

## Eleven Energy Product Warranty

### Warranty Overview

This document outlines the warranty terms for Eleven Energy products. The warranty becomes valid only after the successful commissioning of the system by a qualified and UK registered electrician.

### Warranty Coverage

Eleven Energy guarantees that its products will be free from material defects in design, materials, and workmanship for the specified warranty period. For our battery products, we additionally guarantee a minimum of 75% capacity retention throughout the specified warranty period:

Product	Warranty Period
Inverter	10 years from the commissioning date
Battery	10 years from the commissioning date or until the lifetime energy throughput reaches 4 MWh per 1 kWh of battery capacity, whichever occurs first.
Accessories (e.g., cables and enclosures)	12 months statutory warranty

### Conditions of Warranty

#### 1. Eligibility:

- The warranty applies only to products installed and commissioned by a qualified and UK registered electrician.
- Products must be commissioned through the Eleven Energy app and remain connected to the internet for performance monitoring and firmware updates (internet connectivity for a minimum of 90% of the time since initial installation). If the system is offline for more than 10% of time from the date of installation, the warranty may revert to a 12-month standard warranty from the date of commission.

#### 2. Transferability:

- The warranty is transferable to subsequent owners if:
  - Proof of ownership and purchase is provided.
  - The product remains at its original installation site.

Address: 28 Chesterton Road, Cambridge, United Kingdom, CB4 3AZ

Contact: +44 1638 750 660 [info@elevenenergy.co.uk](mailto:info@elevenenergy.co.uk)

Company Registration Number: 15930035

### 3. Exclusions:

The warranty does not cover:

- Normal wear and tear.
- Damage due to misuse, negligence, or unauthorised modifications or repair.
- Environmental conditions, such as extreme weather or interruption or failure of utility service or electrical surge.

This warranty shall not apply and the user shall not have the benefit of this warranty, unless and until the user has paid in full all amounts owing to Eleven Energy.

### Claim Process

1. Notify Eleven Energy in writing within 30 days of identifying a defect.
2. Allow Eleven Energy to inspect the product or return it to an authorised service centre (at Eleven Energy's cost if the product is deemed defective).
3. Eleven Energy will, at its discretion:
  - Repair or replace the defective product.
  - Offer a full refund if a replacement is not feasible.
4. This Warranty shall continue from the original warranty start date for any repaired or replacement Eleven Energy product supplied by Eleven Energy under the warranty herein.

### Owner Responsibilities

To maintain warranty validity, owners must:

- Follow all installation and operational guidelines as provided in the operating instruction manual.
- Perform periodic maintenance as recommended by Eleven Energy.
- Cease to use the Eleven Energy product immediately on becoming aware of any defect in the product.

### Limitations of Liability

Eleven Energy shall not be held liable for:

- Indirect, incidental, or consequential damages (financial or otherwise) arising out of the use or inability to use Eleven Energy products.
- Failure caused by third-party components or installations not authorised by Eleven Energy.

- Any defect arising out of any act or omission of any third party, including any qualified electrician.

Eleven Energy products are not intended to provide primary energy supply, to support medical or any other life support equipment. Eleven Energy, to the extent permitted by law, will not accept any liability arising from the use of GivEnergy Products for such unintended use.

For the avoidance of doubt, Eleven Energy reserves the right to charge for any additional work or repairs which are required to an Eleven Energy product which are not within the scope of the above warranty.

### **Force Majeure Clause**

The warranty does not cover defects or failures resulting from circumstances beyond Eleven Energy's control, including but not limited to natural disasters, war, or government actions.