

THE GUARANTEE CONDITIONS

IMEON ENERGY SAS guarantees the products sold against any manufacturing or material defect preventing said products and/or goods from functioning in accordance with the specifications of the order and the usual use for which these products are intended.

§1. IMEON products are covered by an "enhanced" warranty if the following three conditions are met:

- 1) The IMEON product is connected to the Internet with a connection that was operational for at least 95% of the system's operating time.
- 2) The IMEON product must be connected to the Internet at the time IMEON Technical Support performs the system diagnosis.
- 3) The serial number of the IMEON product must be linked to a user account of IMEON ENERGY web monitoring (<https://monitoring.imeon-energy.com/login>).

If any of these three conditions is not met, the "standard" warranty period applies.

Below are the durations of the "enhanced" and "standard" warranties according to the products.

Products	Enhanced warranty	Standard warranty
IMEON 3.6 and 9.12 (version with integrated WiFi), IMEON batteries, X-Trem ESS, X-Home ESS	10 years	5 years
Accessories, Electrical Protection Boxes.	2 years	

§2. The warranty period starts from the earlier of the two following dates:

- Date of first commissioning of the equipment,
- 6 months after the date of invoice of the equipment by IMEON ENERGY to the original purchaser.

§3. This guarantee does not apply to components and consumable elements, nor air-conditioning units (considered as accessories) nor to the defects resulting from the buyer's non-compliance with the conditions of use and maintenance defined in the specifications and the documentation of IMEON products and, more generally, according to the standard rules of use of said products/goods. Improper configuration may result in irreversible damage to the equipment, electrical hazards and / or fires that may cause personal injury. Before making any changes, make sure that you comply with the regulations in force in your country. Only software provided by IMEON ENERGY SAS must be used to configure the IMEON inverters and/or batteries. Any other software is not compatible and may affect the operation of IMEON inverters and/or batteries.

§4. IMEON 3.6 and IMEON 9.12 inverters which meet the requirements of and operate under "enhanced" warranty can benefit from an optional (payable) 10 year warranty extension, to a total of 20 years (10 years of "enhanced" warranty + 10 year optional extension). IMEON Batteries, X-Home ESS and X-trem ESS which meet the requirements of and operate under "enhanced" warranty can benefit from an optional (payable) warranty extension, to a total of 20 years or until the Battery is subjected to 8500 charge-discharge cycles, whichever comes first.

§5. The guarantee does not apply to defects arising from or related to:

- 1) Any coupling of said products / goods with an equipment not foreseen in technical specifications of IMEON ENERGY SAS,
- 2) Any repairs or modifications of said products / goods realized by any person without prior written approval provided by IMEON ENERGY SAS,
- 3) Any accident,
- 4) The normal wear and tear,
- 5) Improper installation, maintenance, transport or storage,
- 6) An inadequate energy,
- 7) Any misuse,
- 8) Any influence of a foreign substance, climate event and/or natural disaster (lightning strike, surge, damage caused by water, etc.).

§6. The services provided under the guarantee will not be honored if the warranty seal, serial number or the type number of the product has been altered, moved, removed, falsified or made unreadable. At the reception of the warranty claim IMEON ENERGY SAS will realize an expertise of the equipment in question. This expertise will determine whether the product can be taken under warranty or not, according to the various defined exclusions. The guarantee accepted by IMEON ENERGY SAS is limited to the replacement or the repair by IMEON ENERGY SAS of all or a part of said defective products/goods and to the delivery of said repaired or replaced products/goods according to the initial delivery terms provided that :

- 1) The defect has been reported to technical support of IMEON ENERGY SAS by the opening of a service ticket on manufacturer's website within seven (7) days after the occurrence of the defect,
- 2) Said defective products/goods have been indeed recognized as defective by IMEON ENERGY SAS.

§7. In case where the products returned under guarantee presents no defect, all the costs of expertise shall be borne by the buyer. IMEON ENERGY SAS cannot be held in any way liable in the event of installation of equipment having no production of electricity or a weaker production of electricity than one estimated by any study. The professional developers are not entitled to the compensation of the loss of income.

§8. For all information regarding the warranty of IMEON ENERGY products not included in this document, the documents applicable to the technical support services of IMEON ENERGY SAS are as follows:

- 1) the IMEON « Guarantee Conditions »,
- 2) the specific guarantee conditions defined in the sales contract,
- 3) the IMEON « Sales Terms and Conditions »,
- 4) any other applicable document describing a mutual agreement between IMEON ENERGY SAS and the Buyer.

In case of contradiction, difference, ambiguity, inconsistency or incompatibility between these documents, they will be applicable in the order of precedence mentioned above.

**IMEON Battery, X-Home ESS and X-Trem ESS:
Performance Warranty**

§9. IMEON ENERGY SAS guarantees that the capacity of the batteries will remain above 60% of the original rated capacity for 10 years. The warranty period starts from the earlier of the two following dates:

- Date of first use of the equipment,
- 6 months after the date of invoice of the equipment by IMEON ENERGY to the original purchaser.

Only IMEON ENERGY may perform tests to determine the actual capacity of a battery. If the claimant wishes to dispute the test result, the claimant may request an independent analysis from a certified testing laboratory. The costs of these tests will be borne exclusively by the applicant. The test conditions of measurement of the remaining battery capacity can be provided upon request submitted via contact form on manufacturer's website. If a battery module is replaced as a result of a service during the life of the system, the capacity of the new battery module will be aligned with the capacity of the existing battery park.

**IMEON Battery, X-Home ESS and X-Trem ESS:
General Product Warranty**

§10. The Product Warranty is valid for the period of:

- a. 5 years or until the Battery is subjected to 3000 charge-discharge cycles under "standard" warranty conditions, whichever comes first.
- b. 10 years or until the Battery is subjected to 6000 charge-discharge cycles under "enhanced" warranty conditions, whichever comes first.
- c. 20 years or until the Battery is subjected to 8500 charge-discharge cycles under "enhanced" warranty with optional and paid warranty extension, whichever comes first.

The Product Warranty is valid only in case of Batteries systems coupled to IMEON inverters, operating within 0°C to 50°C ambient temperature range, and in accordance with all the other requirements specified in the Product documentation provided by IMEON ENERGY SAS.

§11. The IMEON Battery may not be disconnected from the inverter for more than 30 days without the written consent of IMEON ENERGY SAS.

INSTALLATION – AFTER-SALES SERVICE

§12. The buyer has to install products according to the installation manuals of IMEON ENERGY SAS provided with every order and by following the instructions supplied to the buyer by IMEON ENERGY SAS. Only those documents are adapted to the delivered products and bound with the order accepted by the buyer. No other documents can be used as a substitute.

§13. The installations made by unauthorized/uncertified staff, installed in non-compliance with the official installation manuals and the instructions of IMEON ENERGY SAS, or otherwise badly installed, will immediately cancel the guarantee of products supplied by IMEON ENERGY SAS.

§14. IMEON ENERGY's technical support only responds to requests issued by professionals. Users should address their enquiries to the installer who installed their system or to their equipment supplier in the event of a failure.

FREE-OF-CHARGE GUARANTEE SERVICES:

§15.The free of charge guarantee service refers to the labor and material costs bound to the restoration of functioning of said products in the premises of IMEON ENERGY SAS. Travel and subsequent expenses of IMEON ENERGY SAS staff in conformance with the technical expertise, on-site repairs, the moving or the reinstallation, or those made by other persons shall be borne by the applicant, unless otherwise provided by a written agreement.

PROCEDURE OF PRODUCT RETURN TO IMEON ENERGY SAS

Transport costs of the product shall be borne by IMEON ENERGY SAS only in the case when both following conditions are met:

- The product is taken under warranty by IMEON ENERGY SAS (any overheads are to be borne by the applicant).
- The product is to be transported within the territory of Europe (excluding islands).

IMEON ENERGY SAS will return the defective products to the factory on its charge, and will invoice the applicant in case products are not taken under warranty. Outside this area, transportation cost of returned material to IMEON ENERGY SAS will be borne by the applicant.

Note: Our transporters do not pick up material at the end-users.

It is your responsibility that the product is properly packed in its original packaging and strapped to a pallet. Damage caused during transportation will not be in any way taken into charge by IMEON ENERGY SAS. Bad packaging may result in destruction of the equipment.

If the product is not returned in the original packaging (carton box and protective foam) IMEON ENERGY SAS reserves the right to invoice repackaging costs.

IMEON ENERGY reserves the right to charge storage fees to the claimant if the equipment is not returned within ninety (90) days after the date of technical expertise.

The IMEON ENERGY SAS after-sales service department:

IMEON ENERGY SAS
After Sales Service Department
10 Rue Amiral Romain Desfossés
29200 Brest - FRANCE

Checks before any repair request:

It is important to verify the real presence of a fault prior to attempting this procedure. External factors might be the cause of the malfunction (diameter of cables, protection, settings, batteries, etc). IMEON ENERGY SAS reserves the right to charge expert fees and logistics expenses inherent to an undue or unjustified return even during the guarantee period. Any repair attempted by a third party, including opening the housing, nullifies the warranty or justifies a denial of repair.

Non-warranty charges:

The transport, expertise and repair shall be borne by the applicant. If the equipment must be replaced or necessitates repairs costing less than 150€ excl. VAT, the changes will be made without consultation and an invoice will be sent including the cost of transport. If the equipment must be replaced or requires repairs that cost more than 150€ excl. VAT, IMEON ENERGY SAS will inform the applicant of the charges. Your submission of an after-sales service request entails full acceptance of the current conditions, especially the incurred charges as indicated.

