



Limited Warranty and Service Conditions

Version 1.2

Warranty Period

This Warranty applies to the **GreenVolt Pro**. The products usage must comply with the operating conditions under the specifications and the installation manual supplied by GreenEss, and then GreenEss warrants that the products are free from defects in material and workmanship for ten (10) years.

The warranty period shall commence on the earlier of the following dates:

- a) The date when the product is installed, commissioned, and successfully registered online.
- b) If the product has not been installed, commissioned, and registered online within 180 calendar days after the date of shipment from GreenEss's designated factory (as evidenced by the Bill of Lading or factory dispatch records), then the Start Date shall be the 180th calendar day after the date of shipment.

10 Year Limited Performance Warranty

The performance warranty guarantees that the Battery maintains at least 70% of the initial Battery's Capacity over the period of ten years (120 months) from the commence date or for a minimum Energy Throughput showing in Energy Capacity below, whichever comes first, under the standard capacity test conditions (see below), the Warranty will be terminated.

Series	Model	Usable Energy (kWh)	Minimum Throughput Energy (MWh)
GreenVolt Pro	MINT 4870-2S	7.065	56.52
GreenVolt Pro	MINT 4870-3S	10.598	84.78
GreenVolt Pro	MINT 4870-4S	14.131	113.05
GreenVolt Pro	MINT 4870-5S	17.664	141.31
GreenVolt Pro	MINT 4870-6S	21.196	169.57
GreenVolt Pro	MINT 4870-7S	24.729	197.83

Minimum Throughput Energy refers to the total warranted discharge energy accumulated from the Warranty Start Date onward. Battery operation must at all times follow the product specifications and the installation manual.

For the purposes of this Limited Warranty, Usable Energy is determined under the following capacity-test procedure (ambient temperature 25–28 °C):

- a) Discharge the battery at a constant current until it reaches the end-of-discharge voltage

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or its self-protection cutoff.

- b) Rest the battery for 30 minutes.
- c) Charge at a constant current until the end-of-charge voltage is reached or the state of charge is 100%.
- d) Rest for another 30 minutes.
- e) Discharge again at a constant current to the end-of-discharge voltage or the self-protection cutoff. The energy released during this step is recorded as the battery's Remaining Usable Energy.

Test value list:

Model	End of Discharge Voltage (V)	End of Charge Voltage (V)	Constant Current (A)
MINT 4870	40V	57.6V	34.5A

Note that this Warranty (including its duration) is subject to a number of important exclusions and limitations, as well as certain conditions being met. These are set out in detail below.

What Products are Covered?

This warranty applies to the GreenVolt Pro

- a) Was purchased from **Green Ess** or **Green Ess** certified distributors and Installers
- b) Was installed in Australia

Please contact Green Ess if you have any concerns regarding whether you purchased your GreenVolt Pro from a certified distributors and installer.

Who can make a Claim?

Warranty claims can be made by or on behalf of the end user who acquired and put the GreenVolt PRO into use for the first time. A subsequent owner of the GreenVolt PRO who provides proof of ownership is also entitled to make Warranty claims.

Remedies

If a Product fails to comply with this Limited Warranty, **Green Ess Pty Ltd** may, at its sole discretion, do one of the following:

- a) Repair the Product;

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- b) Replace the Product with an equivalent product; or
- c) Refund the then-current market price of an equivalent product at the time the warranty claim is made.

A Product submitted for repair may be exchanged for a refurbished unit of the same type instead of being repaired, and refurbished components may be used in any repair.

If a Product is repaired or replaced under this Limited Warranty, the repaired or replacement Product will carry the remainder of the original Warranty Period, subject to any rights and remedies you may have under applicable local laws (including the Australian Consumer Law and the Fair Trading Act 1986).

Limitations and Disclaimer

To the maximum extent permitted by applicable law, this Limited Warranty is the only express warranty made in connection with the Products. All other warranties, remedies, and conditions, whether oral, written, statutory, express or implied (including any implied warranties of merchantability, fitness for a particular purpose, and warranties against latent or hidden defects), are disclaimed. Nothing in this Limited Warranty excludes, restricts, or modifies any rights or remedies you may have under the Australian Consumer Law (ACL). Where any non-excludable guarantee or warranty applies under the ACL, Green Ess limits its liability, to the extent permitted by law and at its option, to one or more of the following: (i) repair or replacement of the goods; (ii) supply of equivalent goods; or (iii) payment of the cost of repairing or replacing the goods or of acquiring equivalent goods. Except as required by the ACL, the duration of and remedies for any non-excludable warranties are limited to those described in this Limited Warranty. Some jurisdictions do not allow the exclusion of implied warranties or the limitation of their duration; in such cases, the above exclusions and limitations may not apply to you.

General Exclusions

This Limited Warranty does not apply to any defect, damage, or performance shortfall resulting from:

- a) Improper installation, commissioning, operation, storage, or maintenance not in accordance with the applicable Installation Guide and User Manual; use with incompatible or non-approved equipment, or any third-party hardware/software interference.
- b) Unauthorised repair, modification, or opening of the Product (including

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removal/reinstallation at a location other than the original installation site without Green Ess's prior written consent).

- c) External events / force majeure, including but not limited to lightning, flood, fire, earthquake, over-voltage, pests, vandalism, theft, or other events beyond Green Ess's reasonable control.
- d) Cosmetic defects, normal wear and tear, surface corrosion or rust, noise or vibration that do not materially affect Product function.
- e) Transportation, handling or environmental misuse, including exposure outside specified temperature/humidity/ventilation limits, inadequate heat dissipation, water ingress/condensation, or corrosive environments.
- f) Battery deep-discharge due to prolonged inactivity or not following storage/standby instructions. The battery must be recharged periodically to maintain its normal functionality. Failure to perform regular charging and maintenance as recommended by the manufacturer will void the warranty.
- g) Tampered, altered, or missing serial numbers, or discrepancies between Product identifiers and Green Ess records.
- h) Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.
- i) To provide the full ten-year Warranty, Green Ess requires the ability to update the Product via remote firmware upgrades. Installing these updates may briefly interrupt operation. By commissioning and connecting the Product to the internet, you consent to Green Ess applying such updates from time to time without further notice. If the Product is not connected to the internet over 12 month, the warranty coverage will adjust to 5 years from the original activation date.

Modifications and Waivers

This Limited Warranty cannot be altered or waived by anyone—whether a Green Ess employee, dealer, installer, or any other representative. From time to time, Green Ess may choose, entirely at its discretion, to assist with out-of-warranty repair costs (for particular models or on a one-off, case-by-case basis). Any such goodwill support is voluntary, may be discontinued without notice, and does not establish a commitment to provide the same assistance to other customers.

Limitation of Liability

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To the maximum extent permitted by law, Green Ess Pty Ltd shall not be liable for any indirect, incidental, consequential, special, exemplary or punitive damages arising out of or in connection with this Limited Warranty or the Products, regardless of the form of action and whether or not Green Ess was advised of, or could have foreseen, the possibility of such losses. Except where prohibited by law, Green Ess's aggregate liability for any claim under this Limited Warranty shall not exceed the amount actually paid by you for the Product giving rise to the claim.

Nothing in this clause excludes, restricts, or modifies any rights or remedies you may have under the Australian Consumer Law (ACL). Where a non-excludable guarantee or warranty applies, Green Ess limits its liability, to the extent permitted by law and at its option, to one or more of the following: (i) repair or replacement of the goods; (ii) supply of equivalent goods; or (iii) payment of the cost of repairing or replacing the goods or of acquiring equivalent goods.

Limitation on Use

The GreenVolt Pro is not designed or intended to serve as a primary or backup power source for life-support systems, medical equipment, or any application where failure could result in personal injury, loss of life, or catastrophic property damage. To the extent permitted by law, Green Ess disclaims all liability arising from any such use. Green Ess also reserves the right to refuse service for Products used in these prohibited applications, and disclaims liability arising from providing or refusing such service.

Warranty Claim Process

To submit a claim under this Limited Warranty, please first contact the certified distributors or Installers who supplied and commissioned your Green Ess Product. If they cannot be reached, or if you purchased the Product directly from Green Ess, please contact Green Ess using the email, phone, or postal details provided in the contact section of this warranty.

If the product is suspected to be faulty, Green Ess will ask to lodge a warranty claim via an Online Warranty Claim (www.greeness.com.au) with the supporting documents and contact details set out below:

- a) Proof of the original purchase of your GreenVolt Pro and any subsequent transfers of ownership

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- b) A description of the alleged defect(s)
- c) The serial number and original installation date of your GreenVolt Pro

Further Rights at Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund 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.

Contact Details

Importer: Green Ess Pty Ltd

Suite 1, Level 2, 12 Ellingworth Parade, Box Hill VIC 3128, Australia

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Email: customerservice@greeness.com.au

Website: www.greeness.com.au

Manufacturer: DTI Renewable Energy (Shanghai) Co., Ltd

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