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Energy2 Industrial Battery Warranty

Applicable Product: Energy2 White 16 Rack Battery (16kWh Useable) **Region:** United Kingdom **Document Version:** 1.3 (issued 13 August 2026) **Effective Date:** 1 January 2026 — applies to all modules 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 White 16 rack system.

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 Module"**: The Energy2 White 16 Rack Battery unit (16kWh).
- **"Throughput Limit"**: The total energy discharged (delivered) by the Battery Module over its life, measured at the DC terminals. Energy charged into the module does not count towards the limit. For this warranty, the limit is **96 MWh** per module (approximately 6,000 cycles at the module's full 16kWh rated capacity).
- **"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** of discharged energy.

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 **-20°C to +55°C**.
3. **Inverter Settings**: Failure to adhere to the recommended charge/discharge currents (Recommended: 100A; Maximum continuous: **150A** charge / **150A** discharge per module).
4. **Deep Discharge**: Leaving the battery at 0% SoC for more than 7 days, except where the discharge results from a fault in the Product itself.
5. **Unauthorized Service**: Opening the rack enclosure or BMS tampering.

5. Dangerous Goods Transport

This Product is **UN38.3 Certified**. It remains a Class 9 Dangerous Good for transport purposes.

- **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 `hello@energy2.co.uk` with the Serial Number and Commissioning Record.

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