

WARRANTY TERMS AND CONDITIONS

1. Product Overview

Parameter	Specification
Models covered	FLOVOLT51100F5, FLOVOLT25100F5, FLOVOLT25200F5
Chemistry	Lithium Iron Phosphate (LFP)
Cell Type	Prismatic
Pack Configuration	16S1P
Nominal Voltage	51.2 V
Pack Capacity (Rated)	100 Ah
Cell Capacity	100 Ah
BMS	Smart BMS with Active Balancing
Connection	IOT Connected
Application	Stationary Energy Storage for Solar Applications

2. Product Warranty

- Flowatt Lithium-Ion Solar Battery is warranted against manufacturing defects arising due to defective material or workmanship for a period of 5 (Five) Years Free Replacement Warranty from (a) the date of original invoice or (b) the date of manufacturing plus 6 months, whichever occurs earlier.
- This warranty covers the LiFePO₄ battery pack and the inbuilt Battery Management System (BMS) only, subject to the terms and conditions mentioned below. Plastic parts, rubber parts, external accessories, physical damages, and cosmetic defects are not covered under warranty.
- In the event of any manufacturing defect during the warranty period, Flowatt Batteries shall repair or replace the defective battery or component through its authorized dealer/service network at its sole discretion. Any battery, BMS, or component replaced under warranty shall become the property of Flowatt Batteries.
- The warranty applies only when the battery is used with a compatible Solar Hybrid Inverter having a dedicated LiFePO₄ charging profile and configured as per Flowatt recommended charging parameters.
- The battery performance warranty is based on standard operating conditions and proper usage practices. Battery backup time, charging/discharging

performance, and usable capacity may vary depending upon load conditions, inverter settings, ambient temperature, depth of discharge, and usage pattern. The battery is designed to retain up to 60% usable capacity up to 2000 cycles at 80% DoD or within the warranty period, whichever occurs earlier.

- f. To avail the warranty, the customer must assure that batteries are connected to the main server of Flowatt. Flowatt batteries have inbuilt IOT connection. Customers must pay data cost.

3. THIS WARRANTY SHALL NOT APPLY IN THE FOLLOWING CASES

- a. Use of batteries in different application than Home Energy Storage
- b. Use of incompatible inverter or incorrect charging settings.
- c. Physical damage, mishandling, abuse, accident, negligence, fire, flood, lightning, or natural calamities.
- d. Installation in outdoor, wet, high-temperature, unventilated, or improper environmental conditions.
- e. Exposure to ambient temperature above 55°C.
- f. Damage caused due to reverse polarity, short circuit, loose connections, or improper cable sizing.
- g. Deep discharge caused by storing the battery without periodic charging.
- h. Parallel or series connection with batteries of different brands, capacities, ages, or chemistries.
- i. Opening of battery enclosure, tampering with BMS, firmware modification, or unauthorized repair/service.
- j. Damage caused due to insects, animals, rust, chemical exposure, salt water, corrosion, or environmental pollution.
- k. Use of unauthorized accessories or equipment connected to the battery system.
- l. Product purchased from unauthorized dealer/source.
- m. Product serial number, labels, or seals found damaged, removed, altered, or tampered.
- n. Batteries were not connected to the internet or no data is available.

The customer must produce the original invoice and warranty details for availing warranty service. Transportation of the battery to the authorized service location shall normally be borne by the customer unless otherwise approved by Flowatt Batteries.

Flowatt Batteries shall not be liable for any direct, indirect, incidental, or consequential loss including power interruption, business loss, equipment damage, personal injury, or loss arising out of use or failure of the product.

All disputes shall be subject to the jurisdiction of the competent courts located in Bangalore, India only.