



ESBox Mini Home Energy System Limited Product Warranty

AutoX (Pty) Ltd ("**AutoX**") warrants that its ESBox Mini Home Energy System (the "ESBox") are free of material and workmanship defects for a warranty period of 24 (twenty-four) months (excluding accessories) from date of purchase, provided the ESBox is used and maintained in accordance with **AutoX**'s specifications and instructions as contained in the Technical Documentation available at <https://rentech.co.za/downloads> and the ESBox is used and maintained as per the conditions stipulated below.

Definitions

- I. "**ESBox**" means a Mini Home Energy System with internal lithium battery, inverter for AC power output, USB and/or 12V DC power outputs, external or internal AC charger and optionally a 12V DC charger input and/or a solar charge controller for charging from a portable solar panel.
- II. "**AutoX (Pty) Ltd**" means a Company duly registered and incorporated in terms of the laws of the Republic of South Africa with Registration Number 2016/475012/07 and having its place of business at 140 North Reef Road, Elandsfontein, 1429 and postal address PO Box 8794, Edenglen, 1613 South Africa, a manufacturer and supplier of automotive batteries, related products and services.
- III. "**Authorised Dealer**" means an approved dealer authorized to sell the ESBox under the **AutoX** terms and conditions as per this Warranty and the **AutoX** General Conditions of Sale.
- IV. "**End user**" means the person or entity in whose name the warranty is registered.

General Warranty Terms and Conditions

In the event that the ESBox becomes defective, malfunctions or fails during the warranty period, **AutoX** undertakes at its sole discretion to repair, recharge or replace the ESBox subject to the following terms and conditions:

1. The End user or someone acting on behalf of the End-user registered the ESBox with **AutoX** online at <https://rentech.co.za/register-your-product/> or via the **AutoX** call centre on 0860 12 00 12 within two (2) weeks from the date of purchase or such further period as **AutoX** may allow in its sole discretion.
2. Proof of the warranty registration and proof of purchase is required.
3. The warranty is for the End user only. All warranty claims must be submitted via the Authorised Dealer from which the ESBox was purchased.
4. The warranty is for material and workmanship defects on the ESBox only and any consequential or transport costs are excluded, unless otherwise agreed between the parties.
5. A warranty claim must be lodged by the End user within 2 (two) business days of the End user becoming aware of the alleged defect in the ESBox. The end user must follow the warranty claims procedure available at www.rentech.co.za/downloads and must take the ESBox to the Authorised Dealer from which the ESBox was purchased for inspection.
6. Once the ESBox has been returned to the Authorised Dealer, a representative of **AutoX** will inspect the ESBox, claim documentation and Authorised Dealer inspection results and collect the ESBox in order to determine whether the ESBox is in fact defective and has in fact malfunctioned or failed.
7. **AutoX** reserves the right to inspect the EXBox and equipment used to charge the ESBox and interview the End user. Refusal to permit inspection or co-operate with the inspection and interview shall void the warranty claim.

8. Based on the inspection results, **AutoX** in its sole discretion will determine the validity of the warranty claim and inform the Authorised Dealer and/or End user if it is a valid claim or not. If **AutoX** considers it a valid claim, **AutoX** may repair the ESBox or replace it with a new ESBox.
9. Should a warranty claim be accepted and the ESBox is replaced, the new ESBox will only carry a warranty for the remaining period of the original proof of purchase as per the claims procedure.
10. Any warranty claim will be null and void if any of the following conditions were/are applicable:
 - a) Proof of purchase cannot be provided, and/or false information was provided and/or the ESBox was not bought from an Authorised Dealer.
 - b) The ESBox information is incorrect and does not match **AutoX**'s records and/or the ESBox information was tampered with and/or **AutoX**'s original markings and labels are not on the ESBox and/or the ESBox is not an authentic **AutoX** manufactured or supplied ESBox.
 - c) The ESBox is out of the warranty period and is thus not a valid claim.
 - d) Damage due to misuse or neglect, improper handling, vandalization, tampering or unauthorized modification, accidental or wilful damage, loss or damage occurring whilst in transit.
 - e) The ESBox was not used for its intended purpose and/or a solar panel was used which was not of correct capacity or type for the ESBox and/or the ESBox was charged from an incorrect DC power source.
 - f) The ESBox failure or non-conformance was due to electric power surge and/or lightning surge, improper and/or incorrect settings and/or maintenance and/or overheating, freezing, damage due to the ESBox not being properly secured or incorrectly mounted, and/or damage resulting from external factors and events such as dust, water, fire and Acts of God.

Claims Procedure: Refer to AutoX Industrial Warranty Claims Procedure available on the www.rentech.co.za web site or from the dealer.