

Warranty statement - C&I battery energy storage systems and hybrid solutions

This warranty declaration applies to the following products:

- GRW hybrid generators (GRW H series)
- Mobile battery energy storage systems (SX, MX and LX series)
- C&I indoor and outdoor battery energy storage solutions (BSI series, BSO series, BSO MAX series)
- C&I containerised battery energy storage solutions (BSC series, BSC MAX series, BSC PWR series)
- C&I battery inverters (PBI series)

The following is an overview of the product warranties and performance restrictions. The guidelines, restrictions and exclusions are shown on page 2.

NOTE

Warranty period: This period starts from the date of the invoice.

Table 1: Overview of product groups and warranties

Product Group	Product Warranty (Years)	Performance Limitations	Exclusions / Notes
Hybrid Generators	2 years	1000 hours	Battery warranty limited to max. 5 MWh cumulative discharge energy at ambient temperature of 15–35 °C (min. 10 °C, max. 45 °C)
Mobile Battery Energy Storage Systems (SX, MX, LX Series)	5 years	Lead-acid: 2,000 cycles Li-Ion (NMC): 3,000 cycles Li-Ion (LFP): 6,000 cycles	Replacement costs for lead-acid batteries prorated based on time since invoicing. Operating conditions: • Lead-acid: 20 °C, 60 % DoD, 0.10C • NMC: 25 °C, 60 % DoD, 0.75C • LFP: 25 °C, 60 % DoD, 0.50C
C&I Battery Energy Storage Systems – Indoor (BSI Series)	<ul style="list-style-type: none"> • 5 years on inverter • 2 years (electrical components) • In addition, the battery has a 10-year performance guarantee 	7300 cycles, max. 2 cycles/day	Operating conditions: • LFP M1C: 90 % DoD, max. 1C/1C • Indoor installation: 10–40 °C (ideal 18–25 °C), 0–95 % RH (non-condensing) • Permanent internet connection required The permissible installation conditions can be read in the product specifications and the manual.
C&I Battery Energy Storage Systems – Outdoor (BSO Series, BSO MAX Series)	<ul style="list-style-type: none"> • 5 years inverter • In addition, the battery has a 10-year performance guarantee • 3 years (air conditioning) • 2 years (electrical components) • 1 year (fire protection) 	7300 cycles, max. 2 cycles/day	Operating conditions: • BSO: LFP M1C: 90 % DoD, max. 1C/1C • BSO MAX: LFP M5A: 95 % DoD, max. 0.5C/0.5C • Outdoor installation • Permanent internet connection required The permissible installation conditions can be read in the product specifications and the manual.
C&I Battery Energy Storage Systems – Container Solution (BSC Series, BSC MAX Series, BSC PWR Series)	<ul style="list-style-type: none"> • 10 years (inverters & batteries) • 3 years (air conditioning) • 2 years (electrical components) • 1 year (fire protection) 	7300 cycles, max. 2 cycles/day	Operating conditions: • BSC: LFP M1C: 90 % DoD, max. 1C/1C • BSC MAX: LFP M5A: 95 % DoD, max. 0.5C/0.5C • BSC PWR: HV Pro 8.1: 100 % DoD, max. 1C/1C • Outdoor installation • Permanent internet connection required The permissible installation conditions can be read in the product specifications and the manual.
Battery Inverters (PBI Series)	• 3 years standard, extendable to 5 years	Not applicable	Only for individually sold inverters; extension to 5 years only with permanent internet connection and data transmission to monitoring portal. The permissible installation conditions can be read in the product specifications and the manual.

NOTE

The commissioning inspection must be carried out by an authorised service dealer.

1. Requirements for warranty claims

- Registration and proof of purchase required.
- Warranty transfer only with written notification to the manufacturer.
- Remote access required for C&I systems.
- Only authorised service dealers may carry out repairs and maintenance.

2. Scope of the warranty

- Repair or replacement of defective parts at the manufacturer's discretion.
- Spare parts may be new or refurbished.
- Replacement does not extend the warranty period.
- Replaced parts become the property of the manufacturer.

3. Maintenance and operation

- Regular maintenance in accordance with the manual is mandatory and must be documented.
- Only original parts and certified components may be used.
- Firmware must be up to date.
- All C&I battery energy storage systems from Pramac are intended for daily use only under the specified conditions with a maximum of 2 cycles/day over a maximum period of 10 years.

4. Exclusions from the warranty

- Reimbursement of normal maintenance costs (e.g. adjustments, clamp connections, commissioning).
- Damage caused by improper use, incorrect installation, contamination (e.g. fuels, oils), incorrect environment (e.g. moisture, dust, salt water).
- Damage caused by accidents, storage, transport, vandalism, animals (e.g. rodents), insects or force majeure (e.g. lightning, storm, earthquake).
- Damage caused by unauthorised modifications or non-certified components (e.g. inverters, EMS).
- Wear parts such as starter batteries for GRW hybrid generators.

5. costs that are not covered

- Transport, shipping and express costs.
- Rental equipment during the repair (e.g. generators, cranes).
- Travelling, catering and on-site costs for C&I systems.
- Costs due to delayed repairs or spare parts.

6. OEM components

- The OEM warranty applies to motors and generators in hybrid products.
- Warranty claims must be handled directly with the OEM.
- The manufacturer accepts no responsibility for OEM warranties.

7. Exclusion of liability

- No liability for indirect, consequential or incidental damages.
- No warranty for attempted life extension without the written consent of the manufacturer.



The manufacturer disclaims all other express or implied warranties, conditions, representations and assurances. The manufacturer makes no other warranties with respect to merchantability or fitness for a particular purpose. Notwithstanding anything to the contrary, to the extent permitted by law, the total liability of Manufacturer, its affiliates, subcontractors and respective employees and agents shall be limited to the price paid by Buyer for the specific product/service giving rise to the claim. In no event shall Manufacturer, its affiliates or subcontractors or their respective employees or agents be liable for consequential, incidental, indirect, special or punitive damages (for loss of profits or revenue, work stoppage, downtime costs, lost business or otherwise), even if advised of the possibility of such damages or if such damages were foreseeable.

This warranty can only be amended in writing by the manufacturer. This warranty does not exclude the warranties and conditions of statutory rights and obligations that cannot be excluded, limited or modified under applicable law ('mandatory rights').

For warranty claims, the product defect or functional impairment must be reported using a warranty form, which is available online at <https://support.pramac.com>. Please provide the following information so that we can check whether the product is still covered by the warranty:

- a) Comprehensive fault description, with photos if necessary
- b) Date of the fault
- c) Date of commissioning with a copy of the corresponding report
- d) Model and serial number of the product with photo of the nameplate
- e) The log data recorded by the product that provides information on the battery status
- f) Current running time (in hours) with photo of the hour counter (if possible)
- g) Operating environment
- h) Maintenance history

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