



20 YEAR WARRANTY

ENVOY 3.3kWh & 5.0kWh Modules

PRODUCT WARRANTY POLICY

Wright Energy Storage Technologies (WEST) warrants the original end user “Owner” that all Summit, Alpine and Envoy Series 3.3kWh and 5.0kWh capacitor storage modules “Capacitor Modules” purchased through WEST’s approved reseller network are guaranteed to be free of defect in materials and workmanship for a period of twenty (20) years, commencing from the date of sale “Warranty Period”.

COMPONENT WARRANTY

In the event of any defect in component parts within the Warranty Period WEST will repair/replace the faulty components, including capacitors, electronics, buttons, breakers, housing and cabling.

PERFORMANCE WARRANTY

WEST warrants to the Owner that the Capacitor Module will retain more than 60% of its rated capacity throughout the warranty period. In the event of capacity loss to a level below 60%, as evidenced through testing, WEST will either repair the Capacitor Module, offer the Owner a warranty credit commensurate with the time remaining under the warranty “Warranty Credit”, or replace the module entirely. The option chosen will be at WEST’s sole discretion.

Upon approval of a warranty claim and a decision by WEST to activate a Warranty Credit, the remaining term Warranty Credit will be determined using the table included below.

LIMITATION OF WARRANTY SCOPE

If products are repaired or replaced by WEST, it is not a reset of the warranty period. The original period will remain in effect.

WARRANTY CONDITIONS

1. Any cost for transportation, removal, testing, storage, taxes, loss of income or any other related costs incurred in the process of making a warranty claim and WEST acting upon it are not covered by WEST.
2. Only certified WEST installers may install or remove WEST capacitor modules.
3. Capacitor Modules must have been operated within the rated specifications as per the datasheet and installation manual.
4. Modifications, alterations, disassembly, repairs or replacement may not be carried out by someone not certified by WEST.
5. WEST will require proof of original purchase.

WARRANTY EXCLUSIONS

The WEST warranty will not apply in the following instances

1. Physical damage whether accidental or otherwise.
2. Electrical damage due to lightning or surges outside of specified operating conditions.
3. Fire or other heat damage from an external source.
4. Water damage.
5. Improper installation as per installation manual.
6. Tampering with the unit by non-qualified person/s.
7. Damage during transport.

COMPONENT WARRANTY PROCEDURE

In the event of a potential component warranty, a local approved WEST reseller should be contacted and informed of the nature of the failure. Depending on component availability, the reseller will schedule a time to repair the faulty component(s).

PERFORMANCE WARRANTY REPAIR PROCEDURE

In the event of a performance warranty the local approved WEST reseller should be contacted and informed of the possible claim. WEST IoT software will allow remote fault finding. If the WEST Warranty Service Team determines the fault as repairable, a qualified repair technician will be sent to resolve the problem on site.

PERFORMANCE WARRANTY CREDIT PROCEDURE

In the event of a performance warranty, the local installer should be contacted and informed of the possible claim. If the unit is not connected to the internet and as a result cannot be diagnosed remotely or WEST Warranty team otherwise determines that the Capacitor Module should be tested, the Capacitor Module should be carefully packaged and sent to the closest certified WEST repair facility.

If the Capacitor Module is not repairable and/or fails the capacity test and the client qualifies for remaining term warranty credit, the table below will be used to determine remaining term warranty credit.

AGE	CYCLES <i>LESS</i> THAN 90% DOD	CYCLES <i>HIGHER</i> THAN 90% DOD	REMAINING TERM WARRANTY CREDIT
Year 1	256	24	100%
Year 2	511	48	88%
Year 3	767	72	76%
Year 4	1022	96	64%
Year 5	1278	120	52%
Year 6	1533	144	48%
Year 7	1789	168	44%
Year 8	2044	192	40%
Year 9	2300	216	36%
Year 10	2555	240	32%
Year 11	2811	264	28%
Year 12	3066	288	24%
Year 13	3322	312	20%
Year 14	3577	336	16%
Year 15	3833	360	12%
Year 16	4088	384	10%
Year 17	4344	408	8%
Year 18	4599	432	6%
Year 19	4855	456	4%
Year 20	5110	480	2%

The furthest advanced attribute in the first three columns will be used to determine the remaining term warranty credit.

- A cycle is calculated as 100% of the rated capacity of the unit. If 70% DOD was utilized, it counts as 0.7 cycles.

As an example, if the performance warranty credit is calculated for a unit that is 5 years old, having completed 767 cycles less than 90% and 96 cycles higher than 90%, then the unit qualifies for a 52% remaining term warranty credit as the age is the most advanced attribute.

ONLINE CONNECTIVITY

For the warranty to extend past 12 years, the unit must be connected to the internet for 90% or more of its operational life. This will ensure that WEST can update the modules to the latest firmware and preventative maintenance can be scheduled in the event it is required.

ELECTRONICS WARRANTY

The electronics carry a standard warranty of 10 years. If the electronics fail after this period, this warranty ensures that any faulty electronics will be replaced in the field [within 2 weeks] by a local authorized repair technician at the Owner's cost for labor and parts.

CAPACITY TEST PROCEDURE

Any Capacitor Module thought to be eligible for warranty protection will be tested by charging and discharging it at a rate of 0.25C. If the unit delivers 60% or more of the rated capacity, the Capacitor Module is deemed to have passed the test and the unit will not yet qualify for the remaining term warranty credit.

OUT OF WARRANTY POLICY

Owners of Capacitor Modules with damage deemed ineligible for coverage by WEST under this warranty, or with component failure occurring after the warranty term has expired may contact WEST for replacement components or related upgrades. All related costs will be for client's account.

WE AT WEST TAKE PRIDE IN OUR PRODUCTS
AND WILL MAKE EVERY EFFORT TO MEET OR EXCEED
CUSTOMER EXPECTATIONS.