

Warranty Program



Lion Energy Sanctuary 10-Year Warranty

The Lion Sanctuary 10-year limited warranty (“Warranty”) applies to manufacturing defects and workmanship. 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 resulting from incorrect installation, faulty wiring, or failure to use a Lion Energy-Certified Installer.
- Damage caused by failure to comply with operation instructions, installation instructions, commissioning instructions, or maintenance instructions, including but not limited to Lion Energy prescribed firmware updates.
- Damage caused by attempts to modify, alter, or repair products.
- Damage caused by incorrect use or operation.
- Damage caused by operating the battery outside its allowable voltage range.
- Damage caused by draining battery below the maximum depth of discharge allowed by Lion Energy, which is limited to 90% of total battery capacity.
- Damage caused by operating the battery above the maximum charge and discharge power limits set within the Sanctuary Energy Storage System Manual.
- 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.

| Battery Configuration | Energy Retention ¹ | Operating Limitation |
|-----------------------|---|--|
| 1 Battery | 70% at 10 years following initial installation date | 41.1 MWh of aggregate throughput ² |
| 2 Battery | 70% at 10 years following initial installation date | 82.2 MWh of aggregate throughput ² |
| 3 Battery | 70% at 10 years following initial installation date | 123.3 MWh of aggregate throughput ² |

¹ Expressed as a % of the useable battery rated capacity

² Measured at the battery DC output

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 Program



Lion Energy Sanctuary 25-Year Warranty

The Lion Sanctuary 25-year limited warranty (“Warranty”) applies to manufacturing defects and workmanship. 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 resulting from incorrect installation, faulty wiring, or failure to use a Lion Energy-Certified Installer.
- Damage caused by failure to comply with operation instructions, installation instructions, commissioning instructions, or maintenance instructions, including but not limited to Lion Energy prescribed firmware updates.
- Damage caused by attempts to modify, alter, or repair products.
- Damage caused by incorrect use or operation.
- Damage caused by operating the battery outside its allowable voltage range.
- Damage caused by draining battery below the maximum depth of discharge allowed by Lion Energy, which is limited to 90% of total battery capacity.
- Damage caused by operating the battery above the maximum charge and discharge power limits set within the Sanctuary Energy Storage System Manual.
- 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.

| Battery Configuration | Energy Retention ¹ | Operating Limitation |
|-----------------------|---|--|
| 1 Battery | 50% at 25 years following initial installation date | 63.5 MWh of aggregate throughput ² |
| 2 Battery | 50% at 25 years following initial installation date | 127 MWh of aggregate throughput ² |
| 3 Battery | 50% at 25 years following initial installation date | 190.5 MWh of aggregate throughput ² |

¹ Expressed as a % of the useable battery rated capacity

² Measured at the battery DC output

Limitation of Liability

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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

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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