

Note: Please retain this warranty card and proof of purchase for all warranty-related services.

# Tsun Energy Storage Product Warranty Card

## - Warranty Commitment -

TSUN guarantees a **120-month warranty** or 6000 cycles\* (whichever comes first) for its energy storage products (including SolarCan/SolarTrunk/PowerTrunk). The warranty period commences from the date on which registration on TSUN website ([www.tsun-ess.com](http://www.tsun-ess.com)). When you register the products online, pls attach purchase invoice and pictures of installation. If no registration on TSUN website or you lost purchase invoice, the warranty period will commence from the date on 3 months after dispatch of the product from factory. During this period, if the product experiences mechanical, material, or process issues due to normal use and maintenance, verified failures will be eligible for **free repair or replacement** by TSUN.

\*Product can reach a min 70% of Designed Energy capacity (condition: T=25 deg C, 0.5C/0.5C charging /discharging at roughly 1 cycle with 90% DoD per day, TSUN reserves the right of final interpretation).

## - Limitations of Warranty -

1. The product's communication functionality depends on the local third-party communication operator. In the event of data transmission failure, communication disruptions, or related issues, TSUN will provide **technical assistance** but will not assume ultimate responsibility.
2. Warranty service is **not applicable** under the following circumstances:
  - Damage caused by incorrect installation or operation that violates the installation instructions.
  - Servicing, modification, or dismantling of the equipment by technicians not authorized by TSUN.
  - Modification or tampering with the product's identification number.
  - Damage resulting from careless introduction of water or other substances into the machinery.
  - Failures or damage caused by external environmental factors or natural disasters.

## - Product Information -

Product Name:

Serial Number:

Date of Purchase:

## - Customer Information -

Name:

Contact Information:

Source of Purchase:

## - Authorized Service Center -

For warranty claims or technical support, please contact the nearest authorized TSUN service center.

## - Terms and Conditions -

This warranty is valid only for the original purchaser and is non-transferable. TSUN reserves the right to modify or update the warranty terms without prior notice.



## Technical Support Service

DE: [service\\_DE@tsun-ess.com](mailto:service_DE@tsun-ess.com)

FR: [service\\_FR@tsun-ess.com](mailto:service_FR@tsun-ess.com)

EU+UK(Excluding Germany and France): [service\\_UK@tsun-ess.com](mailto:service_UK@tsun-ess.com)

Asia: [service\\_THA@tsun-ess.com](mailto:service_THA@tsun-ess.com)

## Support and Assistance

[www.tsun-ess.com](http://www.tsun-ess.com)



Social media



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