



Fox Warranty Policy

i. Scope of Warranty

Fox provides the following limited warranty for inverters, battery products Power Q (All-in-One U.S. series), Fox Hub and Fox Hub G2, (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by Fox. Fox under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This Fox Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Fox partners. The Product(s) included in this Policy are:

US series: Power Q

EQ series: AIO EQ-4000

Hub: Fox Hub, Fox Hub G2

Important:

Please note, this warranty policy covers Fox Products as specified herein. This warranty is limited to the Fox inverter/charger and battery range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by Fox may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor does it include any product ability.

This Policy is limited only to the parties listed as per section 2.

ii. Contracting Parties

This Policy is only provided to the original purchaser of the product from Fox (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

iii. Warranty Period

The Policy provides warranty cover as outlined below:

Standard Warranty

For Power Q:

The Product will be free from defects in materials and workmanship for a period of one hundred and fifty (150) months from the date of installation, but no more than one hundred and fifty-five (155) months from the shipment date of the Product (whichever comes first). The warranty will cover the replacement the spare parts, exchange of products and the logistics costs, but will not cover the repair costs, installment costs and others.

For AIO EQ series: The Product will be free from defects in materials and workmanship for a period of one hundred and fifty (150) months from the date of installation, but no more than one hundred and fifty-five (155) months from the shipment date of the Product (whichever comes first). The warranty will cover the replacement the spare parts, exchange of products and the logistics costs, but will not cover the repair costs, installment costs and others.

For Fox Hub & Fox Hub G2:

The Product will be free from defects in materials and workmanship for a period of one hundred and fifty (150) months from the date of installation, but no more than one hundred and fifty-five (155) months from the shipment date of the Product (whichever comes first). The warranty will cover the replacement the spare parts, exchange of products and the logistics costs, but will not cover the repair costs, installment costs and others.

For Accessory:

The accessory products including Datalogger, meter, CT, etc. will be granted 2 years warranty.

iv. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contact are the Installer and Fox authorized personnel.

v. Performance Warranty Terms (apply to EQ series only)

Fox warrants and represents that the Product retains at least 70% of Nominal Energy for the either 12.5 years after the date of initial installation or for a minimum Energy Throughput as per the table below (whichever comes first) when the battery system is operated



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under a normal use according to the specifications outlined in the Product manual. The term "Nominal Energy" herein means the initially rated capacity of the Products as printed on the label of the Products. The precondition of the valid 12.5 year Performance Warranty shall be as follows:

- The ambient temperature during the operation of the Products shall not fall below -10°C (14°F) or exceed 55°C (131°F)
- The energy throughput for (12.5) years is less than values in table below:

Product	Nominal Energy (KWh)	Energy Throughput(MWh)
EQ-4000-H2	7.95	26.8
EQ-4000-H3	11.92	40.2
EQ-4000-H4	15.9	53.6
EQ-4000-H5	19.87	67
EQ-4000-H6	23.85	80.4
EQ-4000-H7	27.82	93.8

- Capacity Measurement conditions:
 - i. Ambient temperature: 25~ 30°C (77 ~86°F)
 - ii. Initial battery temperature from BMS: 25~ 30°C
 - iii. Current and voltage measurement at battery DC side
 - iv. Charging/discharging method
- Charge: (0.5) CC/CV, (Constant voltage 64.8V), Cut-off current(0.05C) Discharge: (0.5) CC/CV, Current at (0.5C): 35A (EQ-4000)

vi. Limited Liability

Claims that relate to defects that are caused by the following factors are not covered by Fox's warranty obligations:

- Inadequate ventilation and circulation resulting in minimized cooling and natural airflow;
- Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- Improper or noncompliant use, installation, commissioning, start up or operation;
- Improper wiring of the Product causing arching or damage of the Product or its parts;
- Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- Damage of the Product(s) that originate from other parts of the system;
- Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- Damage that occurred during the transportation of the Product(s);
- Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- Unauthorized repair and reinstallation of the Product(s);
- Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to Fox;
- Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

Where authorized Fox personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, Fox under its discretion will:

- Repair of the product on site or at a designated Fox office or service center;
- Provide the closest Product within its current range of products for the replacement of the faulty or damaged Product.

The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by Fox. Fox may replace parts with refurbished parts.

Except to the extent prohibited by applicable law, in no event will Fox be liable for any special, direct, indirect, incidental or consequential damages, losses, costs or expenses however arising, whether in contract or tort, including without limitation any economic losses of any kind, any loss or damage to property, or any personal injury. Fox's liability arising out of a claim under this limited warranty shall not exceed the amount you paid for your US series energy storage system

Some states do not allow, or restrict, the exclusion or limitation of damages, including incidental or consequential damages, So the above limitation or exclusion may not apply to you, or exclusion may not apply to you or may only apply to a limited extent.

vii. Exclusions

This Policy does not cover the components that were not initially sold by Fox as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by Fox.



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viii. Limitation on Use

Fox US series energy storage system is not intended for use as a primary or backup power source for life-supporting systems, other medical equipment, or any other use where products failure could lead to injury to persons or loss of life or catastrophic property damage. Fox disclaims any and all liability arising out of any such use of your US Series products. Further, Fox reserves the right to refuse to service the US series products used for these purposes and disclaims any and all liability arising from refusal to service your US series products in such circumstances.

ix. Registration

It is recommended that all Products are registered in order that they qualify under the terms of this Policy. Warranties should be registered no more than six (6) weeks following the successful installation and commissioning of the Product where possible. The information required at the point of registration via the Fox website is as follows:

1. Product model
2. Product serial number
3. Installation date
4. Customer name
5. Installation postal/zip code
6. Full installation address
7. Name of installation company

It is important to register your system so that FOX ESS can contact you for system updates. We can only offer the five-year limited warranty to a system that is not registered or operating without data communication with FoxCloud US.

x. Warranty Claim Process

It is the duty of the Installer to contact Fox in the event of a fault with the following information.

Name of the Installer:
Product Model No:
Fault Code:
Fault Details:
Contact Details:

Fox may ask for additional details depending on the fault conditions. Fox will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by Fox. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Fox is obliged to approve and dispatch the Product within 3 working days' subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Fox within a maximum of thirty (30) days of the replacement being received.

If an allegedly faulty Product is returned to Fox pursuant to this Policy, and is found by Fox to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 7, Fox will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by Fox in all cases. Any replacement of the Product issued without the consent of Fox will invalidate an associated claim.

xi. Further Rights at Law

Apart from the rights given by this warranty, you may have other specific legal right. Please refer to the laws applicable in your jurisdiction, to be fully aware of the specific rights that you are entitled with. Please be notified that the specific rights may vary from state to state. The terms of this warranty will apply to the extent permitted by applicable law.

Contact Information

FoxESS USA Inc.
Principle Location: Los Angeles, CA
us.fox-ess.com Tel:
888-819-5189