

## WARRANTY TERMS AND CONDITIONS

### 1. General Information

- 1.1.** Zucchetti Centro Sistemi S.p.A. (hereinafter “ZCS”), in addition to the guarantees established by law, voluntarily grants a manufacturer’s warranty applicable for the period specified below in these terms and conditions for the products of its own brand distributed by it. The following warranty terms and conditions are the sole and exclusive terms defining the content and scope of the warranty statement issued by ZCS.
- 1.2.** ZCS reserves the right to amend these warranty terms at any time with future effect. The warranty terms in force at the time of purchase of a product shall always apply.
- 1.3.** This warranty applies in addition to, and without limiting, any statutory or contractual rights of the warranty beneficiary.

### 2. Statutory Warranty

- 2.1.** The products supplied are guaranteed against manufacturing faults and defects, such as, by way of example, those relating to their quality and operation, and are therefore covered by all, without exception, the guarantees provided for by law in relation to their specific characteristics. In particular, all rights and remedies available to the consumer against the manufacturer pursuant to Legislative Decree No. 206 of 6 September 2005 (Consumer Code) apply.
- 2.2.** The manufacturer’s warranty is valid for two years from the date of sale, commencing at the end of the sixth month following dispatch of the product from the ZCS warehouse.
- 2.3.** The verification of the fault or defect and the warranty repair must be carried out by the installer; if this is not possible or if the repair is expressly requested, it may be handled by ZCS or by its authorised Service Partners.
- 2.4.** The Consumer must first contact the installer who supplied the product; failing that, they must contact ZCS using the details indicated on the product or available on the website [www.zcsazzurro.com](http://www.zcsazzurro.com).

### 3. Standard Warranty

- 3.1.** For Azzurro-branded inverters, ZCS provides a contractual warranty that operates alongside the retailer’s statutory warranty obligations.
- 3.2.** ZCS offers, free of charge, a standard warranty covering all its Azzurro ZCS-branded devices, valid for 120 months (10 years) or 60 months (5 years) depending on the country of installation, the product family in question or the commercial agreement in place, starting from the date of the document accompanying the request for warranty extension.  
The warranty is extended for a maximum of one additional year, 132 months (eleven years) and 72 months (six years), with the start date being the date on which the goods left the ZCS warehouses.
- 3.3.** Exceptions apply to certain product types for which ZCS recognises the standard warranty under the following terms:

Zucchetti Centro Sistemi S.p.A. – Green Innovation Division  
Palazzo dell’Innovazione - Via Lungarno, 167  
52028 Terranuova Bracciolini - Arezzo, Italy  
VAT No. 01262190513 – Tax Code 03225010481 SDI Unique Code SUBM70N  
tel. +39 055 91971 - fax. +39 055 9197515  
[innovation@zcscompany.com](mailto:innovation@zcscompany.com) - [zcs@pec.it](mailto:zcs@pec.it) - [zcsazzurro.com](http://zcsazzurro.com)

Reg. No. IT12110P00002965 - Share Capital €100,000.00 fully paid up  
Company Reg. No. 03225010481 - REA AR - 94189  
Certified Company  
ISO 9001 - Certificate No. 9151 - CNS0 - IT-17778  
ISO 14001 - Certificate No. 1425 - CNSQ - IT-134812  
EPD Italy - Certificates available at [epditaly.it](http://epditaly.it)



- Monitoring products: Data loggers, Wi-Fi kits, Ethernet kits and accessories (statutory warranty period of 30 months from the date the goods left the ZCS warehouse).
- Electric vehicle charging systems and related accessories (statutory warranty period of 30 months from the date the goods leave ZCS warehouses).
- Heat pump systems and heat pump water heaters (statutory warranty period of 30 months from the date the goods leave ZCS warehouses). For this last category of products, the relevant warranty terms and conditions document is available on the website [www.zcsazzurro.com](http://www.zcsazzurro.com).
- Hydraulic and mechanical components relating to Power Mini storage systems.

**3.4.** In order to benefit from the contractual warranty referred to above, the Customer must register the product by completing the appropriate form on the website [www.zcsazzurro.com](http://www.zcsazzurro.com) no later than three months from the date of purchase, attaching a copy of the purchase documents for the item in question.

Should the Purchaser fail to register within the time limits set out above, the terms provided for by law regarding the statutory warranty for lack of conformity shall apply, and the standard warranty will not be activated.

For certain types of Products, the extension may incur costs, which will be communicated directly by ZCS.

#### **4. Procedure for activating the support service**

**4.1.** Should the Azzurro-branded ZCS product prove to have operational faults, the purchaser must contact their installer.

**4.2.** If no response is received from the installer, the purchaser must initiate the support procedure by completing the relevant form on the website [www.zcsazzurro.com](http://www.zcsazzurro.com).

ZCS also provides its customers with a telephone helpline, the number for which is available on the website [www.zcsazzurro.com](http://www.zcsazzurro.com).

**4.3.** To initiate the warranty support request procedure, you must provide the following information and documents relating to the faulty product:

- a) Product model and serial number
- b) Image files of the product installation and any error messages displayed on the screen (if present) and/or other additional information relating to the fault detected
- c) Detailed information about the photovoltaic system (e.g. brand and model of the modules, DC diagram, etc.)
- d) Any documentation relating to previous service/replacement requests for the same system (if available)

**4.4.** In order to continue providing the agreed support services, the person requesting these services will be asked to provide their tax details; these details will be used to charge for the costs should the statutory warranty or the contractual warranty not apply.

#### **5. Warranty services**

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Reg. No. IT12110P00002965 - Share Capital €100,000.00 fully paid up  
Company Reg. No. 03225010481 - REA AR - 94189  
Certified Company  
ISO 9001 - Certificate No. 9151 - CNS0 - IT-17778  
ISO 14001 - Certificate No. 1425 - CNSQ - IT-134812  
EPD Italy - Certificates available at [epditaly.it](http://epditaly.it)



**5.1.** To ensure the best possible service for end customers, all official installers and retailers are required to respond to requests for assistance. ZCS will repair any unit or part thereof for which a design or manufacturing defect is demonstrated during the warranty period, as specified below.

**5.2.** Should a product prove to be defective and non-functional during the warranty period, ZCS will:

- resolve the issue by updating the software to the latest firmware version released or by modifying the settings; or
- repair the defect at ZCS's premises or at the customer's premises; or
- provide an equivalent replacement device (a repaired, refurbished or updated model with at least equivalent functions) or a new device; or
- have these services carried out by ZCS service partners who have undergone appropriate training.

**5.3.** Warranty repairs on easily replaceable components will be carried out by ZCS sending replacement components to enable the installer, designated by ZCS or directly by the user, to replace the individual faulty or defective component independently and at their own expense, in accordance with the instructions provided with the replacement component.

These components may also be disposed of by the Customer.

**5.4.** Should the product need to be replaced, the remaining warranty period will be transferred to the replacement product; otherwise, the warranty on the original unit will continue as normal. If, following replacement, the remaining warranty period is less than 1 year, the warranty will automatically be extended to 1 year for the replacement product.

**5.5.** The warranty covers all labour and material costs necessary to repair non-functioning products.

**5.6.** In the event of a product replacement under warranty, the collection and transport costs for both the damaged product and the replacement product shall be borne by ZCS only if the damaged product is made available for collection in its original or equivalent packaging.

Should the damaged product not be made available for collection within thirty days of delivery of the replacement product, the standard warranty will cease to apply and the replacement product will be invoiced to the details provided when the request was submitted.

In this case, it shall be the Customer's responsibility to dispose of the product not returned.

**5.7.** As a result of the replacement under warranty, the replacement product shall become the property of the Customer and the defective product shall become the property of ZCS; ZCS shall therefore be authorised to arrange for the refurbishment or disposal of the returned defective product.

**5.8.** For work carried out during the warranty period and provided all the requirements set out in these warranty conditions are met, ZCS provides a flat-rate allowance for the work of installers to partially cover the costs incurred in carrying out the work; this allowance is governed by the guidelines periodically made available by ZCS.

**5.9.** ZCS reserves the right to have warranty service work carried out by third parties.

**5.10.** In order to manage certain specific types of faults, ZCS may decide to send the installer accessories on a temporary loan basis free of charge.

Should the accessories sent not be returned to ZCS within one year of the date of dispatch, ZCS will invoice the cost of the goods to the details provided when the request was made.

**5.11.** The purchaser is required to retain the original packaging for the entire duration of the statutory and contractual warranty period.

## 6. Guaranteed residual battery life

**6.1.** ZCS guarantees that the product will have a residual capacity of eighty per cent (80%) of the usable capacity or a minimum energy capacity calculated over 10 years from the invoice date, whichever occurs first.

**Note:** the conditions for measuring energy are set out in the table below.

PRODUCT	Usable energy (kWh)	Minimum energy yield (MWh)
ZST-BAT-2.4KWH-H	2.16	5.5
ZST-BAT-2.4KWH-PL	2.16	5.5
ZZT-BAT-5KWH-ZSX	4.61	11.7
ZZT-BAT-5KWH-ZPR	4.61	11.7
ZZT-BAT-5KWH-ZSX5120	4.61	11.7
ZST-BAT-ZBT5K	4.61	11.7
ZZT-BAT-ZBT5K-HTR	4.61	11.7
ZZT-BAT-AHV5K	4.61	11.7
ZST-BAT-6KWH-WXP	5.3	13.5
ZST-BAT-5KWH-W	4.4	11.2
ZZT-BAT-5KWH-Z5S	4.61	11.7
ZZT-1PH-BTZ5000	4.61	11.7

## 7. Exclusions and limitations of the warranty

**7.1.** Any malfunction or defect shall not be covered by the manufacturer's warranty in the following cases (official retailers and distributors are responsible and authorised by ZCS to carry out the relevant checks):

- 1) Form for initiating the service procedure and repair/replacement under warranty not completed or not sent to ZCS.
- 2) Devices modified in whole or in part, replacement of components or modifications to the structure of the unit or system with parts not approved by ZCS.  
This may apply to storage units, specifically the 3000SP and hybrid inverters, when used with batteries not supplied by ZCS, should such system modifications compromise the correct functioning of the parts supplied by ZCS.
- 3) Replacements or repair attempts carried out by technicians not employed by ZCS, or unit serial numbers that have been deleted or seals removed.

- 4) Units installed or commissioned incorrectly and in any case not in accordance with the procedures provided by ZCS.
- 5) Operations carried out by the end customer or any other person in contravention of the safety regulations applicable in the country of installation (VDE standards or equivalent).
- 6) Units damaged due to incorrect storage or damaged during storage by the distributor or the end customer.
- 7) Defect occurring during transport due to unsuitable packaging.
- 8) Failure to comply with the provisions and instructions set out in the manual, the installation guide and the maintenance rules.
- 9) Unit used incorrectly or improperly.
- 10) Insufficient ventilation for the unit.
- 11) Maintenance procedures not followed correctly.
- 12) Connection of the devices to batteries and inverters not supplied by ZCS.
- 13) Defects or malfunctions caused by force majeure, such as severe weather conditions, lightning strikes, fire, power surges, high inrush current, or removal of wiring.
- 14) Damage of a purely cosmetic nature with no impact on the unit's functionality.
- 15) The warranty period as defined above has already expired.
- 16) Exposure to temperatures outside those permitted and specified in the product data sheets.
- 17) Water, humidity, dust and corrosive gases.
- 18) Theft or vandalism of the product or any of its components.
- 19) Deep discharge or internal cell imbalance caused by negligence on the part of the purchaser or installer; this refers to installation errors or cases where the batteries are left switched off for more than one month or are in a condition where they cannot perform their normal function.
- 20) Inability to verify the cause of the product's malfunction or defect due to the inability to inspect the component not made available for technical analysis by the Customer within the timeframe specified in paragraph 5.6.
- 21) Incorrect or non-compliant wiring, connections or configurations carried out by the purchaser, the installer or any repair technician not authorised by ZCS
- 22) Polarity reversal or short circuit.
- 23) Fuses and all other parts subject to wear and tear are excluded from the warranty.
- 24) Devices subject to a service request made to ZCS that are found to be installed incorrectly, in a hazardous environment or in a location that cannot be accessed safely.

**7.2.** Should it transpire that the fault or defect does not exist or falls outside the scope of the statutory or contractual warranty, the work carried out and services provided will be invoiced to the Customer as normal.

**7.3.** If the equipment collected for inspection – rather than for replacement under warranty – is found to be repairable outside the warranty period, the costs of analysis and labour will be invoiced to the Customer, and the product will only be returned once payment has been received.

**7.4.** Should the Customer fail to make payment and not respond within 15 days of receiving the repair quote, the product shall become the property of Zcs, which shall then be authorised to refurbish or dispose of it.

**7.5.** If the equipment collected for inspection (and not for replacement under warranty) is found to be irreparable outside the warranty period, the costs of analysis and labour will be invoiced to the Customer; the product will become the property of Zcs, which will then be authorised to dispose of it.

**7.6.** The warranty does not cover damage resulting from reduced energy output of the system, loss of self-consumption, or similar events, nor does it cover indirect losses or damage caused by the malfunctioning of the products.

**7.7.** The exclusions and limitations set out in these general terms and conditions apply to all warranties offered to the applicant and to all orders in accordance with the rules listed above.

**7.8.** The warranties provided are exclusive and supplement and/or replace all other statutory warranties, whether express or implied. Unless expressly stated in writing in a document authorised by ZCS, the latter shall not be subject to any obligation or liability other than those set out above in relation to the product sold or the services provided.

**7.9.** Notwithstanding any provision to the contrary contained herein, ZCS excludes, on its own behalf and on behalf of its suppliers at all levels, any liability based on contract, tort (including negligence or strict liability) or otherwise for lost time, loss of profits or special, indirect, incidental or consequential damages of any kind.

**7.10.** The remedies available to the customer are exclusive, and the aggregate liability of ZCS and its suppliers at any level in relation to these warranty terms or any actions arising therefrom, such as the use of any product that is non-functional or defective under these warranty terms, where liability lies with the manufacturer, shall not give rise to compensation exceeding the price of the product, component or service to which such liability relates.

**7.11.** The standard warranty and the services associated with it shall be suspended in the event of outstanding payments relating to supplies or services provided by ZCS, until such time as the outstanding debts have been settled in full.

## 8. Data protection.

**8.1.** When the procedure for warranty assistance and repair/replacement is initiated by completing the relevant form on the website [www.zcsazzurro.com](http://www.zcsazzurro.com), ZCS collects and processes the personal data of the warranty beneficiary in accordance with the conditions set out therein; completion of the form constitutes consent to the processing of data.

**8.2.** Data is collected and processed for the purpose of ZCS providing the services.

For further information on this matter, please consult the privacy policy at [www.zcsazzurro.com](http://www.zcsazzurro.com).

## 9. Miscellaneous Provisions – Applicable Law and Jurisdiction.

**9.1.** No person other than a representative authorised by ZCS may make any amendments, extensions or additions to these warranty terms and conditions.

**9.2.** If any provision of these product warranty terms and conditions is held to be invalid or unenforceable by a court or arbitration tribunal, the validity or enforceability of that provision shall not affect the other provisions of these product terms and conditions, which shall remain in full force and effect.

**9.3.** These warranty terms and conditions shall be governed by and construed in accordance with Italian law, excluding Italian conflict-of-laws provisions and the United Nations Convention on Contracts for the International Sale of Goods. The exclusive jurisdiction shall be that of Italy, and the exclusive place of jurisdiction shall be Arezzo, Italy.