

Introduction

Unless specific local warranty statements are in place, this limited warranty statement applies for all energy storage systems excluding batteries (hereinafter “Product”) delivered by Pixii AS (hereinafter “Pixii”). A separate warranty document is provided for batteries when these are in the scope of supply.

Pixii guarantees that every Product delivered to the Buyer is new (unless otherwise agreed), free of defects, and complies with specifications and workmanship, technical and other applicable standards for the transaction in question.

Conditions for this warranty:

For any faulty Pixii products to be eligible for warranty the following must apply:

- The Product must have been installed and correctly commissioned and documented by a qualified installer. Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- The Product must have its original serial number and rating labels intact and readable.
- This Warranty does not cover Products that have been modified or altered unless it has been done in full agreement with Pixii.
- The customer must be able to document annual system review protocols.

Warranty period

This warranty is valid for 2 (two) years from date of transition of ownership from Pixii to the Buyer unless otherwise is agreed.

Longer warranty conditions can be agreed upon against an additional fee of 2,5% p.a.

For products replaced or repaired, the remaining time of the original warranty period will apply.

Claiming a warranty case

A warranty case shall be reported to Pixii within 1 month of the fault being detected. The case, with details on the fault and argumentation for invoking the warranty, shall be communicated to a local Pixii representative or per email to post@pixii.com . Failure to do so will make this warranty case void.

When registering a warranty claim, please include the following information:

- Company name and address
- Name of contact person and contact details
- Proof of purchase including date of delivery
- Serial number
- Completed and signed commissioning report
- Name and contact details of the installer
- A clear description of the nature of the warranty claim

Costs associated with a warranty claim.

The customer will arrange and cover freight of the faulty unit to the nearest Pixii entity or representative. For valid warranty claims, Pixii will repair or replace the faulty unit, and make it available for pick up by the customer

For invalid warranty claims, Pixii will not be liable for any cost and faulty units can be replaced at an agreed price.

Warranty exclusions

This warranty is only valid for use within the products specification and intended use. The warranty is void if any of the following applies:

- Defects due to improper transport, storage, handling, installation or commissioning of the Product
- Operation of the Product outside its specification (temperature, vibration, voltage, humidity, contamination etc.)
- Defects or capacity limitations due to operation or maintenance not in accordance with provided user documentation.
- Defects due to vandalism or other accidental damage
- Broken product seal on the product
- Defects as a result of repairs, alterations or modifications to the Product which have been performed by a third party not authorized by Pixii.
- from the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of Product; or as a result of the interconnection of the Product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Product has been installed;
- Where the nameplate or serial number of the Product is modified, altered or not readable;
- Lack of documentation for annual system check and review.
- This Warranty does not apply to damage caused by continued use of the Product after it is known, or would have been known with regular servicing, it is defective.

Limitation

Pixii can not undertake responsibility for any consequential damages in connection with the installation or operation of the Pixi product and solutions. Can it be proven or if it is obvious that the Product has been operated outside its specification (transport damage, mechanical force, voltage, temperature, humidity etc.), this warranty is void and all cost associated with freight, customs, product handling and repair, must be borne by the Buyer.

Other

Where, due to local law, any part of this warranty statement becomes invalid, illegal or void, this part of the statement should be understood as the minimum changes required to overcome this, and other parts of this document remains unchanged.

For batteries, Pixii offer a back-to-back warranty for the batteries used in Pixii energy storage systems. Please see the warranty statement/documentation for the battery make and model in question.

Final remark

At Pixii we take great pride in doing our utmost to deliver the expected high-quality products. In the unlikely event, that our products do not meet expectations, we will do our utmost to correct this with a minimum inconvenience for our customers.

For Pixii AS

Kenneth Bodahl
CEO