



Limited Warranty for Battery Storage

This Limited Warranty covers the Battery installed on the property at the address identified above (the "Property"). SunSure will pay to repair or replace a defective Battery, subject to the terms, conditions, and exclusions set forth below.

Territory and Warranted Product

Territory	USA, US Territories
Warranted Product	Battery Parts

Definitions

"Battery" means all components or parts of the battery identified above (or batteries identified above, if more than one battery is purchased) which are specifically designated for usage with solar arrays, including battery cells, modules, battery management system, cooling system, the internal inverter that is within the battery's core components (if applicable on batteries with storage systems), and the battery's internal electrical components required for proper function and performance.

"Battery" does not include external solar array components such as solar panels, external or previously installed inverters, mounting systems, cell kits/communication devices, other peripheral devices, and existing electrical infrastructure, including but not limited to ATS (automatic transfer switches) or emergency shutoffs.

"Nominal Energy" means the battery's designed storage capacity when new, measured in kilowatt-hours (kWh). This serves as the baseline for performance.

Terms and Conditions

1. Warranty coverage begins on the date the Battery is installed on the Property by a properly licensed and authorized contractor (the "Start Date") and continues for 30 years (the "Warranty Period").
2. Years 1–10: During years 1 through 10 of the Warranty Period, a Battery is defective if it does not retain at least the minimum percentage of its Nominal Energy as set forth in the manufacturer's guidelines. SunSure will pay for both the parts and labor necessary to, at its option, repair or replace the defective Battery. This includes shipping costs and labor costs necessary to uninstall the defective Battery and re-install the repaired or replacement Battery.
3. Years 11–30: During years 11 through 30 of the Warranty Period, a Battery is defective if it does not retain at least 50% of its Nominal Energy. SunSure will pay for both the parts and labor necessary to repair or replace a defective Battery ONCE per Battery.
4. If during years 11–30 a Battery has been repaired or replaced and the repaired or replacement Battery is also defective, SunSure will pay for ONLY the labor costs necessary to repair or replace the Battery.
5. If SunSure is unable to replace a Battery and repair is not commercially practicable or cannot be timely made, then SunSure shall refund the cost of the Battery, reflecting the current market price at the time of refund.
6. Repair or replacement will be made with an identical new or remanufactured Battery. If identical is not available, replacement may be made with parts that differ in size, color, shape, and model number but are substantially similar in power level. Replaced Batteries shall be returned to SunSure and become SunSure property.
7. Internet connectivity and software monitoring permissions must be enabled throughout the coverage term so that defects may be proactively identified and coverage provided in a timely manner.
8. This Limited Warranty may be transferred to subsequent owners of the Property. However, if the Battery is sold or relocated to another location, this Limited Warranty shall terminate immediately upon such sale or transfer.
9. If a Battery is returned to SunSure as a result of a claim made under this Limited Warranty and is found not to be defective, then you are responsible for the return shipping costs.
10. You will receive a product certificate that identifies the covered Battery. Any battery not identified, and/or any component part added later, is not covered under this Limited Warranty.
11. The remedies set forth in this Limited Warranty are the sole and exclusive remedies for Battery defects. Any repair or replacement work performed under this Limited Warranty shall not extend the Warranty Period.



Exclusions

12. 1. Battery sold and/or installed outside the United States and its territories.
13. 2. Battery with serial number altered, defaced, or removed.
14. 3. Battery installed on a mobile home, vehicle, or vessel.
15. 4. Battery covered by a manufacturer's warranty (unless manufacturer fails to provide coverage).
16. 5. Damage/failure caused by accident, misuse, abuse, neglect, rodents, insects, pests, improper installation, or use not in accordance with specifications and manuals.
17. 6. Damage/failure caused by flying objects, corrosion, or environmental pollution (e.g., soot, salt, acid rain).
18. 7. Damage/failure caused by devices/parts other than the covered Battery, including unauthorized modifications, firmware updates, or system expansions beyond the original warranted installation.
19. 8. Damage/failure caused by improper or incorrectly performed maintenance, unauthorized removal, or modification.
20. 9. Damage/failure caused by repairs not in accordance with the manufacturer's instructions or not performed by properly licensed technicians.
21. 10. Damage/failure caused by inappropriate handling during storage, packaging, or transport.
22. 11. Damage/failure caused by workmanship issues or non-compliance with applicable electric and building codes.
23. 12. Damage/failure caused by natural forces (earthquakes, floods, lightning, hurricanes, heavy snow, fire, etc.), power failures, surges, or unforeseen circumstances unrelated to a defect in the Battery.
24. 13. Damage/failure caused by normal wear and tear or minor cosmetic imperfections that do not affect performance.
25. 14. Batteries from vendors/manufacturers not on SunSure's approved vendor list at the time of installation.

Claims Procedure

To make a claim under this Limited Warranty, immediately notify an authorized SunSure representative, or contact SunSure in writing at:

SunSure LLC: 2531 N Patterson Ave, Springfield, MO 65803

Phone: +1 866.682.7873 **Email:** info@sunsure.co

Website: <https://SunSure.co>