

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 8 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.
- Products must be connected to the internet for performance monitoring, firmware updates and technical support. Certain features such as smart charging and discharging schedules and smart tariff integration require an active internet connection to function, the inverter's functionality may be degraded in the event of the loss of internet availability during their operation.

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.

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 instruction manual and via Eleven Energy App.
- 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 Eleven Energy 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.