

Limited Product Warranty

Battery Storage, Inverters & Charging Technology

BoroChi Climate Solutions GmbH

Manufacturer: BoroChi Climate Solutions GmbH, Bertha-Benz-Str. 5 / Alt-Moabit 2, 10557 Berlin, Germany.

Warranty scope at a glance

Product family: BOROCHI inverters, battery storage systems, wallboxes and associated accessories

Territory: Germany, Austria and Switzerland (DACH region)

Standard warranty: 10 years for inverters and battery storage; 2 years for wallboxes, charging stations and accessories

Capacity warranty: Battery storage retains at least 80% rated energy for 10 years or until 12.8 MWh throughput per 5 kWh module, whichever occurs first

Extension: Inverter extension up to 15 years; wallbox / charging station extension up to 5 years; battery storage extension not available

Contact: service@borochi.de

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Warranty notice

Manufacturer: Borochoi Climate Solutions GmbH (hereinafter “Borochoi”), Bertha-Benz-Str. 5 / Alt-Moabit 2, 10557 Berlin, Germany.

This Limited Warranty applies to Borochoi inverters, battery storage systems, wallboxes, and associated accessories (together “Products”) purchased by end customers (“Customers”) through authorized specialist partners or through direct sales.

Relationship to statutory rights (mandatory notice pursuant to § 479 of the German Civil Code (BGB)): This Limited Warranty is a voluntary additional service provided by Borochoi. It applies in addition to the customer’s statutory rights in respect of defects and does not restrict them. Exercising the statutory rights in respect of defects is free of charge for the customer. This warranty applies to products purchased and installed in the Federal Republic of Germany, Austria, or Switzerland (DACH region).

1. Definitions

- **Standard warranty:** The warranty supplied as standard with the Product, not separately saleable.
- **Capacity warranty:** Borochoi warrants that battery storage products retain at least 80% of their rated energy for the stated warranty period or until a minimum energy throughput is reached, whichever occurs first.
- **Extended warranty:** A warranty extension bookable for an additional charge, purchasable exclusively during the ongoing standard warranty period.
- **Authorized specialist partner:** A specialist business, electrical or energy engineering, contractually authorized by Borochoi to install and commission the Products.

2. Warranty Period

2.1 Start of the warranty period

The warranty period begins on the earlier of the following two dates:

1. Date of initial installation at the end customer.
2. 180 days after dispatch by Borochoi or the authorized distributor.

2.2 Warranty periods

Product category	Product type	Standard warranty period	Extended warranty
Inverter	BRH008KH-B1, BRH010KH-B1, BRH012KH-B1, BRH015KH-B1	10 years	On request
Battery storage	BOR-5120-H2, BOR-5120-H3, BOR-5120-H4	10 years	On request
Wallbox / charging station	BOR-AC022-01 CE	2 years	On request
Accessories	Energy meter / CT	2 years	On request
Other	Other	2 years	On request

Note: The figures above are baseline values. Differing provisions in the respective purchase contract may extend the warranty periods and throughput limits stated above in the customer’s favor, but may not shorten them below the values stated here.

2.3 Capacity warranty for battery storage

Product	Warranty period	Min. energy throughput (per 5 kWh module)	Capacity after warranty period	Extension
BOR-5120	10 years	12.8 MWh	80%	Not available

1. Test conditions: ambient temperature 25 °C ± 3 °C, discharge at 0.2 C after full charge (100% SOC) and a 10-minute rest period.

2. To maintain the capacity warranty, the system must be connected to the Borochi AI Operations Cloud in order to receive firmware updates. Battery cell damage resulting from a Borochi-provided update not being installed for reasons attributable to the customer, e.g. persistent lack of connection despite request, is not covered.
3. Data processing: Within the cloud connection, Borochi processes operating, charge/discharge, capacity, and fault data of the system, including serial number, to provide firmware updates, monitor the capacity warranty, and for remote diagnostics. The legal basis is Art. 6(1)(b) GDPR. All data is hosted exclusively within the EU (AWS, Frankfurt region); firmware updates are also provided via this EU infrastructure. No transfer of personal data to third countries takes place. Details are set out in the privacy notice at <https://borochi.de/datenschutz>.
4. The ESS is to be installed within a reasonable period after delivery. Faults are to be reported to Borochi without undue delay after they are identified; a late report leaves existing warranty claims unaffected, provided that Borochi does not incur any additional damage as a result.
5. The recommended installation ambient temperature is 15 °C to 30 °C. The permissible operating temperature range is governed by the respective product specification. Permanent operation outside the temperature range stated in the product specification may impair the service life of the ESS.

3. Scope of coverage

Unless otherwise agreed, the Borochi warranty covers hardware material costs only.

3.1 Transport

1. Borochi covers standard shipping costs within Germany and the DACH region, details on request. Express and special shipping costs are borne by the claimant.

3.2 Return of defective products

1. Defective products are to be sent to return locations designated by Borochi, packed in the original or equivalent protective packaging, subject to prior coordination of a return date.
2. If the return is not made within 4 weeks of receipt of the replacement device, Borochi may charge for the cost of the replacement device.

4. Warranty services

This Limited Warranty applies exclusively to new products purchased directly from Borochi or through authorized distribution partners.

In a warranty case, Borochi is entitled, at its own discretion, to:

1. remedy problems by means of software updates or configuration adjustments;
2. carry out repairs using spare parts;
3. replace the product with a functionally equivalent or newer model.

Replacement device

1. The remaining warranty period is transferred to the replacement device. If the remaining warranty period is less than 1 year, it is extended to 1 year from the replacement.
2. The replacement device becomes the property of the customer; the defective product becomes the property of Borochi.

Transferability

1. The warranty is product-related and, in the event of a change of ownership, passes to the new owner for the remaining warranty period. The condition is that the change of ownership is notified to Borochi within two months, presenting the proof of purchase and suitable evidence.

Damage report

1. After conclusion of the warranty case, a written damage report is to be submitted to Borochi or the authorized distributor. Borochi provides a template for this on request.
2. In non-warranty cases, processing fees may apply.

5. Extended warranty

Product series	Maximum total term
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Inverter	Extension up to a maximum total term of 15 years
Battery storage	Not available
Wallbox / charging station	Extension up to a maximum total term of 5 years

For terms and prices of the extended warranty, please contact the BoroChi team. An extension can only be purchased during the ongoing warranty period.

6. Warranty exclusions and limitation of liability

6.1 Situations in which no warranty service can be provided

1. Force majeure: natural disasters, fire, flood, earthquake, lightning, and the like.
2. Societal disruptive events: unrest, war, strikes, official orders.
3. Failure of the energy or resource supply, electricity, water, fuel.
4. Interruption of the telecommunications infrastructure.

6.2 Damage not covered

1. Damage due to force majeure, natural disasters, fire, war.
2. Damage due to normal wear.
3. Damage due to negligence, improper operation, or intentional sabotage by the customer or third parties, as well as due to breaches of the transport, storage, installation, and operating regulations set out in the product manual.
4. Removal, alteration, or obscuring of identification features, barcode, serial number.
5. Non-compliance with the specified operating environment per the product data sheet, temperature, humidity, ventilation, load capacity, EMC.
6. Damage due to infrastructure deficiencies at the customer's premises.
7. Damage due to interventions by persons not authorized by BoroChi.
8. Damage due to operation with incompatible third-party products.

All warranty services apply exclusively to products manufactured or certified by BoroChi and do not include third-party components.

6.3 Limitation of liability

BoroChi's liability under this warranty is limited to direct, demonstrable damage that is proven to be based on a product defect or fault on the part of BoroChi. BoroChi is not liable for indirect damage such as lost profit, reputational damage, or data loss. The maximum liability shall in no case exceed the purchase price paid by the customer for the product concerned.

The foregoing limitations of liability do not apply to damage arising from injury to life, body, or health, to damage resulting from an intentional or grossly negligent breach of duty by BoroChi, or to liability under the German Product Liability Act (Produkthaftungsgesetz). In such cases, BoroChi is liable without limitation in accordance with statutory provisions.

BoroChi assumes no responsibility for customer data stored on the products. The customer is responsible for data backup. By making use of the warranty service, the customer consents to BoroChi accessing diagnostic and commissioning-related data for the duration of the service measure. This data is used exclusively to process the warranty case.

7. Warranty handling

1. Contact the installation partner or BoroChi customer service for an initial diagnosis.
2. Presentation of the proof of purchase and the commissioning report prepared by the authorized specialist partner.
3. Submission of a written damage report to BoroChi or the authorized distributor, where replacement is required.
4. Return of the defective product to the location designated by BoroChi, no later than 15 working days after receipt of the replacement device.

Contact

E-mail: service@borochi.de

Phone: +49 (0) 17630693943

Online support: <https://borochi.de/support>

8. Applicable law and place of jurisdiction

This warranty and all claims arising from it are governed by the law of the Federal Republic of Germany, excluding the UN Convention on Contracts for the International Sale of Goods (CISG). Mandatory consumer-protection provisions of the country in which the customer has their habitual residence as a consumer remain unaffected.

If the customer is a merchant (Kaufmann), a legal entity under public law, or a special fund under public law, the exclusive place of jurisdiction for all disputes arising from this warranty is Borochi’s registered office.

9. Version control

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Borochi Climate Solutions GmbH reserves the right to amend this document for future product sales. Amendments apply exclusively to products purchased after their publication; warranty claims already granted remain unaffected.