



LUMO Power-All | Warranty Terms

DISCLAIMER

Dear Client,

Thank you for choosing LUMO ESS and utilizing our PowerAll Series products. Please carefully review the warranty terms outlined below. Ensure you fully understand and accept these terms before proceeding.

If you encounter any issues or have questions regarding your product, please do not hesitate to reach out to our customer support team. You can find the contact details provided in this manual. We are here to help and ensure you have the best experience with our product.

Contact: support@lumoenergy.co.za

Website: www.lumoenergy.co.za

CONTENTS

1. Product Warranty	1
1.1 Warranty Coverage	1
2. Warranty Conditions	2
3. Exclusions of Warranty	3
4. General Provisions	4
5. Product Installation and Commissioning	5

Service and Warranty Terms

1. Product Warranty

UMO ESS warrants that our products will be free from defects in workmanship and materials under normal use and service.

1.1 Warranty Coverage

Standard Warranty:

A 1-year (12 months) warranty is provided from the date of purchase.

Extended Warranty Options:

- 2-year warranty: Available for an additional 5% of the purchase price.
- 3-year warranty: Available for an additional 10% of the purchase price.

The warranty period commences on the earlier of:

1. The date of installation, or
2. Six (6) months from the date of manufacture.

This warranty solely covers the repair or replacement of defective products. It does not extend to accessories or tool kit items provided with the product.

2. Warranty Conditions

This warranty is valid only under the following conditions:

1. The product is purchased from LUMO ESS or an authorized reseller within the designated territory.
2. The product bears a valid serial number.
3. The product is installed indoors within the designated territory.
4. The product is installed, operated, and maintained in strict accordance with the product instructions.
5. The product is used on a daily cycle basis and solely for energy storage system applications.

3. Exclusions of Warranty

To the extent permitted by applicable law, LUMO ESS disclaims any liability for damages or defects arising from:

1. Improper operation not in accordance with the product manual.
2. Misuse, negligence, or inappropriate handling of the product.
3. Damage incurred during transportation, including but not limited to dropping, impact, or other physical stress.
4. Unauthorized repairs, modifications, or installations performed by individuals other than LUMO ESS certified personnel.
5. Natural disasters or extreme weather conditions, including but not limited to lightning, floods, and fires.
6. Unauthorized relocation or reinstallation of the product.
7. Exposure to water, conductive dust, or corrosive gases.
8. Connection to incompatible battery modules or systems.
9. Normal wear and tear, or superficial damage that does not affect the product's functionality.
10. Theft or vandalism of the product or its components.

4. General Provisions

This warranty is governed by the laws of the Republic of South Africa. If any provision of this document is found to be unenforceable, illegal, or void, such provision will be deemed severable and will not affect the validity and enforceability of the remaining provisions. In cases where a provision is unenforceable, illegal, or void in one jurisdiction but not in another, it will be severed only with respect to the operation of this document in the jurisdiction where it is unenforceable, illegal, or void.

5. Product Installation and Commissioning

1. LUMO will provide remote guidance for product installation and commissioning free of charge, including instruction manuals, videos, and other related materials. We will also offer detailed and thoughtful answers to any problems encountered by customers during installation and commissioning.
2. Under the following circumstances, LUMO will dispatch technicians to the site at no charge for installation and commissioning:
 - For strategic cooperative customers (LUMO cooperative customers) who have signed and commenced performing strategic procurement agreements between both parties.
 - When it is clearly indicated in the contractor after-sales service terms signed by both parties at the time of purchase.
 - For customers who have submitted dispatch applications and have been approved by LUMO.
3. LUMO technicians will provide guidance via phone or email and will not directly participate in product installation.
4. The assistance of LUMO technicians in commissioning is limited to LUMO products. Before commissioning, the environment where the products are located must meet the installation requirements, and all product-related connections must be correct and meet the conditions for commissioning. LUMO provides technical consulting to guide customers in completing the preparatory work before on-site commissioning.



Contact: support@lumoenergy.co.za Website: www.lumoenergy.co.za