

## Lithium Battery and Energy Storage Systems (ESS) Limited Manufacturer Warranty Umbrella

### REVOV PRODUCT WARRANTY Version 7.9.2 Effective Date: 01 April 2026

**1. Governing Law** This Warranty is governed exclusively by the laws of the Republic of South Africa. It is granted in addition to (and does not limit or exclude) any non-excludable statutory rights that may apply under the Consumer Protection Act 68 of 2008 (CPA) or any other applicable legislation. All terms are expressed in plain and understandable language and are intended to be fair and reasonable.

**2. Scope of Warranty** This limited manufacturer warranty ("Warranty") applies to all REVOV lithium battery modules and Energy Storage Systems (ESS) manufactured, assembled or re-sold by REVOV Batteries (Pty) Ltd (hereinafter "REVOV"). It covers residential and commercial applications in the Low Voltage (LV) and High Voltage (HV) range (nominal battery voltages below 60 V for LV; 60 V to 1000 V for HV). Any installation exceeding 100 kWh nominal capacity requires prior written consultation with and approval from REVOV.

**3. Applicability to B2B and B2C Transactions** This Warranty applies equally to business-to-business (B2B) and business-to-consumer (B2C) sales. In B2C transactions it supplements (and does not detract from) the non-excludable rights of consumers under the CPA. In B2B transactions the CPA does not apply and this Warranty constitutes the complete and exclusive warranty terms between the parties.

**4. Persons Entitled to Make Warranty Claims** Warranty claims may only be made by or on behalf of: 4.1 a REVOV authorised service partner; 4.2 a REVOV distribution partner; 4.3 a suitably qualified and certified installer (registered with the appropriate South African authorities and holding a valid electrical contractor's licence where required under the Electrical Installation Regulations); 4.4 the first end-user (provided installation was performed by a qualified installer as defined in clause 9 below); or 4.5 any subsequent owner who can prove title and transfer of ownership and that the product has not been relocated from its original installation site except under REVOV-authorized supervision.

"Relocation" means any physical movement of the product to a new premises or site that changes its electrical, thermal or environmental operating context.

**5. Version Control and Supersession** Only the version of this Warranty published on the REVOV website (<https://revov.co.za/register-warranty/>) or supplied with the product at the exact time of purchase or installation is valid and binding. Any earlier versions are automatically superseded and have no legal effect whatsoever. Continued use or installation of the product after a new version is published on the website constitutes acceptance of the latest version.

**6. Definitions** The following definitions apply throughout this Warranty and are intended to eliminate ambiguity: 6.1 **Battery / Product** means any REVOV lithium battery module, pack or complete Energy Storage System (ESS), including cells, Battery Management System (BMS), electronics, enclosure, cables and ancillaries supplied by REVOV. 6.2 **Cycle** means one full equivalent discharge of the battery's usable energy (from 100 % State of Charge to the warranted Depth of Discharge specified for that model) followed by a full recharge to 100 % State of Charge, as recorded and totalised by the REVOV BMS. Micro-cycles and partial cycles are accumulated into equivalent full cycles based on total energy throughput (kWh discharged ÷ nominal usable energy). The final cycle count is determined solely by REVOV from unaltered BMS data. 6.3 **Depth of Discharge (DoD)** means the percentage of nominal usable energy discharged in any cycle. Proof of actual DoD (via inverter logs, BMS voltage cut-off settings or energy-throughput data) must be supplied; otherwise 100 % DoD is assumed and the corresponding cycle limit applied. 6.4 **Retained Capacity / End-of-Life (EOL)** means minimum 60 % of the original nominal usable energy (kWh) retained during the last twelve (12) months of the warranty period, or as otherwise defined for the specific model in Annexure A. In other words, at any point during the final 12 months of the warranty term (or as per Annexure A), the measured State of Health (SoH) must be 60 % or higher when tested under the conditions defined in clause 7.4. 6.5 **State of Health (SoH)** means the percentage of original nominal usable energy remaining, as calculated by the REVOV BMS and verified/confirmed by REVOV from unaltered BMS historical data. 6.6 **Electronics** means any BMS, printed circuit boards (PCBs), displays, buttons, sensors, relays, communication modules, actuators, semi-conductors or other non-cell components.

**6.7 Nominal Usable Energy** means the energy capacity (kWh) stated on the product nameplate or in the official REVOV specification sheet at the time of manufacture. **6.8 Unaltered BMS Logs** means complete, factory-default BMS data records that have not been reset, edited, exported with third-party software or otherwise modified. **6.9 Qualified Installer** means a person or entity registered with the relevant South African authorities, holding a valid electrical contractor's licence (where required) and competent to issue a Certificate of Compliance (CoC) under the Occupational Health and Safety Act 85 of 1993 and all applicable SANS standards.

**7. Umbrella Warranty Coverage** REVOV warrants that the product is free from defects in materials and workmanship for the periods and cycle limits set out in Annexure A, provided all preconditions in clause 9 are met in full. **7.1 Cell / Energy Storage Function:** The battery will retain the minimum Retained Capacity / EOL as defined in clause 6.4 (or as otherwise specified for the model in Annexure A). **7.2 Electronics / Ancillaries:** Shorter periods apply exactly as stated in Annexure A. **7.3 Repair / Replace:** At REVOV's sole discretion, REVOV will first attempt repair using genuine REVOV parts. If replacement is required, the replacement unit will have SoH equal to the failed unit at the time of claim and will carry only the balance of the original warranty period measured from the original purchase/installation date. No new warranty term is granted and no extension occurs. REVOV is not obliged to replace the product with an identical model. The replacement unit may be of a different but equivalent model and may exhibit normal cosmetic wear and tear consistent with its age and prior usage, provided its SoH meets that of the failed unit at the time of claim. **7.4 Capacity Test Method:** Industry-standard constant-current discharge test performed at  $25\text{ }^{\circ}\text{C} \pm 2\text{ }^{\circ}\text{C}$  (ambient and battery terminals), 0.2 C rate, from 100 % SoC to BMS cut-off, measured at the DC terminals. **7.5 Daily Cycle Limit:** No daily cycle limit is imposed unless a specific maximum is stated for a model in Annexure A. The warranty is limited only by the total equivalent full-cycle count and the calendar term (whichever expires first). **7.6** In the event of any inconsistency between this main body and the specific terms set out in Annexure A for any model or class, the terms in Annexure A shall prevail for that model or class only.

## 8. Registration and Reporting

**8.1** The product must be registered on the REVOV website within 30 days of commissioning/installation (not purchase). Registration requires upload of proof of purchase, CoC and installation photographs. **8.2** Any failure, overheating, noise, warning, fault or suspected defect must be reported within 14

days of first occurrence to [warranty@REVOV.co.za](mailto:warranty@REVOV.co.za) or +27 (0) 10 035 6061. The site must be immediately de-commissioned and isolated. **8.3** Failure to register on time or to report within 14 days voids the claim entirely.

**9. Preconditions for Warranty Validity** All of the following must be satisfied in full; partial compliance is insufficient: **9.1** Installation must be performed by a qualified installer (as defined in clause 6.9) who issues a valid Certificate of Compliance (CoC) in accordance with the Electrical Installation Regulations under the Occupational Health and Safety Act 85 of 1993 and full compliance with all applicable South African National Standards (SANS), building regulations, electrical installation codes, and any current or future regulatory requirements imposed by governing bodies including (but not limited to) municipalities, Eskom, the National Regulator for Compulsory Specifications (NRCS) or any other authority having jurisdiction at the time and place of installation. The standards listed below are examples only and are non-exhaustive. Additional or different standards may apply depending on the specific installation, location, battery type, voltage class and system configuration. Standards must be applied strictly in their correct context and only to the extent relevant: **9.1.1** SANS 10142-1 (The Wiring of Premises — Part 1: Low-voltage installations, latest edition); **9.1.2** SANS 10142-1-2 (Additional requirements for small-scale embedded generation and energy storage); **9.1.3** SANS 62485-2 (Safety requirements for stationary batteries); **9.1.4** SANS 10400 (National Building Regulations, including fire protection); **9.1.5** SANS 10139 and SANS 62305 series (fire detection and lightning/surge protection). REVOV recommends its authorised partners, but warranty validity does not require REVOV authorisation provided the legal qualifications and certifications above are met. **9.2** Operation must remain strictly within the limits stated in the REVOV product manual (voltage, current, temperature  $-5\text{ }^{\circ}\text{C}$  to  $40\text{ }^{\circ}\text{C}$  operating;  $\leq 50\text{ }^{\circ}\text{C}$  storage; ventilated, IP-rated enclosure with no direct sunlight exposure). **9.3** The product must be used only with inverters/chargers that have been confirmed as compatible by REVOV's engineering or technical team at or before the time of installation or purchase. The official compatibility list in the product manual serves as a guide only. **9.4** No unauthorised modifications, firmware changes, parameter alterations, component swaps or relocation without prior written REVOV supervision. **9.5** The battery must be operated exclusively with the REVOV BMS originally supplied with it. **9.6** Batteries stored at customer premises prior to installation (uninstalled) must be kept in a cool, dry, well-ventilated area at approximately 50 % State of Charge (SoC). For storage periods longer than three (3) months, a

maintenance charge must be performed at least every six (6) months (or sooner if BMS indicates SoC has dropped below 40 %) to prevent deep-discharge damage, in accordance with standard lithium-battery industry practice. Proof of storage conditions and maintenance charges may be requested on claim. 9.7 For projects exceeding 100 kWh: a valid Service Level Agreement performed by REVOV or a written authorised party is mandatory. 9.8 Residential or commercial energy-storage use only. The product is not suitable for life-sustaining medical devices, automotive propulsion, or any other non-approved application unless expressly agreed in writing by REVOV. 9.9 Proof of purchase, full installation photographs (showing cable runs, fusing, busbars, all batteries, supplies and loads), valid CoC, and complete unaltered BMS logs must be supplied on claim.

**10. Repair / Replacement Process** 10.1 REVOV will acknowledge a valid ticket and respond within 10 working days. 10.2 Repair or replacement will be performed within the borders of Sub-Saharan Africa or at a REVOV-authorized service centre designated by REVOV. The customer is responsible for all de-installation, transportation and re-installation costs unless the 6-month implied warranty under CPA section 56 applies. 10.3 Any replacement unit carries only the balance of the original warranty period. 10.4 If the exact model has been discontinued, REVOV may, at its sole discretion, supply a mutually acceptable equivalent-specification unit. At REVOV's further discretion, it may instead issue a pro-rata credit (calculated on the same reasonable market-value basis) toward the purchase of a replacement REVOV product.

**11. Exclusions** This Warranty does not cover: 11.1 Normal wear, cosmetic damage or capacity degradation that remains within the warranted EOL limit. 11.2 Damage caused by water ingress or exposure to moisture in any form (including condensation, flooding or high-humidity environments). 11.3 Damage caused by animals, rodents, birds, insects or pests, including (but not limited to) urine, faeces, nesting material or physical gnawing. 11.4 Damage from misuse, abuse, improper installation/storage, unauthorised service or modification. 11.5 External electrical events (lightning, power surges, etc.). 11.6 Used with any incompatible or faulty third-party equipment. 11.7 Tampering with or failure to supply required proof or unaltered BMS logs. 11.8 Transport damage after delivery to the customer. 11.9 Products installed or operated outside Sub-Saharan Africa.

**12. Dispute Resolution** Any dispute or claim arising out of or in connection with this Warranty (including its validity,

interpretation, breach or termination) shall first be referred in writing to the executive directors (or their duly authorised senior representatives) of REVOV and the Customer for resolution through good-faith negotiation within 30 (thirty) days of notification. If the dispute is not resolved within that period, it shall be finally resolved by arbitration in Johannesburg conducted under the rules of the Arbitration Foundation of Southern Africa (AFSA) by a single arbitrator appointed by AFSA. The arbitration award shall be final and binding on the parties and may be made an order of court. Only if the arbitration process is unavailable or unenforceable may the dispute be referred to the non-exclusive jurisdiction of the High Court of South Africa, Gauteng Division, Johannesburg. No party shall be entitled to recover legal costs from the other.

**13. Liability Limitation** To the maximum extent permitted by applicable law, REVOV's total liability arising from any cause whatsoever is strictly limited to the reasonable market value of the defective product at the time the claim is made. REVOV shall in no circumstances be liable for any loss of revenue, loss of profit, loss of opportunity, loss of goodwill, loss of data, downtime costs, or any indirect, special, incidental or consequential loss or damage whatsoever.

**14. Proof-of-Concept and Extended Projects** Proof-of-Concept (PoC) or prototype products carry the 1-year term stated in Annexure A and require a separate written agreement that must be signed by an authorised REVOV Executive Director and the end-user before installation. The agreement must explicitly disclose the reduced 1-year warranty, define the full scope of the PoC, specify the tests to be performed, and state the clear, measurable criteria for a successful PoC. Large projects (exceeding 100 kWh) may receive extended terms only by written director approval accompanied by a Service Level Agreement.

**15. Miscellaneous** 15.1 This document, the product manual and Annexure A together constitute the entire agreement between the parties. No oral representations or prior warranties apply. 15.2 Only the version of this Warranty in force at the time of purchase or installation (as published on the REVOV website or supplied with the product) shall apply. This version supersedes and replaces all prior versions in their entirety. 15.3 REVOV may update the Warranty; continued use after publication on the website constitutes acceptance of updates. 15.4 If any provision is held invalid or unenforceable, the remainder of the Warranty remains in full force and effect

## ANNEXURE A

### PRODUCT-SPECIFIC WARRANTY SCHEDULE

Model / Class	Warranty Term (years)	Cycles @ 80 % DoD	Cycles @ 90 % DoD	Cycles @ 100 % DoD	Electronics / BMS / Enclosure / Cables	Max Full Cycles per Day	Special Conditions
R100, B100, R200, B220 (all variants)	10	6 000	5 000	3 500	2 years	No limit	Retained Capacity / EOL per main body
E - 100	10	6 000	5 000	3 500	5 years	No limit	Retained Capacity / EOL per main body
E - 300	10	6 000	5 000	3 500	5 years	No limit	Retained Capacity / EOL per main body
R80	5	4 000	3 500	3 000	2 years	No limit	Retained Capacity / EOL per main body
12 V 100 Ah / 200 Ah	3	2 000 @ 80 % DoD	-	-	2 years	No limit	Retained Capacity / EOL per main body
24 V 100 Ah	3	2 000 @ 80 % DoD	-	-	2 years	No limit	Retained Capacity / EOL per main body
Remote Monitoring Devices (RC kit, MUST RTU, RCD2, ESP-BMS)	1	-	-	-	1 year	No limit	Data not covered; Retained Capacity / EOL per main body
LV ESS – CUBE 5.1 / 10.2 / 800	Batteries per above; Enclosure 2 yrs; Inverter 1 yr (or per manufacturer)	-	-	-	-	No limit	Sunsynk registration required for inverter; Retained Capacity / EOL per main body
LV ESS – Atom (2 × 12 V 200 Ah)	Batteries per above; Enclosure 2 yrs; Inverter 1 yr	-	-	-	-	No limit	Retained Capacity / EOL per main body
HV 100 kWh	10	5 000 @ 85 % DoD	-	-	2 years	No limit	SLA required >100 kWh; Retained Capacity / EOL per main body
HV 51.2 / 71.6 / 76.8 kWh	10	5 000 @ 85 % DoD (1-3 strings); 5 000 @ 80 % DoD (4-20 strings)	-	-	2 years	No limit	SLA required >100 kWh; Retained Capacity / EOL per main body
HV ESS – Optimus	10	3 500	-	-	2 years (electrical); 1 yr computer/Wi-Fi	No limit	Retained Capacity / EOL per main body
HV ESS >100 kWh (other)	10	5 000 @ 80 % DoD	-	-	2 years	No limit	SLA required; Retained Capacity / EOL per main body

Model / Class	Warranty Term (years)	Cycles @ 80 % DoD	Cycles @ 90 % DoD	Cycles @ 100 % DoD	Electronics / BMS / Enclosure / Cables	Max Full Cycles per Day	Special Conditions
Proof-of-Concept / New Prototypes	1 (standard)	Per model manual	-	-	1 year	No limit	Must be agreed, documented and signed by REVOV Executive Director before installation; Retained Capacity / EOL per main body
CFE 61 kWh	10	6 000	-	-	-	No limit	Registration of warranty with CFE on CFE website required.
Energy core	15	6 000	5 000	3 500	5 years	No limit	Retained Capacity / EOL per main body / Built-in fire protection
Power core	15	6 000	5 000	3 500	5 years	No limit	Retained Capacity / EOL per main body / Built-in fire protection
12 V 50 Ah	1	1 500	-	-	Same as product warranty.	No limit	End of life at end of Warranty period
CFE 24 V 100 Ah	1	1 500	-	-	Same as product warranty.	No limit	End of life at end of Warranty period
BMS	2	-	-	-			
PVG 1 & 3 6 kVA 8 KVA Inverter	1	-	-	-	Same as product warranty.	N/A	End of life at end of Warranty period
Sunsynk Inverter	2	-	-	-	-	N/A	End of life at end of Warranty period

(New models will be added by REVOV in writing via product manual or formal amendment to this Annexure.)

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