



HUBBLE HV-SERIES (280Ah/314Ah) BATTERY WARRANTY

Introduction

This warranty covers the Hubble High Voltage Series (280Ah/314Ah) rack mount lithium series of batteries (the "Battery").

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 purchase from Hubble Energy (Pty) Ltd ("Hubble") as reflected in the relevant Hubble tax invoice. 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.

Monitoring & Updates

The Battery solution includes an internal EMS device which is intended to manage and monitor the Battery 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 Battery to the internet, you consent to us performing remote firmware updates and monitoring the Battery.

Exclusion due to failure to register your Hubble HV model Battery or failure to connect your Battery to the internet.

In order to provide the warranty for the full 10-year period, Hubble requires that: a) your High Voltage Battery system be registered with Hubble through their online [High Voltage Warranty Validation registration page](#); and b) your High Voltage 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 High Voltage Battery system online will result in the warranty of your complete Battery system reverting to a 5-year warranty.



Warranty Conditions:

1. The customer's invoice must reflect the serial number of the relevant Battery on the Hubble invoice. The original invoice (digital or printed) must be provided to Hubble in order to commence a warranty claim.
2. The Battery is intended to be used for standby backup or daily cycling in UPS and Inverter systems including solar Inverters. Other uses for the Battery will void the warranty.
3. A fuse or suitable DC breaker must be installed between the inverter/charge/ups and the Battery or Battery bank. Failure to install a suitable rated fuse or DC breaker can damage the Battery and will void the warranty.
4. The open rack Battery is intended to be used indoors or with a Hubble approved outdoor cabinet. Use in unsuitable environments will void the warranty.
5. The Battery must not have been contaminated with any foreign or corrosive matter. Contamination will void the warranty.
6. The warranty does not cover damage due to neglect or abuse such as improper installation, freezing, fire, flooding, or any acts of nature.
7. The warranty does not cover surges or spikes from the inverter or charging device that could damage the Battery.
8. If the Battery 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.
9. Incorrect sizing of the inverter, charger or solar system can damage the Battery and void the warranty.
10. Batteries must be provided with a refresh charge every 5-6 months, while in storage, prior to final installation.
11. 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.
12. If it is found that the Battery is being overloaded through large current draws above the specified rating of the Battery, which is outside the intended or indicated specification parameters, the warranty will be void.
13. If the serial number has been tampered with or has been removed from the device, the warranty will be void.
14. Warranty will be void if the BMS records (single instance or more) an internal temperature of higher than 55 degrees Celsius.
15. If the Battery is interconnected or mixed with other non-Hubble batteries the warranty is void.
16. If the Battery has been opened or serviced by any person other than an authorised Hubble service centre the warranty is void.
17. If the Battery has been short circuited or the BMS records a Short Circuit event, the warranty will be void.
18. The warranty will be void if the Battery is damaged due to incorrect or improper installation, negligence, or excessive wear and tear.
19. The warranty will be void if the Battery is damaged by the inverter due to voltage spikes, overloading, or the application of incorrect DC voltages.
20. If the inverter/charger used on the Battery is out of the Battery usage specification or incorrectly sized, the warranty will be void.
21. Any damage to the Battery caused by peripheral electrical equipment will void the warranty.



22. It is forbidden to connect any third-party devices to the service ports. These ports are reserved for workshop maintenance only and are for programming the BMS. Connecting any third-party devices to the service ports will void the warranty.
23. 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.
24. 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.
25. 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.
26. In the event that the Battery 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.

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 Battery to be sent to one of our service centres.
3. Valid copy of installation compliance certificate must be provided when checking in your Battery.
4. The service centre will evaluate the Battery and validate if a claim is substantiated.
5. The service centre might request additional information, such as site and installation location or a site visit.
6. If a claim has been validated, repairs and servicing of the Battery 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