Wright Energy Storage Technologies (WEST)

Product Warranty Policy

Wright Energy Storage Technologies (WEST) warrants the original end user "Owner" that all Summit Series capacitor storage modules "Capacitor Modules" purchased through WEST's approved reseller network are warranted to be free of defect in materials and workmanship for a period of ten (10) years, commencing from the date of sale "Warranty Period".

Component Warranty

In the event of any defect in material and/or workmanship within the Warranty Period WEST will repair/replace any of the faulty components. These components include capacitors, electronics, buttons, breakers, housing and cabling.

Performance Warranty

WEST warrants to the Owner that the Capacitor Module will retain more than 90% of its rated capacity throughout the warranty period. In the event of capacity loss, WEST will repair the Capacitor Module or activate the remaining term warranty credit "Warranty Credit" or replace the module entirely.

Upon approval of warranty claim and decision from WEST to activate Warranty Credit, remaining term Warranty Credit will be calculated by dividing the original retail purchase price by the total number of months in the warranty period and multiplying with the remaining number of months in the Warranty Period.

Limitation of Warranty Scope

Repaired or replaced products will not renew the warrant period, and the original period will remain in effect.

Warranty Conditions

1. Any cost for transportation, removal, testing, storage, taxes, loss of income or any other related costs are not covered by WEST.
2. Only certified WEST installers may install or remove WEST capacitor modules.
3. Capacitor Modules must be operated within rated specifications.
4. Modifications, alterations, disassembly, repairs or replacement may not be carried out by someone not certified by WEST.
5. Unit may not be cycled more than two full capacity cycles per day.
6. WEST will require proof of original purchase.

Warranty Exclusions

The WEST warranty will not apply in the following instances

1. Physical damage accidental or otherwise.
2. Electrical damage due to lightning or surges outside of specified operating conditions.
3. Fire or other heat damage from an external source.
4. Water damage.
5. Improper installation as per installation manual.
6. Tampering with the unit by non-qualified person/s.
7. Damage during transport.

Component Warranty Procedure

In the event of a potential component warranty, a local approved WEST reseller should be contacted and informed of the nature of the failure. Depending on component availability, the reseller will schedule a time to repair the faulty component/s.

Performance Warranty Repair Procedure

In the event of a performance warranty the local approved WEST reseller should be contacted and informed of the possible claim. WEST IoT software will allow remote fault finding. If the WEST Warranty Service Team determines the fault as repairable, a qualified repair technician will be sent to resolve the problem on site.

Performance Warranty Credit Procedure

In the event of a performance warranty, the local installer should be contacted and informed of the possible claim. If WEST IoT is not available or WEST Warranty team otherwise determines that the Capacitor Module should be tested, the Capacitor Module should be carefully packaged and sent to the closest certified WEST repair facility.

If the Capacitor Module is not repairable and/or fails the capacity test the client will qualifies for remaining term warranty credit.

Capacity test procedure

Capacitor Module is charged and discharged at a rate of 0.25C. If the unit delivers 90% or more of the rated capacity the Capacitor Module passes the test.

Out of Warranty Policy

Owners of Capacitor Modules with damage not caused by WEST, or with component failure occurring after the warranty term has expired may contact WEST for replacement components or related upgrades. All related costs will be for client's account.

We at WEST take pride in our products and will make every

effort to meet or exceed customer expectations.