



Warranty Terms & Conditions

AVRIO TECHNOLOGIES (PVT) LTD

WARRANTY TERMS, CONDITIONS, LIMITATION OF LIABILITY, RISK DISCLOSURE & CUSTOMER ACKNOWLEDGMENT

This document sets out the warranty terms, conditions, limitations, exclusions, customer responsibilities, and liability provisions applicable to products, systems, installations, batteries, inverters, chargers, accessories, and services supplied by Avrio Technologies (Pvt) Ltd. By purchasing, accepting delivery, signing installation documentation, or using the products and services supplied by Avrio Technologies, the customer acknowledges that they have read, understood, and agreed to be bound by these terms and conditions.

1. WARRANTY DEFINITIONS

1.1 One-to-One Replacement Warranty

A One-to-One Replacement Warranty means that where a manufacturing defect is confirmed by Avrio Technologies within the applicable warranty period, the defective product may be replaced with an equivalent new, refurbished, or technically compatible replacement unit at the sole discretion of Avrio Technologies. Replacement is subject to warranty validation, technical assessment, supplier support, and stock availability.

1.2 Repair Warranty

A Repair Warranty means that Avrio Technologies will repair the defective product by repairing, refurbishing, servicing, or replacing defective components, assemblies, modules, cells, Battery Management Systems (BMS), circuit boards, wiring, connectors, communication devices, displays, electronic parts, or other internal components as deemed appropriate by Avrio Technologies.

A Repair Warranty does not constitute or imply complete product replacement. The repair method and replacement components used shall be determined solely by Avrio Technologies following technical evaluation.

1.3 Service Warranty

A Service Warranty applies only to the workmanship or labour associated with the original service provided by Avrio Technologies. A Service Warranty does not include free replacement of parts, components, consumables, accessories, modules, batteries, electronic boards, BMS units, connectors, cables, wiring, or any other hardware.

Under a Service Warranty, customers shall be responsible for delivering and collecting products from the designated Avrio Technologies service centre at their own expense. Any replacement components identified as defective and requiring replacement shall be chargeable to the customer unless separately covered by an applicable product warranty.

2. WARRANTY CLAIM PROCESS

All warranty claims are subject to inspection, testing, diagnosis, serial number verification, installation verification, warranty validation, and technical assessment by Avrio Technologies.



Warranty Terms & Conditions (continued)

Avrio Technologies reserves the right to dismantle, inspect, test, monitor, retain, or evaluate equipment as necessary to determine the cause of failure and warranty eligibility.

No warranty claim shall be deemed approved until the technical evaluation process has been completed by Avrio Technologies.

3. WARRANTY SERVICE TIMEFRAME

Warranty inspections, testing, diagnosis, repair activities, and replacement processing are subject to technical team availability, spare parts availability, supplier lead times, logistics requirements, and technical complexity.

Warranty service engagement will generally commence within one (1) to twenty-one (21) working days from receipt of the equipment or confirmation of the warranty request.

Certain repairs may require additional time depending on the nature of the fault, testing requirements, supplier response times, spare part availability, and technical assessment requirements.

Avrio Technologies does not guarantee a specific repair completion date.

4. ON-SITE SERVICE AND WARRANTY CLAIMS

Unless expressly agreed otherwise in writing, all warranty claims shall be assessed and processed on a return-to-service-centre basis.

The customer shall be responsible for delivering the product to and collecting the product from the designated Avrio Technologies service facility at the customer's own cost and risk.

Where a customer requests on-site inspection, diagnosis, testing, removal, reinstallation, commissioning, warranty assessment, repair, technical support, or any field service visit, such services shall be chargeable and invoiced at the prevailing rates of Avrio Technologies.

Travel expenses, transportation charges, accommodation costs, labour charges, lifting equipment costs, installation charges, commissioning charges, and any other expenses associated with on-site attendance shall be borne by the customer unless otherwise agreed in writing.

Avrio Technologies reserves the right to determine whether a warranty claim requires workshop assessment, remote support, or an on-site visit.

5. BATTERY CAPACITY WARRANTY

The battery pack is designed with a nominal installed capacity as specified in the product specification.

To ensure long-term battery life and reliability, the recommended usable capacity is up to eighty percent (80%) of the nominal installed capacity (Depth of Discharge - DoD).

At the expiration of the applicable warranty period, the battery is warranted to retain not less than eighty percent (80%) of the recommended usable capacity, provided that the battery has been operated, charged, discharged, stored, maintained, and protected in accordance with Avrio Technologies installation, operating, charging, maintenance, and safety guidelines.



Warranty Terms & Conditions (continued)

Battery capacity measurements shall be conducted using testing procedures, equipment, methods, and environmental conditions approved by Avrio Technologies.

Capacity measurements taken by third parties may not be accepted.

Capacity Retention Formula

Minimum Remaining Usable Capacity at Warranty Expiry = Recommended Usable Capacity $\times$ 80%

Example

Installed Capacity: 5.0 kWh

Recommended Usable Capacity (80% DoD): 4.0 kWh

Minimum Capacity at Warranty Expiry:

4.0 kWh $\times$ 80% = 3.2 kWh

This capacity retention warranty applies only to normal residential and commercial energy storage applications and excludes damage caused by misuse, overcharging, deep discharging beyond recommended limits, improper installation, unauthorized modifications, accidents, lightning, fire, flooding, environmental damage, or other external causes.

6. WARRANTY CONDITIONS

There is no warranty for surge protection devices, surge arresters, lightning protection devices, sacrificial protection devices, fuses, or similar protective equipment. Any replacement or repair costs associated with such devices shall be borne by the customer.

Warranty periods shall be calculated from the installation date less fourteen (14) calendar days unless otherwise specified in writing.

Only manufacturing defects and workmanship defects are covered under warranty.

Repaired or replaced components shall continue only for the remaining balance of the original warranty period and shall not extend the original warranty duration.

Avrio Technologies reserves the right to use equivalent, compatible, new, refurbished, or alternative replacement components during repairs where necessary.

Only products supplied by Avrio Technologies and installed in accordance with applicable instructions shall qualify for warranty consideration.

7. WARRANTY EXCLUSIONS

Warranty shall immediately become void if damage or failure results directly or indirectly from negligence, abuse, misuse, improper operation, improper maintenance, improper storage, improper handling, overcharging, deep discharging, excessive current draw, reverse polarity, overloading, incorrect wiring, incorrect settings, failure to follow instructions, lightning, surge events, power fluctuations, utility grid disturbances, electrical faults, electromagnetic disturbances, fire, flood, storm, cyclone, earthquake, tsunami, landslide, extreme temperatures, excessive humidity, salt exposure, corrosion, contamination, insect infestation, vermin damage, chemical exposure, accidents, collisions, impact damage, transportation damage, vibration damage, physical abuse, water ingress, moisture ingress, condensation, unauthorized modifications, unauthorized repairs, software modifications,



Warranty Terms & Conditions (continued)

firmware modifications, tampering, dismantling by unauthorized persons, use of incompatible equipment, third-party equipment failures, theft, vandalism, sabotage, civil unrest, riots, war, terrorism, criminal activity, cosmetic damage, normal wear and tear, expected battery degradation, aging, or any cause beyond the reasonable control of Avrio Technologies.

8. CUSTOMER RESPONSIBILITIES

The customer is responsible for ensuring that the installation location is suitable, adequately ventilated, free from excessive moisture, protected from physical damage, and maintained in accordance with applicable operating instructions.

The customer shall ensure that all equipment is operated within its specified ratings and limitations.

The customer shall immediately discontinue use and contact Avrio Technologies if any abnormal operating condition, unusual smell, excessive heat, smoke, swelling, water ingress, electrical fault, or physical damage is observed.

The customer shall not permit unauthorized persons to modify, repair, alter, dismantle, or interfere with the equipment.

The customer is responsible for maintaining adequate insurance coverage for the equipment and any associated property.

9. FIRE SAFETY, BATTERY RISK DISCLOSURE & HAZARD ACKNOWLEDGMENT

The customer acknowledges and understands that lithium-ion batteries, energy storage systems, inverters, chargers, power electronic devices, solar equipment, and other electrical systems inherently involve certain operational and safety risks.

While Avrio Technologies designs, supplies, installs, and services its products in accordance with industry standards and accepted engineering practices, no electrical or battery system can be guaranteed to be completely free from the risk of malfunction, electrical fault, overheating, thermal runaway, fire, smoke generation, explosion, equipment failure, property damage, personal injury, or death.

The customer further acknowledges that lithium-ion battery technologies, including but not limited to NMC (Nickel Manganese Cobalt), LiFePO₄ (Lithium Iron Phosphate), and other lithium-based chemistries, may under abnormal operating conditions experience overheating, thermal runaway, fire, smoke generation, cell failure, or other hazardous events.

The customer confirms that they understand and accept the inherent risks associated with the ownership, operation, storage, charging, and use of battery-based energy storage systems and electrical equipment.

The customer further acknowledges that no battery system, inverter system, solar power system, or electrical installation can be guaranteed to be entirely free from operational risk throughout its service life.

10. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Avrio Technologies (Pvt) Ltd, its directors, shareholders, employees, contractors, suppliers, distributors, agents, and



Warranty Terms & Conditions (continued)

representatives shall not be liable for any fire incident, smoke damage, thermal runaway event, property damage, building damage, vehicle damage, equipment damage, business interruption, loss of profits, loss of income, loss of savings, loss of revenue, loss of use, loss of opportunity, loss of data, personal injury, death, consequential damages, indirect damages, incidental damages, special damages, punitive damages, or third-party claims arising directly or indirectly from the use, operation, installation, maintenance, storage, transportation, charging, discharge, failure, malfunction, or performance of any product supplied by Avrio Technologies except where such liability cannot legally be excluded.

The customer acknowledges that battery systems, solar systems, inverters, chargers, and electrical equipment involve inherent operational risks and accepts responsibility for maintaining appropriate insurance coverage for equipment, property, business interruption, and public liability.

The sole and exclusive remedy available to the customer under any warranty claim shall be repair, replacement, or service as expressly provided under the applicable warranty.

Under no circumstances shall the total liability of Avrio Technologies exceed the original purchase price paid for the specific product giving rise to the claim.

11. INDEMNITY

The customer agrees to defend, indemnify, and hold harmless Avrio Technologies (Pvt) Ltd, its directors, officers, employees, contractors, suppliers, agents, and representatives from and against any claims, liabilities, losses, damages, costs, expenses, or legal fees arising from customer misuse, improper installation, unauthorized modifications, improper maintenance, third-party equipment, failure to follow instructions, negligence, environmental conditions, external causes, or any event beyond the reasonable control of Avrio Technologies.

12. GOVERNING LAW

These warranty terms and conditions shall be governed by and interpreted in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.

Any dispute arising from these terms shall be subject to the exclusive jurisdiction of the courts of Sri Lanka.



Customer Acknowledgment

I confirm that I have carefully read, understood, and accepted the Warranty Terms, Conditions, Warranty Limitations, Fire Risk Disclosure, Limitation of Liability, Customer Responsibilities, and Indemnity provisions contained within this document.

I acknowledge that lithium battery systems, energy storage systems, solar power systems, inverters, chargers, and electrical equipment contain inherent risks and that I accept these risks as part of ownership and operation.

Customer Name: _____

NIC / Passport Number: _____

Address: _____

Customer Signature: _____

Date: _____