

InstaGroup Limited provides the following warranty in relation to the InstaGen inverters, batteries and accessories ("Warranted Products").

## 1. Warranty Products

This warranty applies only to InstaGen inverters, batteries and associated accessories supplied directly by InstaGroup or through authorised partners (distributors) ("Warranted Products").

All external and ancillary parts and units (i.e. communication or monitoring devices, batteries, hardware/software controllers etc) installed with inverters by third parties are excluded from the warranty.

## 2. Warranty

InstaGroup warrants that the Warranted Products will correspond substantially with their specification at the time of delivery and will be free from material defects under normal use for a period of 10 years from the date of installation.

In the event of the occurrence of any such defect within such period, InstaGroup will, at its discretion:

- Repair the Warranted Product on the premises of either InstaGroup, one of their selected/chosen partners or on the customer's site; or
- Replace the defective Warranted Product.

InstaGroup may at its discretion have any of the above services performed by one of the InstaGroup service partners.

This warranty covers only the cost of parts and materials which are required to make the Warranted Products comply with the terms of the warranty. It excludes any inbound/outbound transportation costs or labour costs of replacement/on-site service. In the event of product replacement, the remaining warranty period is transferred to the substituted product. InstaGroup will automatically register such replacement, and you will not be provided with a new warranty.

## 3. Warranty Registration

This warranty will only apply/be valid if the customer has applied for the warranty in accordance with the warranty registration process.

To register the warranty on your InstaGen product, please go to [www.instagramroup.co.uk/warranty](http://www.instagramroup.co.uk/warranty) and provide the details requested.

## 4. Warranty Claim Procedure

Please log your warranty claim at [info@instagramroup.co.uk](mailto:info@instagramroup.co.uk) providing the following information:

- Warranty certificate.
- A copy of your original invoice, receipt, commissioning report, or any other document which can prove the purchase of the Warranted Product, or the date of installation.

InstaGroup reserves the right to reject the warranty claim if you fail to provide the above-mentioned information.

If making a warranty claim, please contact the local distributor from which the Warranted Product was purchased, or the installer who installed it and they will make contact with InstaGroup if necessary. If you are unable to obtain service from them, or are not satisfied with their service, you can escalate the service request by contacting InstaGen service team at [info@Instagramroup.co.uk](mailto:info@Instagramroup.co.uk).

InstaGroup will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred if the Warranted Product is found to be free from defects in materials, or the product is found not to be covered by this warranty.

## 5. Warranty Exclusions

This warranty applies to Warranted Products sold and installed after 1st January 2024, and sold through InstaGroup or authorised wholesalers. The defective parts or units replaced under a warranty claim become the property of InstaGroup and must be returned to InstaGroup or its authorised partners (distributors) for inspection with the original or equivalent packaging within 30 days of replacement. The warranty will not apply in the following cases:

- a. A Warranted Product failure is not reported to InstaGroup within 4 weeks of first appearance.
- b. The Warranted Product is out of the warranty period referred to above.
- c. The Warranted Product has been completely or partially disassembled or modified, except where this is carried out by an approved installer or InstaGroup.
- d. Improper or non-compliant usage or storage, including where usage, environmental conditions or storage are contrary to published or notified manufacturer, installer and/or InstaGroup guidelines or requirements.
- e. Improper operation (contrary to the guidance detailed in the installation manual supplied with each product) or failure to comply with applicable safety rules and regulations.
- f. Inadequate ventilation and circulation resulting in minimised cooling and natural air flow.
- g. Installation in a corrosive environment.
- h. Unauthorised repair attempts.
- i. Unauthorised removal and/or reinstallation unless it is reinstalled at the same address by a qualified installer who has provided a test report to InstaGroup.
- j. Normal appearance wear, including discoloration, cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product. and normal wear and tear.
- k. Defects that have no impact on power generation/performance after two years from the effective warranty date, including LED indicator failure.
- l. Damage caused by defects of other components in the battery energy storage system.
- m. Damage or defect caused by embedded or external software or hardware (eg the devices to control the inverters or the devices to control battery charging or discharging) provided by third parties without prior agreement in writing from InstaGroup.
- n. The Warranted Product does not have its original serial number and rating labels intact and readable.
- o. The Warranted Product is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double-check the outside and inside of the package and take pictures as evidence before signing the delivery receipt).
- p. Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, etc

Where a replacement inverter, battery or accessory with technical improvement is installed, this may not be entirely compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty. Furthermore, all other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of power generated during the product downtime are not covered by this warranty.

## 6. Limitation of Liability

In no event shall the aggregate liability of InstaGroup or any of its authorised installers to the customer, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the supply of products to the customer exceed the price paid by the customer for such products PROVIDED THAT nothing shall limit the liability of InstaGroup or any such installer for death or personal injury caused by its negligence, or the negligence of its employees, agents or sub-contractors.

## 7. Service after Warranty Expiration

*(Where products are out of warranty or in the case of warranty invalidation)*

InstaGroup can provide an additional charged service, which includes the on-site service fee, materials fee, labour cost, and logistics fee:

- On-site service fee: Travel cost and time for the technician to deliver on-site services and the cost of labour time for the technician to install, analyse, repair, test and maintain faulty products.
- Materials fee: Cost of replacing the parts or units or any other relevant materials.
- Logistics fee: Cost of delivery, including the costs of sending the defective products from end users to InstaGroup, or/and the costs of sending the repaired products from InstaGroup to end users.

## 8. All InstaGen inverters, batteries and accessories are to be sold and installed in the UK only.

**Special Term Regarding HYBRID INSTALLATION** - For InstaGen Hybrid inverters installed with InstaGen batteries:

- a. Running the battery to zero capacity and damaging the battery in the process may invalidate warranty claims. It is recommended to force charge the battery from the grid during bad weather (eg continuous snowstorm, raining, cloudy days), so as to ensure that the battery won't be fully discharged (zero capacity) under such situations. When adding a new extra battery to the existing system, the new battery should have the same capacity level as the existing battery system before it is added (pre-charge the original battery system and new battery to full capacity, and then install them together). When charging a battery from the grid, consider its self-consumption during this process. The total energy taken from the grid won't be completely the same as the total energy discharged from the battery system. Any warranty claim where any of the above circumstances apply will not be accepted.
- b. For Hybrid inverters installed in completely off-grid settings, the off-grid installation should be inspected annually by a qualified electrician and documented. Failure to comply with the described requirement to maintain the equipment may invalidate any warranty claims. The load installed with an off-grid system must be calculated based on its rated power; otherwise, it may have EPS Overload fault during night-time or when there is not enough production from PV and battery, especially for inductive loads. Damages to inverters caused by incorrect installation will not be covered by the warranty.

### **Remedies given by applicable consumer laws**

**The benefits to any end user who is deemed to be a consumer under applicable laws which are given by the warranty are in addition to any other rights and remedies of such end user under any law in relation to the goods or services to which the warranty relates.**