SWA ENERGY

Limited Product Warranty

SWA ENERGY provides a **limited warranty of up to ten (10) years** for SWA lithium iron phosphate (LiFePO4) energy storage battery systems manufactured by **Shenzhen SWA Energy Co., Ltd.**

This warranty applies only to products that are **installed and operated under normal conditions and in accordance with the product installation instructions and applicable standards**.

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1. Scope of Warranty

This warranty applies only to **SWA ENERGY branded battery energy storage products** that carry a valid **product label and serial number issued by SWA ENERGY**.

The warranty covers defects caused by **materials or manufacturing issues** under normal operating conditions.

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2. Warranty Period

The warranty period begins from the **earlier of the following dates**:

the product installation date, or

the product purchase date.

The warranty remains valid for:

up to ten (10) years from the installation date, or

120 months from the purchase date

whichever occurs first.

3. Warranty Remedies

If a defect covered by this warranty is confirmed by SWA ENERGY during the warranty period, **SWA ENERGY may, at its sole discretion**:

repair the defective product;

replace the defective components; or

replace the product with an equivalent model or product of similar functionality.

The remedies described above shall constitute the **sole and exclusive obligation of SWA ENERGY under this warranty**.

Replacement products or components may be **new or refurbished**, provided that their functionality and performance are not lower than those of the original product.

4. Limitation of Manufacturer Liability

To the maximum extent permitted by applicable law:

SWA ENERGY shall **not be liable for any indirect, incidental, special, or consequential damages**, including but not limited to loss of profit, loss of revenue, loss of business, loss of data, or interruption of operations.

The **total liability of SWA ENERGY under this warranty shall not exceed the original purchase price of the product**.

Unless otherwise agreed in writing, SWA ENERGY **shall not be responsible for installation, removal, reinstallation, or labor costs**.

5. Warranty Claim Procedure

To request warranty service, the customer or distributor must provide:

> product serial number
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> proof of purchase
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> installation information (if available)
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> a description of the issue

SWA ENERGY reserves the right to **request additional diagnostic information or inspect the product before approving warranty service**.

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6. Warranty Exclusions

This warranty does not apply to defects or damage resulting from:

> improper installation
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> installation by unauthorized personnel
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> unauthorized repair, modification, or alteration
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> failure to follow installation or operating instructions
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> misuse, negligence, or improper operation
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> unsuitable installation environment or insufficient ventilation
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> transportation damage after delivery
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> external factors such as fire, flooding, lightning, or other force majeure events

Minor **cosmetic defects that do not affect product functionality** are not covered by this warranty.

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7. Compliance Requirements

The installation and use of the product must comply with:

local electrical regulations

national safety standards

applicable installation guidelines

Failure to comply with these requirements may **void the warranty**.

8. Disclaimer

Except for the limited warranty expressly stated above, **SWA ENERGY makes no other warranties**, whether express or implied, including but not limited to any implied warranties of **merchantability or fitness for a particular purpose**, to the extent permitted by law.

9. Technical Support

For warranty service or technical support, please contact:

SWA ENERGY Service Team

Email: support@swa-energy.com
Website: www.swa-energy.com

SWA ENERGY

Reliable Energy Storage Solutions

Lithium Iron Phosphate Safety Technology

Intelligent BMS Battery Management System

IP65 Outdoor Protection Design

Suitable for Residential and Commercial Energy Storage Systems