



Warranty Document for Preta Power

1 Introduction

Establishing a comprehensive warranty framework to ensure reliability and customer satisfaction for Preta Power energy storage batteries.

2 Warranty Terms

Detailing the warranty conditions for energy storage batteries, including commercial and residential applications.

2.1 Warranty Duration

Specifying warranty periods for battery products:

- Commercial & Industrial Energy Storage Cabinets: 5 years or 9,000 cycles, whichever occurs first.
- PCS: 3 years from the date of installation, with a minimum performance retention of 90%.
- Household Batteries: 5 years or 6,000 cycles, whichever occurs first.

3 Claim Conditions

Defining requirements and procedures for warranty claims.

3.1 Eligibility and Evidence

Ensuring proper claim submission:

- Any quantity discrepancy must be claimed within one week after receiving the goods.
- For finish defects, provide clear pictures and video evidence within 2 years from receipt.

3.2 Exclusions

Listing scenarios not covered by warranty:

- Defects caused by transportation damage, incorrect usage, or operation under special conditions beyond design specifications.
- Normal wear and tear or degradation due to environmental factors outside recommended limits.

4 Claim Process

Describing the procedure for submitting warranty claims.

4.1 Procedure Providing steps for customers:

- Contact info@pretapower.com with proof of purchase, product serial number, and detailed issue description.
- Submit required evidence (photos, videos, or return of defective unit) as applicable.
- Await assessment and approval from Preta Power support team.

4.2 Response Time Committing to a resolution timeline:

- Initial response within 5 business days.
- Resolution, repair, or replacement within 30 days, subject to part availability.

5 Contact Information

Facilitating communication with Preta Power:

- Add: No.55 Shangxiang Road, Huaqiao Corporation Head Quarter Centre, Suzhou City
- Tel: 0512-36684019
- Email: info@pretapower.com
- Web: www.pretapower.com