
Energy2 Industrial Battery Warranty

Applicable Product: Energy2 16kWh Rack Battery **Region:** United Kingdom **Document Version:** 1.0 **Effective Date:** 1 January 2026

1. Introduction

This Warranty sets out the terms and conditions between **Energy2 Ltd** ("Energy2") and the owner ("Customer") of the Energy2 Industrial Rack system.

2. Definitions

- **"Battery Module"**: The 16kWh Rack Battery unit.
- **"Throughput Limit"**: The total energy processed. For this warranty, the limit is **96 MWh** per module (based on 6,000 cycles x 16kWh).
- **"Commissioning Date"**: The date of installation/commissioning.
- **"Standard Warranty Period"**: 5 Years.

3. Warranty Coverage & Duration

Energy2 guarantees that the Battery Module will be free from defects in materials and workmanship.

Standard Warranty Term: The Standard Warranty ends upon the earlier of:

1. **5 Years** from the Commissioning Date; or
2. The battery reaching a Total Throughput of **96 MWh**.

Extension Options: Extended warranty plans (up to 20 years) are available for purchase separately.

Performance Guarantee: Energy2 warrants that the battery will retain at least **70%** of its Useable Energy capacity (16kWh) at the end of the Standard Warranty Period, provided usage is within specification.

4. Operational Limits & Exclusions

The Warranty does not cover defects caused by:

1. **Environment:** Installation in environments failing to meet **IP21** standards (e.g., outdoors, direct water ingress, condensing humidity).
2. **Temperature:** Operation outside the range of 0°C to 50°C.
3. **Inverter Settings:** Failure to adhere to the recommended charge/discharge currents (Rec: 100A, Max: 140A/200A).
4. **Deep Discharge:** Leaving the battery at 0% SoC for >7 days.
5. **Unauthorized Service:** Opening the rack enclosure or BMS tampering.

5. Dangerous Goods Transport

Unlike the domestic prototype, this Product is **UN38.3 Certified**. However, it is still a Class 9 Dangerous Good.

- **Commercial Transport:** Permitted via authorised DG couriers.
- **Customer Transport:** Private transport by the Customer is still subject to ADR regulations and is generally discouraged without appropriate training/precautions.

6. Service Requirements

- **Visual Inspection:** Required annually.
- **Professional Service:** Required continuously if part of an Extended Warranty plan (refer to extension terms).

7. Claim Process

To make a claim, contact support@energy2.co.uk with the Serial Number and Commissioning Record.