



# Warranty Statements – Battery Energy Storage Systems & Hybrid Solutions

**Included Products:**

- GRW Hybrid Power Generators.
- Mobile Battery Energy Storage System (SX Series, MX Series, and LX Series).

NOTE: ALL START-UP INSPECTION SHALL BE PERFORMED BY AN AUTHORIZED SERVICE DEALER

The manufacturer will, at its discretion, repair or replace any part(s) that, upon examination, inspection, and testing by our service engineers or Authorized Service Dealer (ASD), or branch thereof, is found to be defective under normal use and service, in accordance with the warranty schedule set forth below. Repair or replacement pursuant to this limited warranty shall not renew or extend the original warranty period. Any repaired product shall be warranted for the remaining original warranty period only. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest ASD, or branch thereof. It is highly recommended that scheduled maintenance, as outlined by the owner's manual and any component documentation, be performed by ASD, or branch thereof. This will verify service has been performed on the unit throughout the warranty period.

Warranty Coverage: Warranty coverage starts from the date of shipment from our factory, Registration of the unit will restart the warranty period up to six months from date of shipment.

Product Group	Warranty Period (Years)	Hours Limitation	Exclusions / Comments
GRW Hybrid Power Generators.	2 years	1000 HRs	The batteries warranty has a limitation of 5MWh cumulative discharge energy with average ambient temp between 15°C - 35°C {not less than - 10°C and not more than 45°C}
Mobile Battery Energy Storage System (SX Series, MX Series, and LX Series).	5 years	Lead Acid 2,000 Cycles Li-On (NMC) 3,000 Cycles Li-On (LFP) 6,000 Cycles	Replacement of the Lead Acid batteries will be on a pro-rata basis where replacement cost will be covered proportional to the time that has elapsed since invoicing. <u>Operating conditions:</u> for Lead Acid Batteries: (20°C;60%DoD; 0.10C) for Li-On (NMC) Batteries: (25°C;60%DoD;0.75C) for Li-On (LFP) Batteries: (25°C; 60%DoD; 0.50C)

**Guidelines:**

- All warranty repairs must be performed and/or addressed by ASD, or branch thereof, Repairs or diagnostics performed by individuals other than Independent not authorized in writing by the manufacturer will not be covered.
- Unit must be registered and/or proof of purchase available.
- This warranty is non-transferable from the original owner, warranty can be transferred if the transfer is notified to the manufacturer in writing.
- the manufacturer may choose to repair, replace, or refund a piece of equipment in its sole discretion.
- The warranty does not include performing or reimbursing de-installation, transportation, and re-installation.
- The warranty does not cover damages arising from improper use like reverse of battery polarity, Inadequate connection, mechanical shock, or deformation, contact with liquid or oxidation by condensation, Use in an inappropriate environment (dust, corrosive vapor, humidity, high temperature, biological infestation...).
- Damage to any covered components or consequential damage caused using non-OEM parts will not be covered by the warranty.
- Proof of performance of all required maintenance must be available.
- All warranty expense allowances are subject to the conditions defined in Claim Policy Manual, for inverters and BESS systems travel and subsistence expenses as well as on-site replacement, modification and maintenance costs will not be covered under warranty.
- Enclosures are warranted against rust for the first year of ownership only. Damage caused after receipt of the product is the responsibility of the owner and is not covered by this warranty. Nicks, scrapes, dents, or scratches to the painted enclosure should be repaired promptly by the owner.
- For Engines and alternators used in GRW Hybrid products carry a separate manufacturer's (OEM) warranty (the "OEM Warranties"), unless otherwise expressly stated. All warranty claims for defects in material and/or workmanship on our

product OEM components should be directed through the OEM distributor/dealer network. OEM Warranties may vary and are subject to change. The manufacturer shall have no liability under OEM warranties.

- To be eligible for the warranty, proof of purchase clearly defining date of purchase must be provided.
- The manufacturer reserves the right to make final decisions regarding the approval of warranty claims.
- Each product must be subjected to regular maintenance according to the documentation supplied and only original spare parts must be used.
- Any component replaced under warranty becomes the property of the manufacturer.
- All replacement components substituted under the warranty will be considered as a part of the original product and, consequently, the warranty for such components will expire along with the original product.
- The warranty does not cover any other liability and/or obligation as regards additional expenses, as well as direct and/or indirect damage or losses due to both total and partial use and/or impossibility of use.

**The Followings will NOT be covered by this warranty:**

1. Costs of normal routine maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up).
2. Any failure caused by contaminated fuels, oils, coolants/ antifreeze or lack of proper fuels, oils or coolants/antifreeze, or Damage/failures caused by operation with speeds, loads or installations other than what's recommended or specified by the manufacturer, or damage/failures caused by using of non-genuine parts.
3. Pickup or delivery of unit charges, Shipping costs associated with expedited freight.
4. Damage to the product caused by accidents, shipping, handling, or improper storage.
5. Steel components that rust as a result of improper installation, location in a harsh or saltwater environment, or are scratched where the integrity of applied paint is compromised.
6. Failures caused by any act of God or external cause such as, but not limited to, lightning, flood, extreme cold weather collision, fire, theft, freezing, vandalism, riot or wars, earthquake, windstorm, hail, volcanic eruption, tornado, hurricane, terrorist acts, or any other matters which are reasonably beyond the manufacturer's control.
7. Products that are modified or altered in a manner not authorized by the manufacturer in writing.
8. Failures caused by faulty installation or due to, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, or improper installation or sizing or has not been operated properly according to the product manual.
9. Any incidental, consequential, or indirect damage caused by defects in materials or workmanship, or any delay in repair or replacement of the defective parts.
10. Damage related to rodent and/or insect infestation.
11. Overnight freight costs for replacement parts.
12. For GRW Hybrid Power Generators, any failed components warranted by the OEM (i.e. engine and alternators).
13. Costs due to delays in repairs or replacement of defective parts or rental of equipment used during repairs.
14. Engine starting batteries are considered as wear components, subject to maintenance and operation instructions described on user manuals, Warranty voids in case of user manual instructions are not punctually applied on batteries.
15. Rental equipment used while warranty repairs are being performed (i.e. rental generators, cranes, etc.).
16. Defects that caused or contributed by Inverter/PCS (power converting system)/EMS failure or by installing inverters/PCS/EMS which have not been certified by the manufacturer or install the product in an environment out of the operation temperature or humidity range listed in the Product Manual, or if the product connected with incorrect type of system controller or battery module.
17. Any attempt to extend or reduce the life of the product without written confirmation from the manufacturer, whether by physical means, programming, or others.

The manufacturer excludes all other warranty conditions, terms, representations and undertaking whether express or implied. manufacturer makes no other warranties as to the merchantability or fitness for a particular purpose. notwithstanding anything else, to the extent permitted by the applicable law, the total liability, in the aggregate, of manufacturer, its affiliates, and subcontractors, and their respective employees and agents shall be limited to the price paid by the purchaser for the specific product/service giving rise to the claim. under no circumstances shall manufacturer, its affiliates, or subcontractors, or their respective employees or agents be liable for any consequential, incidental, indirect, special, or punitive damages (whether for lost profits or revenue, work stoppage, downtime costs, lost business, or otherwise), even if advised of the possibility of such damages or if such damages are foreseeable.

This warranty may be modified only by the manufacturer in writing. this warranty does not exclude the warranties and conditions implied by statutory rights and obligations that by any applicable law cannot be excluded, restricted, or modified ("mandatory rights")



In cases of warranty claim, notification of the product failure or the functional impairment is to be made by submitting a warranty claim form that available online on <https://support.generacinternational.com> , please ensure that you have provided the following information to quickly confirm that the product is within warranty period:

- a) Full description of the failure, provide some supportive photos.
- b) Failure date.
- c) Start-up / commissioning date, with provide copy for the commissioning report.
- d) Product model and serial number, with provide photo for the product data plate.
- e) log data recorded by the product as an indication of whether the minimum capacity has been achieved (At least 75% of the Nominal Energy during the Warranty Period when operating at below 0.5C-rate; At least 70% of the Nominal Energy during the Warranty Period when operating between 0.5C and 1 C-rate.
- f) Current running HRs, with provide photo for the hour meter (wherever applicable).
- g) Operating environment.
- h) Maintenance History.