



Limited Consumer Warranty – Max.On / Max.Plus

Consumer Laws

If you acquire the Product from an Authorized Reseller in the Territory and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under the Territory Consumer Law.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

Product Warranty

Pylontech warrants that the Product will be free of defects caused by improper workmanship or defective materials.

This warranty commences the period of Three (3) years starting on the date the original consumer purchased the products.

This warranty only covers the repair or replace of a defective Product. Pylontech will repair or replace the Product if the Product is defective and returned during the Warranty Period. The repaired or replaced product will continue the original remaining warranty period. In either case it shall not justify as a renewal of the warranty period.

Warranty Conditions

The warranties in respect of the Product only apply if the Product:

1. is purchased from Pylontech or an Authorized Reseller in the Territory;
2. has the official Pylontech serial number;
3. is operated and maintained in accordance with the Product Manual;



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Claim

Claims can be made to the Authorized Reseller from whom the Product was purchased or from Pylontech directly. In order to claim under this Warranty, You must submit the invoice for the procurement of the Product indicating the date of delivery, along with the battery serial number.

For claim, please consult with local authorized dealer or Claim on Pylontech website:

<http://en.pylontech.com.cn/service/feedback/>

Find the battery series number from the the mark on the bottom of battery

For more information please contact: service@pylontech.com.cn

If the Product is no longer available, Pylontech may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.

Exclusions of Warranty

To the extent permitted by law, Pylontech excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. External device failure, including but not limited to appliance failure, photovoltaic panel failure, etc.;
2. Battery has not been operated properly according to the product manual.
3. Battery do not full charge within 14 days after purchase or at least every 6 months.
4. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
5. Modification or repair of the Product that has been performed by a person other than Pylontech or a Pylontech's certified installer;
6. Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Pylontech;
7. Water, excessive heat, conductive dust or corrosive gas;
8. The Product has been connected with different type battery modules or battery not from Pylontech;
9. Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
10. Theft or vandalism of the Product or any of its components.
11. Cannot provide valid proof of purchase or free products.

General provisions

This warranty is subject to the law of Territory

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed, and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.



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Definitions

In this document:

1. **Authorized Reseller** means an approved Pylontech retailer or distributor in the Territory.
2. **Consumer Law** means: Territory Consumer Law
3. **Product** means Max.On & Max.Plus battery system manufactured by Pylontech;
4. **Product Manual** means the instructions and manuals issued by Pylontech with the Product that set out how the Product should operation and maintenance.
5. **Pylontech** means Pylon Technologies Co., Ltd of No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai.
6. **Territory** means where the Product was purchased.
7. **You** means the natural person that acquired the Product.