



HUBBLE BLOCK WARRANTY

Introduction

This document defines the warranty terms and conditions applicable to the Hubble Energy Block (the "System"), which includes:

- Hubble High Voltage Series (280Ah/314Ah rack mount lithium battery system (the "Battery"))
- Power Conversion System (PCS / Inverters)
- MPPTs
- Static Transfer Switches (STS)
- Rectifiers / Chargers
- Energy Management System (EMS)
- Block enclosures and associated components

Battery Design Life

The Battery is designed for and intended to have at least a 15-year life span with a built-in reserve margin capacity to ensure the Battery life span is maximised. The Battery has a 10,000 cycle life at 80% DOD with 70% state of health (SOH). The Battery end of life (EOL) is defined as when the Battery capacity drops to below 70% of its original, rated capacity.

Battery Warranty

The warranty period commences on the date of commissioning or 3 (three) months from the date of purchase from Hubble Energy (Pty) Ltd ("Hubble") as reflected in the relevant Hubble tax invoice, whichever occurs first. Hubble warrants that the Battery cells will achieve at least 10 years or deliver 8000 cycles as counted by the BMS, whichever event occurs first. A cycle is counted as 100% (charge or discharge) of energy through the Battery.

Power Conversion System Warranty

The following components are covered under a separate System warranty:

- Inverters (PCS)
- MPPTs
- Static Transfer Switches (STS)
- Rectifier / Chargers

These components are warranted for a period of 5 years.



Monitoring & Updates

The System includes an internal EMS device which is intended to manage and monitor the System state and health, control the fire detection system and send firmware updates over the air when required. The EMS must be connected to the internet for remote monitoring, and automatic firmware updates. By connecting the System to the internet, you consent to us performing remote firmware updates and monitoring the System.

[Exclusion due to failure to register your Hubble Energy Block or failure to connect your System to the internet.](#)

In order to provide the Battery warranty for the full 10-year period, Hubble requires that: a) your Energy Block System be registered with Hubble through the online [Warranty Validation Registration Page](#); and b) your System be connected to the internet for the full duration of your warranty period. You are responsible to ensure that you comply with the conditions and requirements of the warranty. Note that failure to place the System online will result in the warranty of your complete System reverting to a 5-year warranty.

Warranty Conditions:

1. The customer's invoice must reflect the serial number of the relevant System on the Hubble invoice. The original invoice (digital or printed) must be provided to Hubble in order to commence a warranty claim.
2. The System must not have been contaminated with any foreign or corrosive matter. Contamination will void the warranty.
3. The warranty does not cover damage due to neglect or abuse such as improper installation, freezing, fire, flooding, or any acts of nature.
4. The warranty does not cover surges or spikes from the grid or PV system that could damage the internal electronic components.
5. If the System was installed incorrectly and not according to the manual or with correct settings, it could result in damage. Incorrect installation and setup will void the warranty.
6. Batteries must be provided with a refresh charge every 5-6 months, while in storage, prior to final installation.
7. Warranty will be void if the firmware or BMS on the device has been deliberately tampered with, including attempts to reset cycle values or any data used for warranty evaluation.
8. If it is found that the System is being overloaded through large current draws above the specified rating of the System, which is outside the intended or indicated specification parameters, the warranty will be void.
9. If the serial number has been tampered with or has been removed from the device, the warranty will be void.
10. Warranty will be void if the BMS records (single instance or more) an internal temperature of higher than 55 degrees Celsius.



11. If the Battery or System components have been opened or serviced by any person other than an authorised Hubble service centre the warranty is void.
12. If the Battery has been short circuited or the BMS records a Short Circuit event, the warranty will be void.
13. The warranty will be void if the System is damaged due to incorrect or improper installation, negligence, or excessive wear and tear.
14. Any damage to the System caused by peripheral electrical equipment will void the warranty.
15. It is forbidden to connect any third-party devices to the service ports. These ports are reserved for workshop maintenance only. Connecting any third-party devices to the service ports will void the warranty.
16. The Installer/Client is required to ensure that the Batteries are within the SOC range for the active balancing to function. The SOC range for active balancing is 10% to 100% SOC. If the balancer does not activate for an extended period, the cells may become unbalanced, which can lead to undercharging, reduced performance, and significantly shortened cycle life. Cell cycle life or performance in these scenarios cannot be warranted, and the warranty will be void.
17. While the operating temperature for the Battery is designed to be 0 to 55 degrees Celsius, it is required, in order to sustain the warranty, that the customer keep the Battery temperature below 35 degrees Celsius when operating the Battery. This is also to maximise the life cycle of the Battery. The cycle life is negatively affected by temperatures above 35 degrees. The cycle life cannot be guaranteed if the Battery is operated in sustained or recurring temperatures exceeding 35 degrees Celsius. Operation of the Battery in such circumstances will void the warranty.
18. The Battery is fully integrated and contained and is thus non-serviceable and not intended to be opened by anyone except an authorised Hubble service centre. If it has been found that the unit has been tampered with or has been opened, or attempted to be opened, the warranty will be void.
19. In the event that the System cannot be serviced or repaired, a prorated warranty will apply. After the first 6 months any repairs or replacement parts will not extend the original warranty period.
20. Battery operation to be strictly on closed loop with full inverter communication. No open loop applications of the products are covered within this Warranty (i.e., No communication between Battery and inverters).

BMS & BMU Warranty

The integrated BMS & BMU modules are designed to last over 15 years, however, a standard 5-year warranty is provided for the BMS and all related probes and sensors.

Warranty Claims Process:

In the event of a possible warranty claim, please follow the procedure below:

1. Contact your authorised reseller and advise them of the issue.
2. The reseller must arrange for the System to be sent to one of our service centres.



3. Valid copy of installation compliance certificate must be provided when checking in your System.
4. The service centre will evaluate the System and validate if a claim is substantiated.
5. The service centre might request additional information, such as site and installation location, inverter operational parameters, product serial number, images of the site or a site visit.
6. If a claim has been validated, repairs and servicing of the System will be performed.
7. Any replaced parts will become the property of Hubble Energy (Pty) Ltd.
8. It is for the client to arrange delivery and collection of the unit.

Herewith confirmed on 2nd November 2025.

Hubble Energy (Pty) Ltd