

Warranty Agreement

This limited warranty applies to the following battery models MASON-280 L-N, MASON-280-N, MASON-560L-N produced by SEPLOS. SEPLOS grants the warranty described in this document to the person who purchased the product and put it into use for the first time (original purchaser).

1. Warranty Agreement

1.1 Warranty Start Date

The warranty start date is the date after 3 months on the invoice issued by the seller to the original purchaser.

Warranty: 10 years (5 years warranty + 5 years paid warranty),
excluding damage caused by human factors.

1.2 Limited Products Warranty

SEPLOS warrants that it will be free from defects in material and workmanship for a period of 10 years from the Warranty Commencement Date, subject to the exclusions and limitations described below: 5 years free warranty

1.2.1 SEPLOS warrants that the products will retain 80% of their usable energy for 10 years from the Warranty Start Date, or the minimum energy throughput rate (6000 cycle times) is reached, whichever occurs.

First, provided that the Product is operated under normal operating conditions, according to the guidance provided by SEPLOS.

Remaining capacity test:

CC/CV fully charges the battery (standard charging) with a cut-off current of 0.05C at a temperature of 25 ± 2 °C.

Retain for 30 minutes, and discharge the battery with 0.5C discharge current, discharge cut-off voltage at 2.5V. The discharge time shall be greater than 96 minutes.

1.2.2 BMS, fuse, screen, and other parts operate normally.

5-year paid warranty

Within the 5 to 10 years warranty period, SEPLOS will provide free parts, and the buyer will provide freight, service charges, and other costs;

Scope includes 1.2.1, 1.2.2

1.3 Exclusions and Limitations

The limited warranty specified in 1.2.1 and 1.2.2 shall not apply to damage caused by the following reasons:

1.3.1 Fail to install, repair, or operate according to the instructions

1.3.2 Products were violently crashed or impacted;

1.3.3 If the use of the Products at a temperature is higher than 50°C or lower than - 10°C;

1.3.4 The first purchaser failed to notify SEPLOS or SEPLOS authorized resellers of the damage within 30 days after the damage occurred;

1.3.5 The product has not been installed and operated within one month after the warranty period;

1.3.6 Inverters are not approved by SEPLOS.

1.3.7 Modify or repair the product without the prior consent of SEPLOS or SEPLOS authorized service partners.

1.3.8 In the case of force majeure (for example, natural disasters, such as mountain flood, mountain floods, etc., flood, fire, earthquake, lightning, or other unusual environmental conditions, war, etc.);

1.3.9 Major damage to products during transportation.

1.3.10 Changes in national or regional laws, regulations, or regulations.

1.3.11 The product has not been used for more than 6 months.

1.3.12 Wear or optical defects of the product (especially scratches, stains, mechanical wear, rust, or mold), as long as these defects do not affect the function of the product in any way.

1.3.13 The serial number on the product is no longer recognizable or has been changed.

1.3.14 Use in parallel or series with other brand products

1.4 Other agreements

After the expiration of the warranty period, SEPLOS can provide customer service to the buyer (at its own discretion), and all its costs and expenses. For example, parts, labor and travel expenses shall be borne by the Buyer.

In the case of disputes over the definition of product status, third-party participation is required with the following provisions:

1.4.1 Reliable third parties, such as TUV Rheinland, Intertek, UL, CQC, or CGC, are accepted.

1.4.2 In the following cases, the third-party testing fee shall be borne by the original buyer:

Warranty can not be withdraw after the notifying of a third party participation.

The third-party test results favor SEPLOS.

In no event shall SEPLOS be liable for consequential damages, incidental damages, or penalties arising out of or in connection with the installation of SEPLOS products and other product defects or violations, except as stated in this warranty and to the extent prescribed by law. Liability for sexual damages (in particular loss of profits, damage to goodwill or commercial reputation, or damages for breach of contract).