

## 1 Overview

These product warranty terms apply to the “Power Magic” product range (hereinafter the “Product”).

The product is available in two power ratings:

### PowerMagic (400V AC)

- a. Energy Storage Cabinet ZPM-258KLA-SC1 / ZPM-215KLA-SC1
- b. Battery Cabinet ZPM-258KLA-BC1 / ZPM-215KLA-BC1
- c. 400V Junction Cabinet ZPM-PJC-750K-H1
- d. Backup Cabinet ZPM-PAC-750K-W1 (available from 2026)

## 2 Scope of the warranty

### 2.1 Performance warranty

Model	No. of packs	Max. charge/discharge ratio	No. of guaranteed cycles (*)
ZPM-215KLA-SC1	5	0.5P	7000
ZPM-258KLA-SC1	6	0.5P	7000
ZPM-215KLA-BC1	5	0.25P	7000
ZPM-258KLA-BC1	6	0.25P	7000

(\*) For further details, see Chapter 6

## 2.2 Product warranty

The product warranty is divided into a basic warranty and an extended warranty (paid option). Upon delivery of the device, the basic warranty is automatically provided.

### 2.2.1 The duration and scope of the basic warranty are as follows

NO.	Product	Product parts	Warranty period
1	Energy storage cabinet	Battery pack	2- -year
		PCS	2 years
		High-voltage box	2 years
		Auxiliary power module	2 years
		Fire suppression system	2 years
		Liquid cooling system	2 years
2	Battery cabinet	CSU	2 years
		Battery pack	2 years
		High-voltage box	2 years
		Fire suppression pipes	2 years
		Liquid cooling pipes	2 years
3	Junction cabinet	Auxiliary power module	2 years
		Circuit breakers	2 years
4	Transformer Cabinet	Transformer, Circuit breakers	2 years
5	Backup Cabinet	STS	2 years
6	MV backup cabinet	MV Switches	2 years

## 2.2.2 The duration and scope of the extended warranty are as follows

No.	Product	Product parts	Warranty period
1	Energy storage cabinet	Battery pack	5 years
		PCS	5 years
		High-voltage box	5 years
		Auxiliary power module	5 years
		Fire suppression system	5 years
		Liquid cooling system	5 years
		CSU	5 years
2	Battery cabinet	Battery pack	5 years
		High-voltage box	5 years
		Fire suppression pipes	5 years
		Liquid cooling pipes	5 years
		Auxiliary power module	5 years
3	Junction cabinet	Circuit breakers	5 years
4	Transformer Cabinet	Transformer, Circuit breakers	5 years
5	Backup Cabinet	STS	5 years
6	MV backup cabinet	MV Switches	5 years

### Further Information on Warranty Conditions

The following auxiliary materials and mechanical components are covered by a limited warranty at the time of commissioning of the machine. After commissioning, the following parts, which are not subject to wear and tear, are no longer covered by the warranty, as any defect can only be caused by negligence or damage.

Category	Description
Consumables	Including cables, door locks and lamps
Cables	Cables connecting the energy storage cabinet to the junction cabinet or the 400V AC connection cables
Mechanical parts	Including metal base and other mechanical parts
Accessories	Including mechanical parts of the cabinet, documentation, product accessories, installation accessories and tools

The warranty period begins on the date the machine is put into operation and, in any case, no later than 90 days following the date of dispatch of the ZCS products.

The purchaser may choose to extend the warranty either at the time of purchasing the machine or before the standard warranty expires. In any case, the product warranty period must be continuous.

### 3 Transfer of warranty

The warranty is transferable provided the product remains in its original installation location. When ownership of a product changes, the new owner retains the right to initiate the warranty extension process in accordance with the warranty conditions set out in paragraph 2.

The warranty is not transferable if the product is reinstalled by the purchaser in a location other than the original installation site. Even if ownership of the product changes, the new owner will not be entitled to the rights provided by the warranty. The new owner's rights will only be guaranteed if the purchaser has obtained the manufacturer's written consent to change the original installation site.

If the manufacturer replaces a defective part, the remaining warranty period for the product is transferred to the replaced part.

### 4 Warranty provisions

#### 4.1 General provisions

During the warranty period, ZCS undertakes to:

To provide a remedy by replacing components when the normal operation of the device, in accordance with the parameters set out in the technical specifications, is impaired due to an inherent defect in the product.

Spare parts supplied by ZCS for any replacements may not be resold to third parties or used for purposes other than the repair of the machine in which the fault occurred.

Spare parts supplied by ZCS are equivalent to or better than the original parts.

Following repair by ZCS, the system's warranty period remains valid as stipulated in the original contract.

Basic Warranty:

In the case of the Basic Warranty, within two years from the start date of the warranty, replacement work will be carried out by ZCS at its own expense. ZCS reserves the right to carry out the work directly or through one of its authorised service partners.

Extended Warranty

In the case of the Extended Warranty, during the first two years from the start date of the warranty, the provisions of the Basic Warranty apply.

From the third year following the start of the warranty, replacement work will instead be at the customer's expense and ZCS will not be responsible for on-site replacement. The customer may, at their discretion, request intervention by ZCS or one of its authorised service partners for the replacement of defective components, or proceed independently. Intervention by ZCS is always subject to a charge as it is not included in the general warranty services. In the event of direct intervention by the customer, ZCS recommends that the replacement of components be carried out by qualified technical personnel or an authorised service partner.

Should the customer choose to proceed independently, they assume full and exclusive responsibility for any direct or indirect damage that may be caused to the Product or to third parties as a result of incorrect installation or handling, thereby indemnifying ZCS against any adverse consequences.

Once the request for spare parts has been confirmed, ZCS will arrange for the delivery of the spare parts throughout the warranty period.

ZCS provides a hotline from Italy: 800 72 74 64; for other countries, please refer to the website [www.zcsazzurro.com](http://www.zcsazzurro.com) in the support section for further information on reporting faults.

## 4.2 Exclusion clauses

The support services mentioned above apply exclusively to equipment manufactured by ZCS. Hardware equipment falling outside the agreed scope is not covered by ZCS services.

In any event, ZCS accepts no liability, whether contractual, under warranty, in tort (including liability for negligence or strict liability) or on the basis of any other legal theory or claim, for consequences arising from the installation, use or inadequate performance of its products, nor for indirect losses, consequential damages or compensation arising from defects or breaches of warranty, including, but not limited to, loss of profits, damage to reputation or corporate image, or losses arising from delays. The total amount of ZCS's liability for damages or other causes shall in no event exceed the original purchase price paid by the Purchaser for the ZCS product.

Consumables of general use are not covered by the services provided by ZCS.

Faults attributable to the following causes are not covered by the warranty provided by ZCS:

- Incorrect storage or handling using inappropriate means (e.g. dropping, impact damage, storage at temperatures not in accordance with those indicated in the product data sheets).
- The internal parts of the system are damp or wet due to negligence or incompetence.
- Storage, installation, charging, operation and monitoring of the energy storage system not in accordance with the user manual, including the placement of the equipment in an environment with temperatures not in accordance with those indicated in the product data sheets
- Faults caused by failure to comply with the operating environmental conditions or external power supply parameters required by the system's technical specifications.
- Force majeure (natural disasters, fires or wars)
- Cosmetic defects due to natural ageing and/or wear and tear.
- Faults caused by poor-quality electrical connections (e.g. incorrect crimping or tightening of cables).
- System switched off or non-operational for at least 3 months if its initial capacity is below 50% (substantial reduction in usable capacity)
- System installed but unused or switched off for more than one month. This includes late notification of a fault or failure to report a malfunction in a timely manner.

- Damage attributable to extreme weather conditions (flooding, lightning strikes, etc.)
- Incorrect system design.
- Modification of the product or any part thereof without prior written approval from ZCS
- Failure to report a fault or defect in the product within the warranty period.
- Damage to hardware or performance caused by negligence, improper operation or wilful damage.
- Non-conforming performance or materials due to updates to laws and/or technical regulations beyond ZCS's control that occurred after the product was supplied.
- Technical and technological defects not currently recognised as such at the time of sale of the product.
- Lack of a data connection, lack of authorisation for access to the data network and/or refusal to install firmware updates (in order to allow remote updates and ensure the correct functioning of the system, a stable data connection is required to keep the Product constantly connected to the ZCS Cloud via Azzurro Hub).
- Physical access to the Product not permitted on-site or limited and/or difficult access to the Product
- Failure to comply with the installation site requirements set out in the user manuals and product technical documentation (clearance areas, distance from heat sources or flammable materials, flood-prone areas).
- Failure to comply with the maintenance plan specified on the website [www.zcsazzurro.com](http://www.zcsazzurro.com) and/or the required six-monthly and annual checks
- Damage to the system caused by improper handling by third parties or the customer, including transport, installation, adjustments, modifications and the improper removal of identification labels.
- Damage caused directly by problems with the customer's infrastructure.

## 5 Warranty Service

Remote technical support refers to technical assistance provided by ZCS by telephone or email for issues relating to ZCS products and includes the telephone hotline and support from ZCS technical staff.

The direct warranty service is available via the ZCS Azzurro freephone number and can be accessed by opening a ticket on the dedicated page on the website [www.zcsazzurro.com](http://www.zcsazzurro.com), providing all the information relating to the problem encountered.

<b>Freephone number: 800 72 74 64</b>	
Technical Support	Monday – Friday 8.30am – 6.00pm
	Saturday 8:30 – 12:30

If a fault is detected in the product, the customer must contact the ZCS hotline to report the fault and provide the following information:

- A brief description of the fault, including, but not limited to: input and output parameters, alarm IDs and operating logs.
- Product serial number.
- Proof of purchase (purchase invoice) and commissioning certificate

The information listed above is a prerequisite for reporting faults. If the customer does not provide sufficient information, the support process will not commence.

### 5.1 Description of the spare parts service

ZCS's standard service for battery energy storage systems (BESS) involves replacing faulty parts with spare parts, not replacing the entire system.

The performance of the spare parts supplied by ZCS is equivalent to or superior to that of the replaced component, and the appearance may differ.

## 6 Performance Warranty

The performance warranty for the entire system will be 3,650 cycles with an SOH (State of Health) of 80% or 7,000 cycles with an SOH of 70%, or 10 years, whichever occurs first.

For the performance warranty to be applicable and valid, the maintenance plan specified on the website [www.zcsazzurro.com](http://www.zcsazzurro.com) (Products section, Power Magic, Documentation) must be followed, which requires six-monthly and/or annual inspections.

The customer is free to decide whether to carry out the maintenance plan themselves, through their own trusted installer, or to entrust the maintenance plan to ZCS at the agreed cost.

To maintain the validity of the warranty, proof of the maintenance procedures carried out must be provided to ZCS, should the customer decide to carry them out independently or through their own trusted installer.

In this regard, the customer is required, on pain of forfeiture of the warranty, to document the maintenance work by uploading the relevant documentation (e.g. service reports, invoices, etc.) to the ZCS portal

## LIMITATIONS

These exclusions and limitations apply to all warranties offered to the Purchaser and to all orders. The warranties set out herein are exclusive and supersede all other statutory warranties, whether express or implied, with the exception of warranties of title, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. Unless expressly stated in writing in a document authorised by ZCS, ZCS 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 by ZCS. Notwithstanding any provision to the contrary contained herein, ZCS excludes, on its own behalf and on behalf of its suppliers at any level, all 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. The Purchaser's remedies are exclusive, and the aggregate liability of ZCS and its suppliers at any level in relation to this contract or any actions connected therewith, such as the use of any product covered by or supplied under the contract, whether based on contract, tort (including negligence or strict liability) or otherwise, shall not exceed the price of the product, component or service to which such liability relates.

### Applicable law and jurisdiction

This warranty is governed by Italian law. The competent court is that of Arezzo.