS AND ACCESSORIES, INCLUDING, WITHOUT LIMITATION, ANY DEFECTS IN THE PRODUCTS, OR FROM USE OR INSTALLATION.

UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, HOWSOEVER CAUSED. LOSS OF USE, LOSS OF PROFITS, LOSS OF PRODUCTION, LOSS OF REVENUES ARE THEREFORE SPECIFICALLY BUT WITHOUT LIMITATION EXCLUDED. SELLER'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE CONTRACT VALUE PAID TO SELLER BY THE CUSTOMER, FOR THE UNIT OF PRODUCT FURNISHED OR TO BE FURNISHED, AS THE CASE MAY BE, WHICH GAVE RISE TO THE WARRANTY CLAIM. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR THE EXCLUSION OF DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

IF ANY PROVISION OF THIS LIMITED WARRANTY IS HELD UNENFORCEABLE OR ILLEGAL BY A COURT OR OTHER BODY OF COMPETENT JURISDICTION, SUCH PROVISIONS SHALL BE MODIFIED TO THE MINIMUM EXTENT REQUIRED SUCH THAT THE REST OF THIS LIMITED WARRANTY WILL CONTINUE IN FULL FORCE AND EFFECT.

Table 1: Product and Appearance

Product	Appearance
RCM-BMS	 A black, rectangular device with a circular green indicator light on the front panel and the 'recom' logo on the right side.
RCM-BM-2.5	 A black, rectangular device with a square port on the front panel.
RCM-BM-3.6	 A black, rectangular device with a square port on the front panel.
RCM-BB	 A black, L-shaped mounting bracket.