

I. SCOPE

1. xStorage Home 3P product is composed of an inverter. This Product Guarantee therefore only applies to the following products: ("Covered Products"):

xStorage Home 3P with following part numbers XSTH3P050P075V01, XSTH3P060P090V01, XSTH3P080P120V01 and XSTH3P100P150V01 which:

- were manufactured by Eaton;
 - were sold by Eaton directly or through a certified Eaton dealer ("*Authorized Dealer*") as new products for the first time on the EMEA market after May 31st 2020;
 - were installed and commissioned by an installer in EMEA who followed a specific training and who was approved as an authorized installer by Eaton ("*Authorized Installer*") or by Eaton itself through trained Eaton employees; and
 - were registered as being installed by an Authorized Installer or a trained Eaton employee on the dedicated Eaton registration platform.
2. During the Guarantee Period and subject to the limitations set out in Section II, Eaton will at its option repair the Covered Product or parts of it or replace the Covered Product or parts of it free of charge in the event user makes a valid claim under this Product Guarantee and Eaton through an inspection of the Covered Product acknowledges that the product does not meet the Guaranteed Power. A valid claim is to be understood as a written notification sent by user or by an Authorized Dealer acting on behalf of user to Eaton (i) within the Guarantee Period and within 10 days after discovery of the event giving rise to the claim, and (ii) describing exactly the reasons as to why the user believes the Product does not meet the Guaranteed Power. This shall be the sole remedy for user in the event of the Covered Product not meeting the Guaranteed Power.
 3. Eaton will, at its option, use new and/or reconditioned parts in building replacement parts. Eaton reserves the right to use parts or products of original or improved design in the repair or replacement of the Product. If Eaton repairs or replaces a product part, the Product Guarantee continues for the remaining portion of the Guarantee Period.
 4. The present Product Guarantee does not restrict any legal rights of the user - in particular with regard to the legal right of revocation or warranty claims - under local statutory law. These exist independently of this Product Guarantee in their entirety.

II. Limitations

1. Claims under this Product Guarantee can only be made by user provided that the Covered Product remains in its original location and configuration.
2. This Product Guarantee shall not apply and any Guarantee Claim shall be void in relation to any Covered Products or parts thereof which:
 - have been attempted to be repaired or altered outside the Eaton's factory or authorized Eaton factory in any way that, in Eaton's sole judgment would affect its performance;
 - have been subject to alteration, accident, misuse, abuse, neglect or abnormal wear;
 - have been installed, operated or used in a manner contrary to Eaton's instructions, or due to failure to follow Eaton's instructions for operation and maintenance;
 - have been subject to force majeure (violent or stormy weather, lightning, overvoltage, flooding, fire etc.);
 - have been inadequate to follow and observe good engineering practices relating to installation and safety;
 - have been improper design or setup of the photovoltaic system;
 - have been subject to inappropriate maintenance;
 - have been subject to physical or electrical stress or environmental conditions, misused or negligently handled or operated; or
 - are not or have not been connected to the Internet despite prior agreement with Eaton at the agreed time and place through user's Internet provider preventing Eaton from accessing the Covered Product online as may be required for software upload or performance data downloads for diagnostic purposes.

3. The Product Guarantee will terminate immediately and be void in case of:
 - Damage and dysfunction caused by third-party products that are not approved by Eaton.
 - Inappropriate transportation damage.
 - Installation or operation in a country not approved by Eaton.

III. Guarantee Period

1. The guarantee period for the Product Guarantee of the Covered Products ("*Guarantee Period*") starts (the "*Guarantee Start Date*") on the initial purchase of the Covered Product by user (as evidenced by the invoice date on the purchase order). For those products the warranty period is two (2) years from the date of purchase. If the end-user registers the product on Eaton webpage within the first twelve (12) months of the initial purchase date, Eaton will extend the warranty period for five (5) years in total from the initial purchase date. The registration of the product is free of charge at PQproductregistration.eaton.com.
2. In the event of replacement of a device, a new registration is required on PQproductregistration.eaton.com.