ZEPHYR TECH

LIMITED PRODUCT WARRANTY

Battery Limited Warranty

ZT-One and ZT-2.0 Powerwall, 5.12 kWh to 15.36 kWh



ZT-ONE



ZT-2.0

10 years

from commissioning, or the throughput limit if sooner

70%

minimum capacity guaranteed for the warranty period

Sunsynk & Solis

approved inverter partners

Version 1.0 · Issued 1 October 2026

sales@zephyrtech.uk
www.zephyrtech.uk

1. About this warranty

> Zephyr Tech Ltd guarantees your ZT battery for 10 years from commissioning, or until it reaches the energy throughput limit in Section 3, whichever comes first.

This Limited Product Warranty (the "Warranty") is given by **Zephyr Tech Ltd** ("Zephyr Tech", "we", "us"), company number 15196103, registered office 30-34 North Street, Hailsham, East Sussex, BN27 1DW. Zephyr Tech is the manufacturer of ZT batteries and the sole provider of this Warranty. All claims are handled directly by us.

In this Warranty, "you" means the owner of the property where the battery was first installed, as registered under Section 8, or anyone the Warranty has been transferred to under Section 7.

Product warranty only. This Warranty covers the battery itself. It does not cover the quality of the installation work. Installation work is covered by a separate workmanship warranty, given by Zephyr Tech where Zephyr Tech installed your system, or by your installer where they did. The two warranties are separate documents with separate terms, and a claim under one does not extend or replace the other.

This Warranty is in addition to your legal rights. It does not reduce or replace any rights you have under the Consumer Rights Act 2015 or other UK law.

Contact for all warranty matters: sales@zephyrtech.uk · www.zephyrtech.uk

2. Products covered

This Warranty covers the battery modules in the ZT-One and ZT-2.0 Powerwall ranges (the "Products"), including all Gen 1 and Gen 2 versions.

Range	Generation	Cell type	Capacities covered
ZT-One Powerwall	Gen 1 - Gen 2	Lithium iron phosphate (LiFePO4)	5.12 kWh, 10.24 kWh, 15.36 kWh
ZT-2.0 Powerwall	Gen 1 - Gen 2	Lithium semi-solid state	5.12 kWh, 10.24 kWh, 15.36 kWh

Later production. Later production runs and revisions of the ZT-One and ZT-2.0 in the 5.12 kWh, 10.24 kWh and 15.36 kWh sizes are also covered. No other model or capacity is covered by this Warranty.

What is included. The battery cells, battery management system (BMS), internal wiring, built-in display and casing of the battery unit.

What is not included. Anything outside the battery unit, even if supplied by Zephyr Tech. This includes the inverter, cables, fuses, isolators and mounting brackets. Inverters are covered by the inverter maker's own warranty. Other parts supplied and fitted by Zephyr Tech are covered by our workmanship warranty where it applies.

3. Warranty period and performance

We warrant that the Products will be free from defects in materials and workmanship, and will keep at least **70% of their rated capacity**, for the Warranty Period below.

When it starts. The Warranty Period starts on the earlier of: (a) the date the battery is commissioned, as shown on its warranty registration; or (b) 6 months after the battery is delivered to the installer.

When it ends. The Warranty Period ends at whichever comes first: 10 years from the start date, or the energy throughput limit for your model.

Rated capacity	Warranty term	Energy throughput limit
5.12 kWh	10 years	20 MWh
10.24 kWh	10 years	40 MWh
15.36 kWh	10 years	60 MWh

"Energy throughput" means the total energy discharged from the battery, as recorded by the battery BMS or the inverter monitoring platform. The limits above work out at roughly one full charge and discharge per day for 10 years. Where several batteries are linked in one system, each battery has its own limit.

Capacity. "Rated capacity" is the kWh figure on the datasheet. Capacity is measured by Zephyr Tech or our approved agent at 25°C (±2°C), charging and discharging at 0.2C. A drop in capacity is only a defect if it falls below 70% of rated capacity during the Warranty Period.

Repaired or replaced units. A repaired or replacement battery is covered for the rest of the original Warranty Period, or 12 months from the repair or replacement, whichever is longer.

4. Conditions of the warranty

The Warranty applies only when all of the conditions below are met.

1. **Approved installation.** The battery was installed and commissioned by Zephyr Tech, or by a Zephyr Tech Approved Installer. Approved Installers must be MCS certified (or hold an equivalent recognised accreditation) and have been approved by Zephyr Tech in writing.
2. **Compatible inverter.** The battery is connected to a **Sunsynk** or **Solis** inverter model that Zephyr Tech has approved for use with that battery. Use with any other inverter needs our prior written approval. A current list of approved inverter models is available from sales@zephyrtech.uk.
3. **Correct settings.** Battery type, voltage, current limits and communication (CAN or RS485) are set on the inverter as shown in the Zephyr Tech installation guide. Settings must stay within the datasheet limits, including a maximum charge voltage of 58.4V and a discharge cut-off of 40V.
4. **Registration.** The battery is registered for warranty as set out in Section 8. Batteries installed by Zephyr Tech are registered automatically.
5. **Monitoring.** The inverter stays connected to its online monitoring platform (for example Sunsynk Connect or SolisCloud) where internet access is available, so that faults and throughput can be checked. If monitoring data is not available, we may ask for BMS data to be downloaded on site.

6. **Operating environment.** The battery is installed indoors or in a sheltered, dry, ventilated location, out of direct sunlight, and is not exposed to flooding, salt spray or corrosive air. The battery must only charge between 0°C and 45°C and discharge between -20°C and 60°C. These limits are controlled by the BMS and must not be overridden.
7. **Use.** The battery is used for home or small business energy storage. Use for grid services, trading, or more than an average of 1.5 full cycles per day needs our prior written agreement.
8. **Payment.** The Products have been paid for in full.

5. What is not covered

Installation defects. Faults caused by the installation work are not covered by this Warranty. This includes cabling, terminations and connections, cable sizing, fusing and isolation, earthing, mounting and fixings, the battery's location, and inverter settings made at commissioning. These are covered by the workmanship warranty from whoever installed your system (see Section 1).

The Warranty also does not cover faults, damage or loss of performance caused by:

- installation, commissioning, repair or maintenance by anyone other than Zephyr Tech or a Zephyr Tech Approved Installer
- use with an inverter, software or equipment not approved under Section 4
- incorrect inverter settings, or firmware changes not approved by Zephyr Tech
- opening, modifying or taking apart the battery without our written consent
- removing, damaging or altering the serial number label
- moving the battery after installation, unless it is reinstalled by an approved installer
- accident, misuse, neglect, deliberate damage, or failure to follow the installation guide or user manual
- fire, flood, lightning, power surges, extreme weather, pests or other events outside our reasonable control
- other parts of your system, such as solar panels, the inverter, wiring or the consumer unit
- damage in transit, unless the battery was delivered by Zephyr Tech
- leaving the battery fully discharged for more than 12 hours, or switched off and unused for more than 3 months without being recharged to at least 70%
- normal, gradual loss of capacity that stays above 70% of rated capacity
- cosmetic marks that do not affect performance or safety
- Products sold as "ex-display" or "reconditioned", unless a separate warranty was given

We will not refuse a claim for any of these reasons unless the reason actually caused or contributed to the fault.

6. How to make a claim

Tell us about a fault as soon as you can, ideally within 30 days of noticing it. Please do not keep using a battery that shows signs of swelling, smoke, heat or a burning smell: switch it off at the isolator and contact us straight away.

Step 1. Contact us. Email sales@zephyrtech.uk, or contact the installer who fitted your battery. Include:

- your name, address and phone number
- the battery model and serial number
- your invoice, or the commissioning date if you know it
- a description of the fault, with photos and any error codes
- access to your monitoring account, or a screenshot of recent battery data

Step 2. We assess it. We will reply within 5 working days. We may diagnose the fault remotely, ask your installer to check it, or visit the site.

Step 3. We put it right. If the claim is covered, we will choose one of the following:

1. repair the battery on site or at our workshop
2. replace it with a new or professionally refurbished unit of the same model, or a unit of equal or greater capacity that works with your system
3. if repair or replacement is not possible, refund a fair amount based on how much of the Warranty Period is left

Costs. For batteries installed by Zephyr Tech, we cover the parts, labour and transport needed to put a valid claim right. For batteries installed by an Approved Installer, we supply the repaired or replacement battery and cover transport; site labour is the responsibility of that installer, unless we agree otherwise.

Claims that are not covered. If we find no fault, or the fault is excluded under Section 5, we will explain why. If the fault is in the installation, we will tell you so it can be dealt with under the relevant workmanship warranty. We may charge reasonable call-out and testing costs, but only if we told you about those costs before the visit or test.

Returned parts. Faulty batteries or parts that we replace become our property. We will collect them or arrange safe recycling.

7. Legal terms

Moving home. If you sell the property, the Warranty passes to the new owner for the rest of the Warranty Period, as long as the battery stays where it was installed. Please email us the new owner's details within 3 months of the sale so we can update our records.

Our liability. We are responsible for loss or damage you suffer that is a foreseeable result of us breaking this Warranty or failing to use reasonable care and skill. We are not responsible for loss that was not foreseeable. If you are a business customer, we are not liable for loss of profit, loss of business, or loss of savings on energy bills, and our total liability for a claim is limited to the price paid for the affected battery.

Nothing in this Warranty limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited by law.

Your legal rights. If you are a consumer, you have legal rights under the Consumer Rights Act 2015 if the battery is faulty, not as described, or not fit for purpose. This Warranty gives you extra protection on top of those rights and does not affect them. Advice about your rights is available from Citizens Advice.

Your data. When you make a claim, we may access your system's monitoring and BMS data. We use it only to deal with your claim and to support your system, in line with UK GDPR and our privacy policy.

Changes to this Warranty. We may update this document for future sales. The version in force on the date your battery was commissioned is the one that applies to you, unless a later version is better for you.

Law and disputes. This Warranty is governed by the law of England and Wales. If we cannot resolve a complaint between us, either of us may take it to the courts of England and Wales. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

Zephyr Tech Battery Limited Warranty, Version 1.0, issued 1 October 2026.

8. Warranty registration

Installed by Zephyr Tech. Your battery is registered automatically on the commissioning date. You do not need to fill in or return anything. Your invoice and our commissioning records are your proof of warranty, and we will send you a copy of those records on request.

Installed by an Approved Installer. The installer must register the battery with Zephyr Tech within 30 days of commissioning, by emailing the details below to sales@zephyrtech.uk. If the installer does not do this, your Warranty is not affected; you can register it yourself by sending us the same details and your invoice.

Detail	Entry
Customer name	
Installation address	
Customer email and phone	
Battery model (ZT-One or ZT-2.0)	
Rated capacity (kWh)	
Battery serial number(s)	
Inverter make and model (Sunsynk or Solis)	
Inverter serial number	
Monitoring platform and account ID	
Installed by (Zephyr Tech or Approved Installer name)	
Installer MCS number	
Commissioning date (Warranty start)	
Warranty end date (10 years, or throughput limit if sooner)	
Installer signature	
Customer signature	