



Warranty

NKON ESS Eco & Pro

OUR PRODUCTS ARE ALWAYS EVOLVING, SO THE UNIT DEPICTED ABOVE MAY DIFFER SLIGHTLY FROM THE UNIT YOU RECEIVE.



EN - NKON ESS Pro – Limited Product Warranty (6 years)

1. Consumer Rights

If you have purchased the Product from an Authorized Reseller and applicable consumer protection laws are in force, you are entitled to rights that cannot be excluded.

The benefits of this Warranty are in addition to all other rights and remedies you may have under applicable mandatory consumer protection laws. This Warranty does not affect those rights.

2. Product Warranty

NKON warrants that the Product is free from defects in materials and workmanship.

The warranty period is six (6) years, commencing on the **invoice date** as stated on the original proof of purchase issued by NKON or an Authorized Reseller.

This Warranty covers only the repair or replacement of a defective Product. If the Product is repaired or replaced, the remaining original warranty period will continue to apply; the warranty period will not be extended or renewed.

Accessories, consumables, and tools supplied with the Product are not covered under this Warranty unless expressly agreed in writing.

3. Warranty Conditions

This Warranty applies only if:

1. the Product was purchased from NKON or an Authorized Reseller
2. the Product carries a valid, undamaged, and unaltered NKON serial number
3. the Product was installed in accordance with NKON's installation and maintenance guidelines
4. the Product has been used and maintained in accordance with the most recent NKON Product Instructions
5. the Product is used exclusively for energy storage purposes within the specified operating parameters

4. Warranty Claims

Claims may be submitted to the Authorized Reseller from whom the Product was purchased, or directly to NKON.

To process a claim, you must:

1. provide the original proof of purchase showing the invoice date
2. provide the Product's serial number and installation report
3. provide system log files, error codes, and photographs of the installation upon request
4. provide a clear description of the issue and the date it was first observed

NKON may request additional information or arrange for testing to verify the claim. If you dispute NKON's verification, an independent, certified test laboratory may be engaged. The costs will be borne by you unless the claim is found to be valid, in which case NKON will cover the testing costs.

5. Coverage Limitations

This Limited Product Warranty applies only to the hardware of the Product and does not cover:

1. ancillary components, peripheral equipment, mounting hardware, or protective coatings subject to normal wear and tear
2. removal, transportation, reinstallation, or travel expenses, unless agreed in writing
3. third-party software, firmware, or configurations not released by NKON

6. Exclusions

To the extent permitted by law, this Warranty will be void if the defect is wholly or partly caused by:

1. use outside NKON's specified voltage, current, or temperature limits
2. use with inverters, chargers, or systems not approved by NKON
3. incorrect installation, configuration, wiring, or commissioning
4. exposure to extreme or unsuitable environmental conditions (e.g., moisture, water, corrosive gases, dust, direct sunlight without suitable enclosure, frost, or excessive heat)
5. physical damage, misuse, neglect, or mechanical impact
6. modifications, repairs, or alterations by unauthorized parties
7. use in combination with battery modules or components from other brands without NKON's written approval
8. force majeure events, including but not limited to lightning, fire, flood, or earthquake
9. theft, vandalism, or loss
10. normal wear and tear or cosmetic defects that do not affect performance

7. Performance Warranty

NKON guarantees that the Product will retain at least eighty percent (70%) of its nominal usable energy capacity after six (6) years, measured under the reference conditions set out in NKON's test procedures. This performance warranty applies on the condition of no more than one (1) full equivalent cycle per day during the warranty period. Exceeding this throughput limit will void the performance warranty.

8. Remedies

For a valid claim, NKON will, at its discretion:

- send replacement parts for the customer to repair (modular design), or
- replace the Product with a new or functionally equivalent unit, or
- provide a prorated credit based on the remaining warranty period.

Replacement Products may be new, refurbished, or functionally equivalent. Specifications may differ as long as functionality and performance are equivalent.

9. Limitation of Liability

To the extent permitted by law, this Warranty replaces all other express or implied warranties, including but not limited to warranties of fitness for a particular purpose and merchantability.

NKON is not liable for indirect, consequential, or incidental damages, loss of profit, loss of data, business interruption, or other economic losses. Nothing in this Warranty limits NKON's liability where such exclusion is prohibited by law (e.g., in cases of death, personal injury due to negligence, or fraud).

10. Governing Law and Jurisdiction

This Warranty is governed by Dutch law. Disputes arising out of or in connection with this Warranty shall be submitted to the competent court in Oost-Brabant, unless mandatory consumer protection laws stipulate otherwise.

11. Definitions

For the purposes of this Warranty:

1. **Authorized Reseller:** a distributor or retailer approved by NKON
2. **Product:** the battery modules and BMS systems forming part of the NKON ESS Pro series
3. **Product Instructions:** the most recent NKON-issued installation, operation, and maintenance guidelines, including any updates published on or before the Warranty issue date
4. **Nominal Usable Energy Capacity:** the initial usable capacity of the Product as specified by NKON on the product label or in the datasheet
5. **Throughput:** the energy delivered per kWh of nominal capacity during the warranty period
6. **Full Equivalent Cycle:** a full charge and discharge cycle; partial cycles are accumulated toward full cycles