

Product Warranty

BlueSky Energy gives a 10 year warranty for its GREENROCK Home Storage product line and on its saltwater storage stacks.

BlueSky Energy ("Seller") gives the warranty only to an operator (end customer) who operates the warranty-eligible product for his own purposes. Resellers do not acquire any rights and claims under the manufacturer's warranty against BlueSky Energy. These warranty conditions apply to the GREENROCK home storage product line for residential applications with a storage capacity of 4 kWh to 30 kWh and saltwater storage stacks. The

- GREENROCK commercial product range as well as the
- solar PV island system

are explicitly excluded from this warranty.

Completion of warranty rights

The manufacturer's warranty is concluded directly between BlueSky Energy and the warranty-authorized operator. The consent to the completion of the warranty under these warranty conditions will be declared by BlueSky Energy to the warranty-authorized operator upon transmission of the installation report authorized by the installer and customer. The installation report must be sent to BlueSky Energy. The installation report (including pictures / photos), needs to state the commissioning company (installer) and the warranty-authorized Operator, as well as the date of commissioning and product specification of the warranty-eligible product must be specified in the installation report. It is to be checked by the commissioning company (installer) as well as by the warranty-authorized operator to ensure that the warranty-eligible product is put into operation on the latest technical version and the commissioning of the warranty-eligible product is carried out no later than 6 months after delivery by the manufacturer. For older versions or products that are implemented after 6 months after delivery by the manufacturer, the date of delivery by the manufacturer and not the date of commissioning (installation) is the starting point of the warranty period.

The installation report must be sent to BlueSky Energy within 30 days after date of installation.

A condition for the conclusion of the guarantee is the online access by BlueSky Energy to the warranty-eligible product of the warranty-authorized operator. The customer must provide the necessary technical conditions for online access at his own expense and maintain them during the contract period. The required broadband Internet connection must have a download speed of at least 1 Mbps and an upload speed of 1 Mbps. If different requirements exist, these must be defined in the legally binding documents (offer, order confirmation).

BlueSky Energy is constantly developing and improving its products. These improvements are deployed to the products in the form of software updates. If those updates are not installed this can cause limitations or defects in respect to product performance

BlueSky Energy warrants to the warranty-authorized operator a Limited Warranty on the Warranted Product during the warranty period. The warranty applies if the capacity of the battery cells falls below 70% of the rated capacity or if other parts of the system deviate by more than 20% from the agreed or guaranteed performance.

Capacity calculation conditions:

- Room temperature: 25 ° - 30 ° Celsius
- Operating temperature: 25 ° - 30 ° Celsius
- Charging and Discharging method
 - 5 amp charge
 - 5 amp discharge



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Duration and assertion of the guarantee

The warranty applies to warranty claims that are proven to occur within 10 years after installation of a warranty-eligible product, or during use of up to 5,000 load cycles at 80% depth of discharge or during use of up to 3,500 load cycles at 100% depth of discharge. Once one condition is exceeded, the warranty ends.

For properly repaired or replaced warranty-eligible products or their system parts, the warranty is valid until the expiry of the original warranty time from initial start-up.

Legal and / or contractual warranty claims, which occur during a legal or contractual warranty period, cannot be derived from the guarantee. Any warranty claims must be made in writing to BlueSky Energy by the warranty authorized Owner within the warranty period. Warranty claims can also be submitted through an authorized and certified partner.

Rights under the guarantee conditions

Upon the occurrence of the warranty, BlueSky Energy will replace the defective part of the system. The working time required for the replacement of the defective part of the system shall be borne by the warranty-entitled operator at the rate of compensation from BlueSky Energy applicable on the occurrence of the warranty claim. The current hourly rate is 60, - Euro excluding applicable taxes. Working time within the meaning of this provision is also the travel time of BlueSky Energy to the place of installation of the guarantee-eligible product. Optionally, BlueSky Energy is entitled to replace the defective system part or power storage system with an alternative product or system part equivalent in function and performance. Furthermore, BlueSky Energy has the option of replacing the time value of the product or the defective part of the system with the guarantee-entitled operator instead of the replacement. The time value is calculated according to the calculation below.

Time value in EUR = net purchase price of the product or net value of the defective part of the system at the time of purchase by the operator / 120 x (120 - duration in months since delivery to the guarantee-authorized operator).

If the net value of the defective system part (for example, inverter, PV module, etc.) is not explicitly apparent from the quotation or order documentation, the list price valid for the defective system part at that time is used as the basis for the time value calculation.

Any claims exceeding the replacement, replacement or time value of compensation, in particular claims for loss of profit or replacement due to consequential damage, are excluded.

Insofar as the warranty-entitled product does not have a defect causing the warranty claim, or circumstances under exclusion circumstances / technical conditions exist and there is no valid warranty claim, and the warranty-authorized operator has not determined this as a result of gross negligence, BlueSky Energy may be entitled to get the incurred costs (e.g. for verification, travel etc) reimbursed from warranty-authorized operator. Working hours as well as the costs of travel are billed according to the defined cost rates.

Any warranty claims shall expire six months after notice of the defect by the warranty, or the date on which he should have been aware of the defect, without gross negligence, and no later than three months after the end of the warranty period.

Technical requirements, exclusion facts

The guarantee claims are excluded in the following cases:

- If not used according to specification
- Installation carried out by a non-authorized company
- Installation carried out not in accordance with installation manual
- If the online connection of the eligible product is interrupted for more than 6 hours
- Failure to carry out the regular check of the proper mains connection
- Foreign body interference and force majeure
- Transport damage not attributable to BlueSky Energy
- Excessive surges in the supply network, to which the guarantee-eligible product is connected.
- The room temperature falls below -5 degrees Celsius during operation of the power storage
- The room temperature exceeds 50 degrees Celsius during operation of the power storage



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Transferability of the guarantee

The warranty, including the resulting warranty claims, may be transferred by a warranty holder to a third party only with the prior written consent of BlueSky Energy.

All operating conditions required for the warranty claims can be found in the Installation and Operation Manual or Datasheets. Contact your authorized BlueSky Energy Distributor/Dealer to claim any claims you may have under the Distributor/Dealer Additional Warranty.

This is a summary of the warranty terms. The general terms and conditions of BlueSky Energy GmbH apply.



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