



苏州普厉特智能科技有限公司

Suzhou Preta Intelligence and Technology Co.,Ltd

Warranty Card

Dear user.thank you for selecting our product,Please fill in and keep the warranty card for better services.

CUSTOMER Information

Name: _____ Phone Number: _____

E-mail: _____ Company Name: _____

Address: _____

State: _____ Zip Code: _____

Product Type: _____

Product No.: _____

Purchase Date: _____

Home Storage Battery After-Sales Standards

Purpose of after-sales service

In order to standardize after-sales service work, meet user needs, ensure that users can maximize efficiency when using our company's products, and improve user satisfaction and trust in products, after-sales service management formulation and work processes are formulated.

Battery pack warranty

The warranty period is **5 years**. If any of the following conditions are met within the period and it is not caused by human factors, replacement or return service shall be provided according to regulations.

1. Under normal use conditions, the battery pack cannot be restored to normal use after BMS protection.
2. Under normal use conditions, the battery pack appears abnormally bulging.
3. Under normal use conditions, the battery pack leaks.
4. Under normal use conditions, check that the battery pack capacity meets the replacement requirements.

Battery replacement period

1. From the date of purchase by the user to the end of the replacement period, if the battery meets the requirements in Table 1, the battery will be replaced with a new one;
2. From the end of the replacement period to the warranty period, special after-sales service batteries will be replaced if the battery meets the requirements in Table 1.

Sheet 1

	Renewal period	Warranty	Warranty
Time	0-12 months	13-24 months	25-36 months
Replacement standard (capacity)	<90% rated capacity	<80% rated capacity	<60% rated capacity

Battery after-sales service

1. Establish customer files for sold batteries and implement traceability and tracking services
2. When after-sales occurs, solutions will be provided within three hours. Including remote guidance, return and exchange processing, etc.
3. Under normal circumstances, a test report will be issued for returned batteries within two weeks of arrival; if the battery cannot be shipped back to China abroad, photos or videos can be used to determine the battery failure. If it is indeed our fault, our company will bear the after-sales responsibility.

4. If the problem is not caused by our battery, we will issue a corresponding report to guide customers in their use.

5. For batteries that have exceeded the warranty period, our company will inspect and repair them free of charge, and the accessories and transportation costs involved will be borne by the customer.

After-sales service of key components

The warranty period for key components including the protective board is 2 years, and the warranty period for non-human problems on the display screen and connectors is one year. If any non-human quality problems occur within one year, they will be replaced free of charge.

Information required from customers after sales

1. Take a photo of the battery label and inverter brand model
2. Shipping date and customer usage period
3. For feedback on fault points, it is best to have videos of abnormal battery operation and wiring.
4. Host computer data (provided by the customer conditionally)
5. If there is no host computer data, battery information (photos or videos) displayed on the battery display can be provided.

Precautions for customer installation and use

Once the battery is in place, install it starting from the bottom to make sure it's smooth. In order to avoid battery failure during installation, If a short circuit occurs, strictly follow the installation sequence of positive and negative, positive and negative. Try to use batteries with close open circuit voltages in the same circuit (the closer the battery voltages are in the same circuit, the more effective the battery life is). When installing batteries, insulated tools should be used to prevent short circuits. When installing batteries, keep a distance of at least 5-10cm between batteries. When two or more batteries are used in series/parallel, the length of the connecting copper bars or cables between the batteries must be kept the same to ensure that their internal resistances are consistent. Discharged batteries must be recharged in time. Do not store discharged batteries to avoid affecting the battery life. When storing batteries, try to keep them in a cool and dry place. Batteries that have been stored for more than 6 months must be recharged in time.

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