

# Warranty Program



## Lion Sanctuary Energy Storage System

The Lion Sanctuary warranty is for 10 years (can be upgraded to 25 years). The 10 year limited warranty (“Warranty”) is against manufacturing defects and workmanship; the battery is rated for 6,000 cycles to 90% depth of discharge. The warranty begins from the date the Sanctuary System is installed. System must be connected to the internet and lion energy must be granted monitoring access in order to qualify for warranty.

If the unit needs to be repaired or replaced, follow these steps:

1. Customer contacts the Installer to verify there is an issue with the unit.
2. Installer contacts Lion Energy to discuss the issues and Lion Energy will determine if the unit will be repaired or replaced.
3. Installer repairs the unit or if the unit is to be replaced, Lion Energy will ship the unit to the Installer.
4. Installer replaces the unit and ships the replaced unit to Lion Energy for proper recycling.

The warranty does not include:

- Damage during transportation of equipment.
- Damage caused by incorrect installation or commissioning.
- Damage caused by failure to comply with operation instructions, installation instructions, or maintenance instructions.
- Damage caused by attempts to modify, alter, or repair products.
- Damage caused by incorrect use or operation.
- Damage caused by insufficient ventilation of equipment.
- Damage caused by failure to comply with applicable safety standards or regulations.
- Damage caused by natural disasters or force majeure (such as floods, lightning, over voltage, storms, and fires).
- Any external scratches will not affect the basic operation of the product. Any external scratches, stains or natural mechanical wear does not represent a defect in the product.

## Limitation of Liability

THIS LIMITED WARRANTY IS THE ENTIRE WARRANTY AND ANY OTHER EXPRESSED OR IMPLIED WARRANTIES ARE NOT APPLICABLE. THIS WARRANTY EXCLUDES ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE OR LOST REVENUES OR PROFITS. Lion Energy only warrants the product, not the power service or external electrical equipment or any services provided by another party. This manual provides information, specification, and usage instructions. All statements, information, and suggestions within in this manual do not constitute any express or implied warranty.

## Recycling

Return the Sanctuary System to Lion Energy for proper disposal.

# Warranty Certificate



Thanks for choosing the Lion Sanctuary Lithium Energy Storage System. It is a high-quality, hybrid inverter and energy storage unit that can be expandable. It comes with a standard 10 year warranty and can be upgraded to a 25 year warranty.

**To activate the warranty, fill out all the information below and return it to Lion Energy. All the information is required. You can scan it or send a photo of this page to [Warranty@LionEnergy.com](mailto:Warranty@LionEnergy.com)**

## Warranty Information

Inverter Serial Number (on Side Panel): \_\_\_\_\_

Battery #1 Serial Number (on Side Panel): \_\_\_\_\_

Battery #2 Serial Number (on Side Panel): \_\_\_\_\_

Battery #3 Serial Number (on Side Panel): \_\_\_\_\_

Installation Date: \_\_\_\_\_

Physical Address of Installation: \_\_\_\_\_

Location in the home of Installation: \_\_\_\_\_

Name of Installation Company and Installer: \_\_\_\_\_

Phone Number of Installation Company: \_\_\_\_\_

Number of Solar Panels at Location: \_\_\_\_\_

Brand of Solar Panels: \_\_\_\_\_

Solar Panel Model #: \_\_\_\_\_

VOC # (On Panels): \_\_\_\_\_ PVM # (On Panels): \_\_\_\_\_ Total PV on Site: \_\_\_\_\_

Check Applicable Warranty:  Standard 10 Year  Upgraded 25 Year



385.375.8191  
Monday - Friday  
9:00 AM - 5:00 PM MST



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