

Limited System Warranty



This Limited Warranty gives you specific rights, and you may also have other rights which vary from Province to Province.

This limited warranty can also be found online at www.Electrafy.com or in the documentation provided with the Electrafy™ System.

1. TO WHOM DOES THIS WARRANTY APPLY:

Braille Energy Systems Inc. ("BESI," "Electrafy™", "us," "our" or "we") extends this Electrafy™ Home BACKUP POWER System Limited Warranty ("Limited Warranty") to:

- The original end-user purchaser of the Electrafy™ System; and
- Any subsequent title holder of such installation location, upon completion of the Limited Warranty Transfer Form located at: www.Electrafy.com ("Owner" or "you").

Provided that the Electrafy™ System:

- Was purchased from an authorised Electrafy™ reseller;
- Remains installed at the original installation location; and
- Was installed by an Electrafy™ Authorized Installer. "Authorized Installers" are Braille Energy Systems Inc. designated companies that comply with certain conditions.

2. WHEN DOES THIS LIMITED WARRANTY APPLY:

This Limited Warranty applies when the Electrafy™ System is being installed for its intended application, home BACKUP POWER only, and is installed and operated within BESI specifications and safety agency approved ratings.

3. WHAT PRODUCT(S) ARE COVERED BY THIS WARRANTY:

This Limited Warranty applies to the hardware components (each individually as a "Product") listed below and purchased from us after November 1, 2025. For purposes hereof the Electrafy™ System Components and the Electrafy™ System Accessories set forth below, shall be collectively referred to as the "Electrafy™ System".

ELECTRAFY™ System Components

Model No.	Product Name
UPS-1500, UPS-3500 or UPS-6000	Electrafy™ Inverter/Charger/Transfer Switch
B5100	Electrafy™ Battery Module

ELECTRAFY™ System Accessories

Model No.	Product Name
WiFiPro or Electrafy™ supplied equivalent	Wi-Fi Module

4. WHAT DOES THIS WARRANTY COVER:

Product Warranties

- Workmanship Warranty:** We warrant that the ELECTRAFY™ System will be free from defects in materials and product workmanship under normal application, installation, use, and service conditions.
- Performance Warranty:** We warrant that the ELECTRAFY™ System will retain at least 75% of rated capacity so long as the ELECTRAFY™ System is operated under normal use according to the operation and installation manual provided by us. Rated capacity is the nameplate rating in kWh referenced to a discharge capacity test C20 hours at 25C temp to 42.0V (48 V module).

Labour Warranty

- Under this Limited Warranty, labour by a BESI arranged authorised service partner for warranty replacement service work is covered for the initial 12 months after activation.

5. WHAT ARE THE PERIODS OF COVERAGE:

When reading the warranty periods below, please note that some provinces may not allow the warranty period to begin before the product is delivered, so any description of a warranty period starting before product delivery may not apply to you.

ELECTRAFY™ System Components & Accessories Warranty Periods:

- Workmanship Warranty Period:** The ELECTRAFY™ System Components Workmanship Warranty begins on the date the ELECTRAFY™ System was first installed at the installation location for the original Owner, however, if the installation date cannot be verified, the ELECTRAFY™ System Components Workmanship Warranty will commence sixty (60) days after the date that the original Owner purchased the ELECTRAFY™ System ("Workmanship Warranty Start Date"). The ELECTRAFY™ System Components Workmanship Warranty expires ten (10) years after the Workmanship Warranty Start Date or the date on which the total energy throughput of the ELECTRAFY™ System is equivalent to 2500 cycles at 50% depth of discharge per cycle, whichever occurs first, provided however, that the conditions, if any, set forth in the table below are met.

Model No.	Product Name	Condition(s)
UPS-1500, UPS-3500 UPS-6000	Electrafy™ Inverter/Charger/Transfer Switch	Operating temperature: 0°C to +40°C

B5100	Electrafy™ Battery Module	Charge/Discharge temperature: 0°C to +40°C
WiFiPro (or Electrafy™ supplied equivalent)	Wi-Fi Module	Operating temperature: 0°C to +40°C

Performance Warranty Period:

The ELECTRAFY™ System Components Performance Warranty begins on the date the ELECTRAFY™ System was first installed at the installation location for the original Owner, however, if the installation date cannot be verified, the ELECTRAFY™ System Components Performance Warranty will commence sixty (60) days after the date that the original Owner purchased the ELECTRAFY™ System (“**Performance Warranty Start Date**”). The ELECTRAFY™ System Components Performance Warranty expires ten (10) years after the Performance Warranty Start Date or the date on which the total energy throughput of the ELECTRAFY™ System is equivalent to 2500 cycles at 50% depth of discharge per cycle, whichever occurs first.

Labour Warranty Period:

The duration of the Labour Warranty is 12 months beginning on the date the ELECTRAFY™ System was first installed at the installation location for the original Owner, however, if the installation date cannot be verified, the ELECTRAFY™ System Labour Warranty will commence sixty (60) days after the date that the original Owner purchased the ELECTRAFY™ System (“**Labour Warranty Start Date**”).

Warranty Period for Added Products:

If you decide to add Products to the already installed ELECTRAFY™ System (*i.e.* add an additional B5100 ELECTRAFY™ System Battery), the added Product will not receive its own independent warranty but will be warranted for the remaining warranty period of the originally installed ELECTRAFY™ System.

Warranty Period Extension for Repair or Replacement:

If a Product is eligible for repair or replacement pursuant to Section 6, the applicable warranty period will be extended by the number of days that elapsed between the date of your warranty claim and the date of repair or replacement. However, if the remaining warranty period for the ELECTRAFY™ System Components is less than 1-year when the repair or replacement occurs, the warranty period for the ELECTRAFY™ System Components will be extended to 1-year automatically.

6. WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY:

- 6.1 Provided you submit a timely and eligible warranty claim during the applicable warranty period, we will provide you one of the following remedies: (i) ship an additional Product that is identical or reasonably equivalent to the original Product, (ii) fix the issue by updating the underlying software or changing the configuration, if applicable, (iii) repair the Product, or (iv) replace the Product. THIS LIMITED WARRANTY DOES NOT COVER REMOVAL, REINSTALLATION, OR RELATED COSTS AFTER THE INITIAL 12 Months of service.
- 6.2 If your Product is replaced, we will pay the cost of having the Product returned to us, and the original Product shall become our property upon receipt. For the replacement Product, we may deliver the same Product (new or refurbished) or may deliver a new or refurbished Product that differs in size, color, shape, model number, and/or power level. Please note that some Product models may have been discontinued or there may be no stock available by the time you submit a warranty claim. To the best of our ability, we will attempt to provide a replacement Product that is similar to the specifications of your original Product.
- 6.3 We will use commercially reasonable efforts to supply an exact model replacement even in the event that there has been a model change (e.g. UPS-3500 upgraded to UPS-4000). However, we reserve the right to provide a newer model provided that it is compatible with your ELECTRAFY™ System.
- 6.4 The remedies set forth in this Section 6 are applicable to the Product only and does not apply to any other system components or parts.

7. HOW DO YOU OBTAIN WARRANTY SERVICE?

- 7.1 If you believe that you have a claim covered by this Limited Warranty, you must immediately notify the installer who sold you the ELECTRAFY™ System, an authorized BESI representative, or BESI directly who will assist you with the claim submission process, including providing the claim form and whatever additional information may be needed. BESI can be reached directly by writing to the below address or via its website:

Braille Energy Systems Inc.
945 Princess Street Box 117
Kingston, Ontario
K7L 0E9
info@Electrafy.com
www.Electrafy.com
1 800 764 4708

7.2 Upon our receipt of your warranty claim, we will contact the Authorized Installer that installed your ELECTRAFY™ System to try and determine through telephone and/or e-mail exchanges whether the reported warranty claim is valid. In some instances, we may need to contact you directly to obtain further information to assist us in either verifying the warranty claim or troubleshooting the issue. In the event that we are unable to confirm your warranty claim, we may send one of our technicians to the installation location to confirm the warranty claim. Upon confirmation that the warranty claim is valid, we shall remedy in accordance with Section 6.

7.3 If we remedy your claim by replacing the Product, please do not ship your original product back to us. When the replacement Product arrives, we will arrange for your Authorized Installer to ship the Product back to us on your behalf. The Authorized Installer will place the original Product into the shipping box of the replacement Product and follow our communicated shipping instructions. The original Product must not be returned unless we have authorized your Authorized Installer to return.

8. DO CLAIMS HAVE TO BE MADE WITHIN A CERTAIN PERIOD OF TIME:

YOU MUST BRING A CLAIM UNDER THIS LIMITED WARRANTY WITHIN **ONE (1) MONTH** FROM THE DATE YOU KNEW ABOUT THE DEFECT.

Examples:

- i. You notice in the second year after installation of the ELECTRAFY™ System that your B5100 batteries is/are retaining only 40% of its/their rated capacity. This is a clear sign that there is something wrong with the B5100 battery and that you need to have the battery inspected for defects. You must file a claim with us within 1-month of discovering this reduced capacity retention rate.
- ii. You notice in the fourth year after installation of the ELECTRAFY™ System that the system stops working. You must file a claim within 1-month from the first time that the discovered the system stopped working.

9. WHAT DOES THIS LIMITED WARRANTY NOT COVER:

This Limited Warranty does not cover any of the following:

- 9.1 Products sold and/or installed outside Canada.
- 9.2 Products not purchased from an authorised BESI reseller.
- 9.3 Claims submitted after the expiration of the applicable warranty period or if you: (i) have no evidence of purchase; (ii) have no proof of installation by a qualified licensed electrical contractor; or (iii) fail to provide necessary information to diagnose and troubleshoot the claim.
- 9.4 Altered, removed, or illegible Product serial number(s).
- 9.5 Products that have been repaired or replaced by anyone other than BESI or its Authorized Installer.

- 9.6 Cosmetic variations, stains, or scratches that do not affect product functionality.
- 9.7 Mobile installations of any kind.
- 9.8 Improper applications.
- 9.9 Damage or corrosion resulting from environmental pollution such as soot, chemical vapors, acid rain, immersion in water, whether caused by flooding or otherwise, and any type of mold.
- 9.10 Damage from sound, vibration, rust, scratches, or discoloration that is the result of normal wear and tear.
- 9.11 Damage caused by inadequate or improper usage, alteration, installation, wiring, handling, removal, maintenance, storage, packaging, transportation.
- 9.12 Damage caused by abuse, neglect, vandalism, accident, animals or insects, or external stress, such as, but not limited to, stepping on the Product, impacts from objects and contact with liquids and substances.
- 9.13 Damage from non-compatibility with, or defects in, system-related parts and components.
- 9.14 Damage from extreme natural conditions such as earthquakes, typhoons, tornados, volcanic activity, tsunami, lightning, heavy snow or ice, fire, or other unforeseen circumstances.
- 9.15 Damage from terrorist acts, riots, war, power surges or other man-made disasters.
- 9.16 Damage due to insufficient ventilation of the product.
- 9.17 Damage due to failure to comply with all installation manuals, user manuals and maintenance instructions provided with the Products.
- 9.18 Damage due to failure to install the ELECTRAFY™ System in a climate controlled well-ventilated area located in a mechanical room detached from the living space and not (i) in areas with highly flammable materials are stored, and/or (ii) near television antenna or cables.
- 9.19 Damage due to failure to comply with safety rules and regulations applicable to the Products (may differ by province and region).
- 9.20 Costs and expenses arising from a damaged Product or loss of power generated during the Product downtime for reasons not covered by this Limited Warranty.

10. IS INTERNET CONNECTIVITY REQUIRED AND HOW DOES IT IMPACT MY WARRANTY:

- 10.1 You shall connect the ELECTRAFY™ System to the Internet and shall maintain such connection throughout the applicable warranty period. By installing the ELECTRAFY™ System and connecting it to the Internet, you agree that we may remotely monitor the use and condition of the ELECTRAFY™ System and update the ELECTRAFY™ System's software and firmware, as necessary. If a lack of Internet connectivity prevents us from obtaining information necessary to confirm that the ELECTRAFY™ System was being used within permitted temperature and voltage ranges, we may void any coverage under this Limited Warranty, except under the conditions described below.

10.2 We will uphold the Limited Warranty during intermittent loss of Internet connectivity provided the following conditions are met:

- You contract, maintain, and provide Internet connectivity for your ELECTRAFY™ System throughout the applicable warranty period at the property on which the ELECTRAFY™ System is installed.
- You move to re-establish Internet connectivity as soon as possible for the ELECTRAFY™ System if Internet service is lost.
- You allow us or our agents reasonable access to the installation property to retrieve data from the Product upon our reasonable request.

11. HOW DO I REGISTER MY ELECTRAFY™ SYSTEM:

We encourage you to register your ELECTRAFY™ System as soon as possible after installation. This will be done automatically through the Electrafy™ App available for iOS or android devices. If, for any reason, you are unable to register your device through the Electrafy™ App please contact us a info@Electrafy.com.

Registration is strongly recommended as it will ensure you receive timely communication about your ELECTRAFY™ System such as safety issues and recalls, establish easy reference of your proof of purchase if you ever submit a warranty claim, and give you easy access to support. However, your failure to register your ELECTRAFY™ System will not impact your ability to receive support for a valid Product Workmanship Warranty claim or a Product Performance Warranty claim.

12. WILL I RECEIVE ANY SERVICE FOR MY ELECTRAFY™ SYSTEM AFTER EXPIRATION OF THE WARRANTY PERIOD:

If (i) the applicable warranty period has expired; or (ii) the issue is not within the scope of this Limited Warranty as set forth in Section 9, we can provide service for your ELECTRAFY™ System for a fee ("Service Fee"). The Service Fee includes the below costs:

12.1 On-Site Service Fee: includes the cost of: (i) reasonable and necessary travel expenses and time; (ii) the time required for the Authorized Installer to perform on-site services; and (iii) labour for the Authorized Installer to install, analyze, repair, test and maintain faulty Products.

12.2 Materials Fee: includes the cost of replacement parts, units or any other relevant materials.

12.3 Logistic Fee: includes the cost of shipping the original Product back to us and/or the cost of shipping the replacement Product to You.

13. WARRANTY DISCLAIMER

THE EXPRESS WARRANTIES SET FORTH HEREIN, AND THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR SPECIFIC PURPOSE, SHALL CONSTITUTE THE ONLY WARRANTIES APPLICABLE TO THE

ELECTRAFY™ SYSTEM. TO THE EXTENT ALLOWED BY LAW, WE HEREBY EXPRESSLY DISCLAIM ANY AND ALL

OTHER WARRANTIES, EXPRESS OR IMPLIED, AND ALL OTHER OBLIGATIONS OR LIABILITIES ON OUR PART, UNLESS WE EXPRESSLY AGREE IN WRITING TO SUCH OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES.

TO THE EXTENT SUCH WARRANTIES CANNOT BE DISCLAIMED UNDER THE LAWS OF YOUR JURISDICTION, WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD.

SOME PROVINCES MAY NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

14. LIMITATION OF LIABILITY:

WE SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, LOSS OF USE, LOSS OF PROFITS, LOSS OF PRODUCTION, OR LOSS OF REVENUES FOR ANY REASON WHATSOEVER, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, WORK STOPPAGE, PRODUCT(S) FAILURE, OR IMPAIRMENT OF OTHER GOODS ARISING OUT OF OR RELATED TO THE ELECTRAFY™ SYSTEM. OUR TOTAL LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE ORIGINAL OWNER FOR THE ELECTRAFY™ SYSTEM.

SOME PROVINCES MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

15. AUTHORIZED INSTALLERS:

Any enhanced warranty coverage, remedies, or benefits set forth herein relating to use of Authorized Installers do not constitute any warranty or guarantee covering, and we expressly disclaim any responsibility for, any services provided by an Authorized Installer. If you have a claim relating to the services provided by an Authorized Installer, whether arising out of breach of contract, tort, or otherwise, the Authorized Installer will be solely liable to you for such claims.

16. SEVERABILITY:

If a part, provision or clause of this Limited Warranty, or its application to any person or circumstance is held invalid, void or unenforceable, such holding shall not affect this Limited Warranty and all other parts, provisions, clauses or applications shall remain, and, to this end, such other parts, provisions, clauses or applications of this Limited Warranty shall be treated as severable.

17. FORCE MAJEURE:

We shall not be held responsible or liable to you or any third-party arising out of any non-performance or delay in performance of any obligation set forth in this Limited Warranty, due to acts of God, war, riots, strikes, government action, unavailability of suitable and sufficient labour, material, die, or capacity or technical or yield failures and any unforeseen event beyond our control, including, without limitations, any technological or physical event or conditions which is not reasonably known or understood at the time of the sale of the ELECTRAFY™ System or the claim.