

Product Warranty

If you acquire the Product from an Authorized Reseller in South Africa and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under the South Africa Consumer Law. You are entitled to a replacement for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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.

The product should be free from defects in workmanship and materials for Ten (10) years from invoice date by IG3N or by authorized third parties.

IG3N provides the end customer (hereinafter referred to as the “Customer”) with a non-transferable warranty for the Subject of the Warranty. The Customer is the natural person or legal entity which acquires the Subject of the Warranty for the purpose of on-site use.

1 Performance warranty

IG3N guarantees that the capacity of the battery modules of the IG3N storage system will be at least 80 percent of the nominal capacity until the minimum number of full charge cycles guaranteed in accordance with the following provisions has been reached, but not later than the end of the guarantee period of 10 years.

The Warranty Covers the following battery ranges or product building blocks :

- i-Node 5.6 Master
- i-Node Slave (5.6 to 200 kWh)
- i-Node X (custom Configuration)

Product and Rated capacity:

	i-Node	i-Node 2	i-Node 3	i-Node 4
Nominal capacity	110Ah	220Ah	330Ah	440Ah
Nominal voltage	52V			
Max energy kWh	5,7	11,4	17,2	22,9
Cycle life @ 80% DoD, 25°C	4000			
Energy available @ 80% DoD (kWh)	4,6	9,2	13,7	18,3

Cycles Calculation example (ambient temperature of no more than 32 degrees Celsius @ 1C charge):

i-Node range:

80% DoD = 4000 cycles or 10years warranty

70% DoD = 5000 cycles

50% DoD = 6000 cycles

40% DoD = 8000 cycles

e.g. 10 Year kWh Delivery for 1 Cycle/day I-Node 5 kWh = 16352 kWh

Capacity measurement condition:

I-G3N warranties that the Product retains at least eighty percent (80%) of Usable Energy for Ten (10) years from the commissioning date from I-G3N or third party which are authorized by I-G3N.

2 Preconditions for warranty

- 2.1 Product should fall within the warranty period.
- 2.2 Any system failure, fault or warning information must be reported to IG3N or authorized service partner within 2 weeks of appearance.
- 2.3 Product should be installed by personnel recognized or by an authorized service partner.
- 2.4 Customer should correctly operate and use the system according to user manual and installation manual.
- 2.5 Customers should provide the proof of the original purchase of the product.
- 2.6 The installation of the Subject of the Warranty for the Customer should be completed within maximum 1 month from the date the title of the product is transferred from IG3N.
- 2.7 User should register i-Node products in IG3N's after-service page on the website within one week after the first installation or send an email to info@i-g3n.co.za
- 2.8 The ambient temperature during the operation of the product must be within the -10 °C and ~45 °C temperature range and should not be exposed to direct sunlight. The battery room must be ventilated in accordance with the requirements stipulated in the user manual.
- 2.9 The product can only be installed and operated in residential and small business applications with an average of one full cycle per day. The i-NODE is not suitable for supplying life-sustaining medical devices and automotive application. The warranty will be voided if usage exceeds household and small business energy storage applications.

- 2.10 The presented margin between 80% to 90% DoD is only to be used in emergency conditions such as load shedding. To ensure the warranty is maintained the system should not be used at 90% DOD for periods longer than 10% of its total life cycles (400 Cycles).
- 2.11 Product must be operated within the specified voltage and current parameters provided at allowed temperature. This holds true for both CANbus and non CANbus linked installations.

3 Replace or Repair of defective product

- 3.1 In the event that any Product covered by the warranty is confirmed by I-G3N to be factory defective or non-conforming, I-G3N will replace or repair the defective or non-conforming Product at its own discretion. Any maintenance or replacement should not be deemed as extension or recalculation of the warranty period.
- 3.2 I-G3N or Service Provider should respond within 3 working days after receipt of service.
- 3.3 I-G3N will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective Product. IG3N reserves the ownership of replaced battery or Products. Unless otherwise agreed by IG3N, the replaced battery or Products should be returned by the customer to the place designated by IG3N in the same or similar package within 4 weeks from installation.
- 3.4 Provided that IG3N has discontinued the manufacture of the Product at the time the related warranty claim is confirmed, IG3N should, at its sole discretion replace it with a different type of Product (of mutually agreed size, colour, shape and/or power) or refund the purchase price prorated by the days of the relevant Warranty Period remaining.
- 3.5 Replacement of battery, components or Products may not be brand new but with quality and specification compliant with the Product specifications.

4 Exception of Warranty

The following will result in a warranty no honoured:

- 4.1 The battery was not registered on IG3N's after sales website on time.
- 4.2 The quality or capacity warranty period was exceeded.
- 4.3 Product damage and defect caused by customer's improper use, misuse, abuse, which nonconforming with user manual.
- 4.4 Damage caused during transport.
- 4.5 Unauthorized wiring and use of faulty or incompatible devices or devices with safety issues.
- 4.6 Product arbitrarily modified or its function changed without authorization from IG3N.
- 4.7 Any changes to the installation not in accordance with the i-NODE installation manual.
- 4.8 Product damage caused by maintenance and other services conducted not by personnel authorized by IG3N.
- 4.9 Product damage caused by external force, force majeure (unforeseeable, unavoidable and insurmountable objective events, including but not limited to war, civil war, strike, riot or other activities intervened by government) or by a third party
- 4.10 Defects of Products arising due to technology update as a result of unforeseeable changes to laws and regulations.
- 4.11 Product damage caused by customer deliberately or by wilful act.
- 4.12 Failure report not provided within 2 weeks of appearance.
- 4.13 Unauthorized opening of the special sealed battery Enclosure

5 Non-Applicability of warranty claim

In case a warranty claim is found to be invalid, the costs incurred by IG3N or authorised installer due to this non-applicability of warranty claim should be covered by the customer unless this non-applicability would not have been apparent to customer according to given circumstances.

6 Warranty restriction

- 6.1 Unless otherwise specified herein, to the extent permitted by applicable law, the Warranty and above remedies should be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied.
- 6.2 To the extent permitted by applicable law, I-G3N expressly reject any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects.
- 6.3 No distributor, agent or staff of I-G3N is authorized to make any revision, extension or addition to the quality warranty.
- 6.4 The legality and enforceability of remaining clauses herein should not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.
- 6.5 Unless otherwise specified herein, to the maximum range permitted by applicable law, I-G3N will not be liable for any direct, indirect, special, accidental or derivative losses caused by the purchase or use of products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.
- 6.6 IG3N's liability from any cause whatsoever should in no event exceed the amount of the purchase price paid by the customer to IG3N for such product giving rise to the liability.

7 Update of warranty

To the extent permitted by the applicable law, I-G3N reserve the right to update this warranty from time to time, and such update may be published on the official website of I-G3N or sent by email or to the address of customer (if provided by customer when purchasing the Products).

8 Out of warranty

As for the service for the Products out of warranty, I-G3N agrees to provide certain after sales service to customer upon written request, and all the costs and expenses which include but not limited to the materials, parts or lab

our costs, should be incurred by customer.

9 End-of-Life Process

Batteries that reach their end-of-life and are no longer viable for refurbishment should be returned to IG3N for processing and recycling at the customer's cost. Material weight will be considered, and a recycling or disposal value may be credited in the customers favour.

10 Reporting of warranty

Complete the table below with product information to IG3N or authorised after-sales provider to report warranty requirement:

	Complete this column
Product Type	
Serial Number of i-Node	
Installation Date	