



External Battery & Inverter Enclosure Warranty

24-Month Limited Product Warranty

Eco Energy Storage Systems Ltd (Eco-ESS)

1. Warranty period

Eco-ESS warrants the covered product against defects in materials and workmanship for 24 months from the date of original supply to the first purchaser, unless a longer period is expressly confirmed by Eco-ESS in writing for the specific product or order.

This is a manufacturer's commercial warranty. It is additional to, and does not replace or restrict, any statutory rights that a consumer may have.

2. Products covered

Eco-ESS external inverter/battery enclosures, including the cabinet structure and Eco-ESS-supplied factory-fitted environmental-control hardware where included in the purchased specification.

3. What the warranty covers

During the warranty period, where Eco-ESS confirms that a covered product or component has failed because of a defect in materials or workmanship, Eco-ESS may, at its option, repair the product, supply a replacement component, replace the product with an equivalent product, or provide another appropriate remedy.

- Defects in cabinet manufacture, hinges, locks and factory-fitted structural hardware.
- Defects in Eco-ESS-supplied factory-fitted fans, heaters, thermostats or other environmental-control components.
- Premature coating failure attributable to a manufacturing or coating defect.

4. Installation and commissioning requirements

The enclosure must be installed on a suitable base and in accordance with Eco-ESS installation requirements, including required ventilation/clearances and weatherproof cable entry.

Any electrical environmental-control equipment must be connected and protected by a suitably qualified installer.

5. What is not covered

- Incorrect installation, wiring, commissioning, configuration, maintenance, modification or repair by a person not authorised or suitably competent for the work.
- Use outside the product's published ratings, instructions, environmental limits or intended application.

- Damage caused by external electrical events or conditions, including lightning, abnormal supply conditions, faults elsewhere in the installation, short circuits, overloads or surges, except where the alleged defect is itself a manufacturing defect in an Eco-ESS component intended to provide protection against that event.
- Accident, impact, vandalism, misuse, abuse, fire, flooding, water ingress caused by incorrect installation, contamination, pests, corrosion arising from an unsuitable environment, or other external causes.
- Normal wear and tear, cosmetic deterioration that does not affect function, consumable items, and routine maintenance.
- Consequential or indirect losses, loss of generation, loss of stored energy, loss of revenue, or damage to third-party equipment, except where liability cannot lawfully be excluded.
- Corrosion or coating damage caused by cutting, drilling, grinding, site modification, chemical exposure, coastal/industrial exposure beyond the product's specified corrosion class, or failure to repair damaged coating.
- Condensation, overheating, freezing or equipment failure caused by blocked vents, loss of electrical supply to environmental controls, inadequate site clearances, or installation contrary to Eco-ESS instructions.
- The inverter, battery, cabling and other third-party equipment housed inside the enclosure are not covered by this warranty.

6. Labour, removal and reinstallation

Unless Eco-ESS expressly agrees otherwise in writing, this warranty covers the Eco-ESS product or component only. Electrician/installer labour, fault-finding time, access costs, removal, reinstallation, scaffolding, making good, transport arranged without authorisation and other site costs are not included.

Nothing in this clause limits any remedy or cost recovery that a consumer is entitled to under applicable law.

7. Making a warranty claim

- Proof of purchase or supply, product identification/serial number where applicable, installation details and a clear description of the alleged fault.
- Photographs, test results, commissioning information or other reasonable evidence requested by Eco-ESS to diagnose the issue.
- The product or affected component must be made available for inspection or returned when reasonably requested. Goods should not be returned without prior authorisation.

8. Replacement products and components

A repair or replacement does not restart the original warranty period. The repaired or replacement product/component is covered for the remainder of the original warranty period, unless Eco-ESS confirms otherwise in writing.

9. Transfer and proof of warranty

The warranty may follow the product to a subsequent owner where the original proof of purchase/supply and sufficient product identification are available. Eco-ESS may require evidence that the product has remained installed and used in accordance with its requirements.

10. Contact

Warranty claims: info@eco-ess.co.uk | 01332 439 186 | www.eco-ess.co.uk