

Welcome,

to the terms and conditions of our warranty for PowerWalker products. This warranty is provided by BlueWalker GmbH and applies to any product purchased by you, the customer.

Please read these terms and conditions carefully to understand your rights and obligations with respect to this warranty. **By purchasing a PowerWalker product, you are agreeing to be bound by these terms and conditions.**

Our warranty provides coverage for defects in materials or workmanship for a period of [Please follow the below table] months **depending on the official date that the product left our warehouse.**

UPS Products	
Offline UPS	24 Months Warranty
Line-Interactive UPS	24 Months Warranty
Online UPS (Single and Three Phase)	24 Months Warranty
Inverter / AVR	24 Months Warranty
UPS Accessories	24 Months Warranty
UPS Batteries	24 Months Warranty

Solar Products	
Solar Inverters	60 Months Warranty
LiFe Battery System Module	60 Months Warranty for 11Mwh use*
Solar Inverter Accessories	24 Months Warranty
LiFe Battery Accessories	24 Months Warranty

* (The warranty covers the product for a certain percentage of its nominal capacity, in this case 60%. This means that **if the LiFe Battery Module's capacity falls below 60% of its nominal value during the 5-year warranty period**, the manufacturer will repair or replace it at no cost to the customer.

The total usage of the product should not exceed 11Mwh. This means that the warranty is only valid if the product is not used beyond a certain amount of energy, in this case 11Mwh. If the product is used beyond this amount, the warranty may be voided.)

We will repair or replace any defective parts or products free of charge during this time. However, please note that this warranty does not cover:

- damage caused by misuse¹,
- abuse,
- or external factors such as power surges or fluctuations.

Additionally, our liability is limited to the cost of the product and we are not responsible for any incidental or consequential damages.

To obtain warranty service, please contact our [support center](#). You will need to **provide a valid serial number (S/N)** in order to apply for/ receive warranty coverage.

Thank you for choosing PowerWalker and we hope you enjoy your product!

Your PowerWalker Team

¹ e.g.: Physical, water, electrical damage | Modification or tampering | Improper installation