

# ABB REACT batteries Manufacturer Warranty

Valid from: 1/03/2017

## Applicability

The terms and conditions of this Manufacturer Warranty provided by Power One Italy S.p.A., Via San Giorgio, 52028 Terranuova Bracciolini (hereinafter referred to as "ABB") are applicable to ABB battery unit REACT-BATT used with the REACT system

## Warranty program

The Manufacturer Warranty covers the replacement of defective battery units.

Further details of the Manufacturer Warranty program are provided in table 1.

## Applicable country

The Manufacturer Warranty applies to REACT batteries installed in Italy.

## Duration of warranty:

ABB grants the Manufacturer Warranty for a period of sixty-six (66) months from the production date or sixty (60) months from the installation date or until the discharged energy (at the DC terminals of battery unit) has reached 3650 kWh (2kWh\*5\*365), whichever occurs first.

## Claims under the Manufacturer Warranty:

All Manufacturer Warranty claims must follow the processes outlined below to be valid.

Claim must be made using the following method.

- Via the phone hotline. Hotline numbers are available on ABB website
- Via the online ticket service at: <http://new.abb.com/power-converters-inverters/submit-your-inquiry>

Following information must to be provided:

- Serial number (S/N) and production week (WK) of the battery unit: both are visible on the label on the side of the battery unit (a photograph of the label of the battery unit in.jpg format is recommended)
- Description of the problem and/or error code shown on the inverter. Company details of Manufacturer Warranty holder (complete address and name of the contact person)
- Company details of entity asking for assistance (complete address and name of the contact person)
- Email address of Manufacturer Warranty holder (compulsory for file to be confirmed)

- Address of site of installation

ABB will provide a CARE number (ticket number). Shipment to repair center without this number will not be accepted and claim will be considered as invalid.

## Claim resolution:

The method chosen to fix the issue is at the sole discretion of ABB and can consist on:

- The replacement of the battery unit with at least equivalent performances, following the ABB analysis of the defective unit during the field intervention or at the repair center.
- Refund

## Field intervention:

In case of any field intervention, as decided by ABB, the selection of the qualified ABB technician is made by ABB. For the field intervention, the warranty holder is responsible to ensure access and provide any required special equipment required to access the installation (e.g. scissor lift). The Manufacturer Warranty owner has also to ensure that the installation and working environment for the installation is compliant with applicable health and safety standards. ABB technician may refuse an intervention if the conditions defined by ABB health safety regulation are not met. Should the above conditions not be met ABB will charge the warranty holder for any consequent cost.

## Exclusion from warranty:

The warranty claim is invalid in the following situations:

- Warranty period expired
- Mechanical damages during the transportation of defective unit as the battery transportation is at risk of warranty holder
- Any modification of the battery unit that was not performed by ABB authorized person
- Inappropriate installation / commissioning
- Inappropriate use of the product or negligence
- External event (overvoltage, failure on other components in the installation causing battery failure, etc.)
- Non observation of documentation, including maintenance plans
- Force majeure, including but not restricted to lightning, power surges, natural disasters and fires
- Returned battery unit shows no default after analyze
- Improper or no application safety regulations



- Utilization in combination with equipment, items or materials not permitted by the product documentation
- Installation of a second and/or a third battery unit (REACT-BATT) if more than 12 months have passed since the installation of the first battery unit (REACT-BATT) or if the discharged energy at the DC terminal of the battery unit has reached 730 kWh (365 x 2kWh) or more

The warranty exclusion may be discovered by the Manufacturer Warranty holder, by the technician on the field or during the repair of the unit in the ABB repair center. If the warranty exclusion is confirmed by ABB, the logistic, analyze, and associated material, labor and administration costs shall be charged to the Manufacturer Warranty holder. If during repair the warranty exclusion is discovered, the repair will be stopped. A notification will be made to the Manufacturer Warranty holder and - if possible - a commercial offer will be made to remedy the problem.

Due to the evolution of the technology, the replacement unit or new device provided may not be compatible with the installed system. The warranty does not cover any expenses which might incur to configure, retrofit or adapt the battery to the installation.

Unless agreed in a specific contract, ABB will not provide a financial compensation for energy that has not been fed into the grid by the installation during any service activity, including preventive and corrective maintenance.

The warranty claim will be invalid if incorrect details (battery unit serial number, error code, etc.) are provided.

Preventive Maintenance parts and consumables are not covered by the Manufacturer Warranty.

### Legal aspects and other conditions

The Manufacturer Warranty agreement is concluded between Power One Italy S.p.A. and the Manufacturer Warranty holder (the legal owner of the ABB units). Third parties are not entitled to assert claims from the Manufacturer Warranty unless they are explicitly authorized by the Manufacturer Warranty holder to act on his behalf. The authorization must be evidenced by the third party to the satisfaction of ABB.

This Manufacturer Warranty is an additional warranty which is freely provided by ABB and does not prejudice in any way the battery's conditions of sale, including the warranty provided by the entity from which it has been purchased.

The present terms and conditions supersede the terms and conditions that have been in force up to now and apply to batteries sold from the date of validity of this document.

The Manufacturer Warranty is governed by Italian law. All disputes relating to the validity, interpretation and execution of this document shall be assigned exclusively to the authority of the Tribunal of Milan.

ABB has implemented a Code of Conduct containing guidelines for value based business that is available on ABB website [www.abb.com](http://www.abb.com). Relations with ABB and with ABB staff should show a behavior according to this Code of conduct.

Power One S.p.A. acknowledge that, pursuant to and in accordance with Article 13 of Italian Legislative Decree no. 196 of 30 June 2003, the data provided by the Customer will be processed only to fulfil the purposes described in the notes on personal data processing, which can be consulted on ABB Web site [www.abb.com](http://www.abb.com).

Table 1: details of the Service terms and conditions

Definition	REACT-BATT Warranty
Default duration (years)	5
Extended duration (total years) Can only be purchased together with the Inverter	No extension
De-installation and installation cost (See conditions in description)	Included
Material freight costs returning defective unit (to location defined by ABB, c/o disposal company)	Included
Material freight costs of repaired (or replacement) unit to customer	Included
Technical hotline	Ask your local ABB Representative for covered countries
Preventive maintenance	Not included

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For more information please contact your local ABB representative or visit:

**[www.abb.com/solarinverters](http://www.abb.com/solarinverters)**  
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