

Drypower DP-51100-R Warranty Statement

Drypower Warranty Policy

1. Limited Warranty

If you acquire this Product from an Authorised Reseller in Australia and the Australian Consumer Law (ACL) applies, the Product comes with guarantees that cannot be excluded under the ACL.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

If you acquire the Product from an Authorised Reseller in New Zealand and the Consumer Guarantees Act 1993 applies, the Product comes with guarantees that cannot be excluded under that Act.

The benefits provided by this Limited Warranty are in addition to all other rights and remedies you have under the Australian Consumer Law, the Consumer Guarantees Act 1993, or any other applicable law that cannot be excluded.

2. Product Warranty

Drypower series products and ancillary equipment must be used in accordance with the Product User Manual.

The standard warranty period for Drypower energy storage batteries is **10 years* (5+5)** with a guaranteed **70%** usable capacity. The warranty period commences six (6) months after the date of manufacture, as determined by the Product's serial number, or from the date of installation if the date of purchase was earlier. This six-month period accounts for transport, storage, and installation time. Installations outside these timeframes will be assessed on a case-by-case basis.

This warranty does not cover accessories or kits supplied with the Product.

This warranty covers repair or replacement of Products found to be defective due to faulty materials or workmanship during the warranty period. If a Product returned under warranty is confirmed to be defective, Drypower will, at its discretion, repair or replace the Product.

Any repaired or replacement Product will retain the balance of the original warranty period. Repair or replacement does not restart or extend the warranty period.

*Subject to normal use and operating conditions as outlined in the Product User Manual.

3. Warranty Conditions

The Product Warranty applies only if the following conditions are met:

1. The Product is purchased from Drypower or an Authorised Dealer in the relevant territory.
2. The Product bears a valid Drypower serial number (SN).
3. The Product is installed within the designated territory.
4. The Product is installed, operated, and maintained in accordance with the Product User Manual.
5. During the warranty period, the battery capacity is 6000 times 70% DOD, the reference ambient temperature is 25°C, the charging/discharging current is 0.5C, and a charge-discharge cycle is performed once a day..

6. If the Product has a confirmed quality issue during the warranty period, Drypower will, at its discretion, repair or replace the defective Product or parts free of charge. Drypower may use the original design or an improved design when performing repairs or replacements. The warranty period for the repaired or replaced Product will continue based on the original warranty period.
7. The warranty covers only repair or replacement of defective Products and does not cover installation, removal, or disassembly costs.
8. This warranty constitutes the sole and exclusive warranty provided by Drypower to the consumer, as permitted by law. It is given in lieu of all other express or implied representations, including warranties of title, quality, merchantability, fitness for a particular purpose, non-infringement, or accuracy and completeness of technical or other information. Drypower shall not be liable for consequential or indirect damages, including economic loss, civil liability, or personal or property damage arising from failure to take timely action, resulting in extended damage or increased costs.
9. This warranty does not apply to Products purchased for secondary processing, including self-processing or known future processing without approval in writing from Drypower.
10. Except where expressly agreed by contract or law, the maximum liability of Drypower for damages arising from Product defects is limited to the purchase price of the Product. Compensation may, at Drypower's discretion, be provided as a credit toward the purchase price or deduction toward a new Product.

4. Warranty Scheme*

The Drypower DP-51100-R comes with a 5+5 Warranty. To receive the full 10-year period, warranty registration must be completed at the time of installation or before the expiry of the initial period.

Replacement cost coverage (pro rata from Years 6–10):

- **Years 1–5:** 100% of replacement cost
- **Year 6:** 80% of replacement cost
- **Year 7:** 60% of replacement cost
- **Year 8:** 40% of replacement cost
- **Year 9:** 20% of replacement cost
- **Year 10:** 10% of replacement cost

5. Life Support Policy

Drypower does not recommend use of this Product in life support applications where failure could reasonably be expected to result in death or serious injury. Written agreement must be obtained from Drypower if the product is to be used in such applications.

6. Claims Process

Claims should be made to the Authorised Dealer from whom the Product was purchased.

To make a claim, you must:

1. Present the original Warranty Statement Certificate
2. Submit a purchase invoice with the delivery date
3. Provide Drypower system log data as an indication of battery performance

Direct claims for Drypower Batteries to:

- Certificate holder's: Master Instruments Pty LTD.
- Address: 13 Sheridan Close, Milperra NSW 2214

- Tel: +61 2 9519 1200
- Email: sales@master-instruments.com.au
- Website: www.master-instruments.com.au

Manufacturer Information:

- Manufacturer: Jiangmen zetara power technology Co., LTD
- Tel: +86 15999571191
- Address: No. 32, Yixing Road, Jianghai District, JIANGMEN CITY Guangdong, 529000
- Email: zhangpeng@zetarapower.com
- Website: www.zetarapower.com

Drypower may request additional analytical testing or third-party evaluation. Costs of third-party evaluation are the responsibility of the customer unless the claim is confirmed valid.

Testing conditions:

- Entire battery module tested
- Ambient temperature 25°C ±2°C
- Initial temperature 25°C ±1°C
- Charging/discharging: 100A standard
- Rated voltage: 51.2V, max charging 57V

Replacement may be refurbished or equivalent product at Drypower's discretion.

7. Exclusions of Warranty

Warranty does not cover damage caused by:

1. Failure of inverter/PCS/EMS
2. Non-certified inverter/PCS/EMS
3. Outdoor exposure without protection
4. Improper installation or operation
5. Misuse, abuse, negligence, or environmental extremes
6. Transport or impact damage
7. Unauthorized modifications or repairs
8. Force majeure events (lightning, flood, fire, etc.)
9. Attempts to alter product life or programming
10. Water, conductive dust, or corrosive gases
11. Connecting to a different type of battery module
12. Failure to follow the Product Manual
13. Normal wear and tear or cosmetic damage
14. Theft or vandalism

Note: Alteration of the dedicated DC cable does not void the warranty.

8. General Provisions

If any provision is unenforceable or invalid, it will be severed and the remainder of the Warranty Policy remains in force. Provisions invalid in one jurisdiction do not affect enforceability in other jurisdictions.

9. Definitions

- **Authorised Dealer:** Approved Drypower retailer or distributor in the territory

- **Consumer Law:** Australian Consumer Law under Schedule 2 of the Competition and Consumer Act 2010 (Cth)
- **Product Instruction Manual:** User manual issued by Drypower
- **Drypower:** Drypower, 13 Sheridan Close, Milperra NSW 2214
- **Domestic:** Australia
- **You:** Refers to the consumer purchasing this Product

10. Related Considerations

Transport: Per Australian Code for the Transport of Dangerous Goods by Road & Rail

Storage: Maintain insulation protection; recharge if stored over 6 months; avoid temperatures >45°C.

Installation: Verify terminals, voltage, polarity, wall load capacity; wear insulated tools and protective gloves.

Maintenance: 6-monthly checks of terminals, wiring, and battery status; voltage balance for parallel batteries; record outages and supply times.

11. Product Risk Warning

Batteries are potentially dangerous. Improper use can cause serious injury or property damage. Operate only with correct tools, protective equipment, and trained personnel.