Fox ESS Battery Warranty Policy
UK & Ireland Only

i. Scope of Warranty
Fox ESS provides the following limited warranty for its battery products (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Fox ESS. Fox ESS under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This Fox ESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Fox ESS partners. The Product(s) included in this Policy are:

EP5, EP11, EP6, EP12, CQ7, CQ16, EQ2900, EQ3300. EQ4300, EQ4800, EQ5000, EQ6000 PLUS, EQ7000 PLUS, EVO5, EVO10

Important:
Please note, this warranty policy covers Fox ESS Products as specified herein. Inverters and charge controllers (including those contained with an all-in-one storage product) are covered under a separate warranty policy. This warranty is limited to the Fox ESS battery module range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by Fox ESS may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor does it include any product ability.
This Policy is limited only to the parties listed as per section 2.
This policy is effective only for those products purchased on or after the effective date of this warranty.

ii. Contracting Parties
This Policy is only provided to the original purchaser of the product from Fox ESS (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

iii. Warranty Period
The Policy provides warranty cover as outlined below:

Standard Warranty
EP5, EP11, EP6, EP12, CQ16
The Product will be free from defects in materials and workmanship for a period of one hundred and twenty (120) months from the date of installation, but no more than one hundred and twenty-five (125) months from the date of manufacture of the Product (whichever comes first).

EQ2900, EQ3300. EQ4300, EQ4800, EQ5000, EQ6000 PLUS, EQ7000 PLUS, CQ7, EVO5, EVO10
The Product will be free from defects in materials and workmanship for a period of one hundred and forty-four (144) months from the date of installation, but no more than one hundred and forty-nine (149) months from the date of manufacture of the Product (whichever comes first).

The warranty against defects in materials and workmanship set out in this Section (“Product Warranty”) is subject to both the applicable warranty period stated above and the Energy Throughput limit specified for the relevant Product in Section v. The Product Warranty shall expire when the applicable warranty period ends or when the Product’s cumulative Energy Throughput reaches that limit, whichever occurs first. The maximum periods measured from the date of manufacture stated above shall continue to apply.

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iv. Scope of Warranty
Fox ESS liability under this Policy shall be limited to replacement, repair, refund and compensation. Replaced or repaired Products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

v. Performance Warranty Terms
The Energy Throughput limits specified in this Section apply to both the Product Warranty under Section iii and the Performance Warranty under this Section. Once the applicable Energy Throughput limit is reached, both warranties shall expire, even if their stated time periods have not elapsed. This shared throughput limit does not otherwise alter the Performance Warranty's guarantee that the Product will retain at least 70% of Nominal Energy, subject to the applicable duration, operating conditions and other terms set out in this Policy.

EQ2900, EQ3300. EQ4300, EQ4800, EQ5000, EQ6000 PLUS, EQ7000 PLUS, EVO5, EVO10, CQ7
Fox ESS warrants and represents that the Product retains at least 70% of Nominal Energy for the either 12 years after the date of the initial installation or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated under a normal use according the to the specifications outlined in the Product manual.

EP5, EP11, EP6, EP12, CQ16
Fox ESS warrants and represents that the Product retains at least 70% of Nominal Energy for the either 10 years after the date of the initial installation or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated under a normal use according the to the specifications outlined in the Product manual.

The term "Nominal Energy" herein means the initially rated capacity of the Products as printed on the label of the Products. The precondition of the valid Performance Warranty shall be as follows:

The ambient temperature during the operation of the Products shall not fall below -10°C (14°F) or exceed 50°C (122°F)
The energy throughput is less than the values in table below:

Product	Nominal Energy	Energy Throughput
EQ2900 (12 years)	2.88kWh	12.15MWh
EQ3300 (12 years)	3.2kWh	13.5MWh
EQ4300 (12 years)	4.32kWh	16.2MWh
EQ4800 (12 years)	4.66kWh	17.47MWh
EQ5000 (12 years)	4.92kWh	18.45MWh
EQ6000 PLUS (12 years)	5.99kWh	22.46MWh
EQ7000 PLUS (12 years)	6.6kWh	24.75MWh
EVO5 (12 years)	5.12kWh	23.99MWh
EVO10 (12 years)	10.24kWh	47.88MWh
EP5 (10 years)	5.18kWh	19.42MWh
EP6 (10 years)	5.76kWh	21.6MWh
EP11 (10 years)	10.36kWh	38.85MWh
EP12 (10 years)	11.52kWh	43.19MWh
CQ7 (12 years)	7.02kWh	29.5MWh
CQ16 (10 years)	16.07kWh	57.85MWh

Capacity Measurement conditions:
Ambient temperature: 25~ 30°C (77 ~86°F)
Initial battery temperature from BMS: 25~ 30°C
Current and voltage measurement at battery DC side
Recommended Charging/discharging condition

vi. Policy Claim Eligibility
The only person(s) eligible to claim warranty under this contact are the Installer and Fox ESS authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer. Eligibility of a Service Rebate is in accordance with sections 5 and 6 of this Policy.

vii. Limited Liability
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 Fox ESS' warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start up or operation;
- Improper wiring of the Product causing arching or damage of the Product or its parts;
- Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to Fox ESS;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.
- Make sure to leave a space of at least 300 mm. A clearance of at least 300 mm must be left around the battery pack for proper cooling

viii. Product Replacement and Compensation
In the event the Products are not available in the market anymore, Fox ESS, at its option, may replace it with an alternative product with equivalent functions and performance.

ix. Exclusions
This Policy does not cover the components that were not initially sold by Fox ESS as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by Fox ESS.

x. Warranty Claim Process
It is the duty of the Installer to contact Fox ESS in the event of a fault with the following information.

Name of the Installer:
Product Model No:
Fault Code:
Fault Details:
Contact Details:

Fox ESS may ask for additional details depending on the fault conditions. Fox ESS will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Fox ESS. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Fox ESS is obliged to approve and dispatch the

Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Fox ESS within a maximum of thirty (30) days of the replacement being received. Failure to do so will forfeit eligibility for the service rebate outlined in section 5.

If an allegedly faulty Product is returned to Fox ESS pursuant to this Policy, and is found by Fox ESS to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Fox ESS will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by Fox ESS in all cases. Any replacement of the Product issued without the consent of Fox ESS will invalidate an associated claim.

xi. Further Rights at Law
In addition to the warranty provided by Fox ESS, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty. The products provided by Fox ESS comes with guarantees that cannot be excluded under consumer laws in the country/territory where the product is installed.

Contact Information
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