energy2

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Energy2 Battery Warranty

Applicable Product: Energy2 Black 17 LFP Battery Pack (17kWh Useable) **Region:** United Kingdom **Document Version:** 2.2 (issued 12 August 2026) **Effective Date:** 1 January 2026 — applies to all units commissioned on or after this date

1. Introduction

This Warranty sets out the terms and conditions between **Energy2 Ltd** ("Energy2") and the owner ("Customer") of the Energy2 system. It applies exclusively to **Energy2 Black 17 LFP Battery Pack (17kWh)** systems purchased and installed within the United Kingdom.

This document, together with all current and previous versions of Energy2's warranties, datasheets and legal documents, is published at energy2.co.uk/docs.

2. Definitions

- **"Battery Pack"**: The Energy2 lithium iron phosphate (LFP) battery, including housing, Battery Management System (BMS), and internal electronics.
- **"BMS"**: Battery Management System. The electronic control unit monitoring cell balance, voltage, and safety.
- **"Throughput Limit"**: The total energy discharged (delivered) by the battery over its life, measured at the DC battery terminals. Energy charged into the battery does not count towards the limit. For this warranty, the limit is **92 MWh** (megawatt-hours).
- **"Commissioning Date"**: The earlier of: (a) the date of installation/commissioning, or (b) 6 months after the manufacturing date (as printed on the Product serial label).
- **"SoH" (State of Health)**: The remaining usable capacity of the battery compared to the nominal capacity on the Data Sheet (17kWh), measured under Standard Test Conditions.
- **"Standard Test Conditions"**: Measurements taken at 25°C ±2°C, at a charge/discharge rate of 0.5C, measured at the DC battery terminals.

3. Warranty Coverage & Duration

Energy2 guarantees that the Battery Pack will be free from defects in materials and workmanship for the duration of the Warranty Period.

The Warranty Period ends upon the earlier of:

1. **15 Years** from the Commissioning Date; or
2. The battery reaching a Total Throughput of **92 MWh** of discharged energy.

(Note: 92 MWh represents approximately 6,000 cycles at 90% Depth of Discharge — around 15.3 kWh delivered per cycle — in line with the cell manufacturer's rated cycle life. A typical home completing one cycle per day delivers approximately 84 MWh over 15 years, so the 15-year time limit is generally the governing factor.)

Capacity Retention Guarantee

Provided cumulative throughput remains within the Throughput Limit, Energy2 guarantees that the Battery Pack will retain a usable capacity (measured under Standard Test Conditions) of at least:

Period from Commissioning Date	Guaranteed Minimum Capacity (SoH)
Up to 10 years	**80%**
10 to 12 years	**70%**
12 to 15 years	**64%**

Electronics & Control Systems

The BMS, contactors, and internal power electronics are warranted against defects in materials and workmanship for **10 years** from the Commissioning Date. From years 10 to 15 this Warranty covers the battery cells and the Capacity Retention Guarantee only; repair or replacement of control electronics after year 10 is chargeable at standard service rates.

Remedy for Validity Claims

In the event of a valid claim, Energy2 will, at its sole discretion, opt to:

1. **Repair**: Fix the defect (hardware or firmware) to restore the battery's function.
2. **Replace**: Provide a replacement unit. This unit may be new, refurbished, or a reconditioned unit of equivalent age and cycle life to the defective unit. The replacement unit assumes the remaining Warranty Period of the original unit.
3. **Compensate**: If repair or replacement is not commercially feasible, refund the residual value of the product. The residual value is calculated as the original purchase price depreciated linearly over 15 years.

Note: Energy2 is not liable for indirect costs such as loss of energy generation, export income, or temporary power rental.

4. Performance Measurement

Claims regarding capacity loss are verified using internal BMS data.

- If BMS data is unavailable or disputed, the battery must be tested under **Standard Test Conditions**.
- Any AC-usable energy figures referenced by the user must be converted to DC capacity using the inverter's documented efficiency curve. Energy2 does not warrant the efficiency of third-party inverters.

5. Connectivity Requirements (Data Assurance)

The Battery Pack is a connected device. To maintain this Warranty, the Customer must ensure the system is connected to the internet. This allows Energy2 to:

- Push critical safety and firmware updates.
- Monitor cell health to prevent failure.

Impact on Warranty: If the Battery Pack is offline for a period exceeding **90 consecutive days**, Energy2 cannot guarantee the health of the cells. Consequently, any failure that occurs during or immediately following such a disconnection period that could have been prevented by remote monitoring or firmware updates will not be covered.

6. Service & Maintenance Requirements

To ensure the longevity of the system, professional inspection is required.

- **Frequency**: The Battery Pack must be inspected every **3 years** (+/- 3 months).
- **Provider**: Inspections must be carried out by **Energy2 Ltd** or an Energy2-approved engineer.
- **Scope**: Review of BMS logs, physical terminals, ventilation, and firmware status.
- **Records**: The Customer must retain proof of service.

Failure to Service: If a warranty claim arises and the system has not been serviced according to this schedule, Energy2 reserves the right to reject the claim if the lack of maintenance contributed to the failure (e.g., dust blockage causing thermal stress).

Service Costs: Service is chargeable. Standard rates apply at the time of booking (estimated £450 + CPI inflation adjustment).

7. Transfer of Ownership

This Warranty resides with the product serial number. It can be transferred to a new owner of the property provided the Battery Pack remains at the original installation site.

- The new owner must notify Energy2 within **30 days** of property transfer to update contact details for safety alerts.

8. Exclusions (What is Not Covered)

This Warranty does not cover defects or damage resulting from:

1. **Environmental Neglect**: Installation in environments outside Data Sheet limits (e.g., excessive salt spray, humidity >85%, ammonia, or temperatures outside **-20°C to 60°C**).
2. **Deep Discharge Neglect**: Leaving the battery at 0% State of Charge for more than **14 consecutive days**, except where the discharge results from a fault in the Product itself.
3. **Unauthorized Modification**: Tampering with the BMS, opening the casing, or replacing internal components without Energy2 authorization.
4. **Incompatible Equipment**: Damage caused by third-party inverters, chargers, or grid equipment not approved by Energy2.
5. **Grid Services & Aggregation**: Usage in high-frequency trading or commercial aggregation (VPP) schemes without prior written approval from Energy2.
6. **Force Majeure**: Fire, flood, lightning, direct physical impact, theft, or grid power surges.
7. **Cosmetic Damage**: Scratches, dents, or discoloration that do not affect performance.
8. **Internet Failure**: Consequential damage caused by the inability of Energy2 to push safety updates due to lack of internet connection (as per Section 5).

9. Remote Areas

For installations in "Remote Areas" (defined as UK islands excluding Portsea and Hayling, or locations >2 hours drive from a major city hub), Energy2 covers the cost of the replacement part only. Travel time, ferry costs, and accommodation for technicians are chargeable to the Customer.

10. Legal & Consumer Rights

This Warranty is voluntary and provided in addition to, not in place of, your statutory rights under the Consumer Rights Act 2015. If you are a consumer, you have rights regarding goods that are faulty or not as described which are not affected by this Warranty.

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