

EG4® BOSSBox Warranty Document

Congratulations on your purchase. EG4 Electronics offers a 5-year Structural Limited Warranty from the date of the original (EG4 BOSSBox*) purchase. Your warranty must be registered within the first year of purchase or provide proof of purchase from an EG4 Electronics authorized distributor to remain valid. If you choose not to register or cannot provide proof of purchase, your warranty may be invalidated. This limited warranty is provided to the original purchaser of the product and is one-time transferable only if the product remains installed in the original installation location. This limited warranty covers defects in the structural integrity of the product and integrated components when used in certified EG4 Electronics Energy Storage Systems (ESS) configurations under normal operating conditions. All parts exchanges are covered during the warranty period. Outside of the continental U.S., replacement shipping charges may apply.

Products that are not purchased from an EG4 Electronics approved vendor are not covered under this warranty. A list of approved vendors can be found on our website. Reselling or removing the product from the original installation site will void the warranty.

Warranty Exclusions - EG4 Electronics has no obligation under this limited warranty for products subjected to the following conditions (including but not limited to):

- 1) Damages incurred during transportation, installation, reinstallation, or removal of the product.
- 2) Improper or incomplete assembly, or use of components and fasteners that are not approved by the manufacturer.
- 3) Defects or failures resulting from poor workmanship, unauthorized modifications, penetrations, alterations, tampering, disassembly, or improper repairs.
- 4) Damage caused by exposure to corrosive chemicals or environmental conditions beyond specifications.
- 5) Operations of the product in applications other than those specified by the manufacturer, including the use on non-EG4 Electronics approved components or accessories that compromise product integrity.
- 6) Damage due to impact, vandalism, or natural disasters, including but not limited to lightning, fire, flood, earthquake, terrorism, riots, or other acts of God.
- 7) Cosmetic defects such as surface scratches, discolorations, or other aesthetic changes that do not impact product functionality.

EG4 Electronics' product warranty is a **limited warranty**. EG4 Electronics limits its liability in the event of a product defect to repair or replacement in accordance with the terms of this limited warranty. EG4 Electronics is not responsible for any additional or indirect damages that may arise from the malfunctioning of the product. These damages could be incidental or consequential, including without limitation, any liability for the loss of revenue, profits, or time. EG4 Electronics shall not be liable for any direct or indirect loss of life, including but not limited to bodily injury, illness, or death arising from the misuse or mishandling of the product, whether caused by negligence or otherwise.

Return Policy and Warranty Claims Procedure: Contact your original place of purchase.

Product Compatibility: This warranty applies only to EG4 Electronics Energy Storage Systems (ESS) when used with the following EG4 Electronics-certified products:

- EG4 12kPV | IV-8000-HYB-AW (Up to 2 Inverters)
- EG4 18kPV | IV-12000-HYB-AW (Up to 2 Inverters)
- EG4 FlexBOSS21 | IV-16000-HYB-AW (Up to 2 Inverters)
- EG4 GridBOSS | MI-200-2P-HYB-AW (Up to 2 Inverters)
- EG4 WallMount All Weather 280Ah Batteries (Up to 3 Batteries)

*Covers: EG4 BOSSBox | BB-PP-280A-BD-AW-00