



I. WARRANTY COVERAGE

- This product comes with a 10-year limited warranty from the date of purchase.
- During the warranty period, V-TAC EUROPE LTD (hereinafter referred to as “V-TAC”) will be responsible for repairing or replacing the product free of charge if it has defects due to materials or workmanship.

II. Exclusions from Warranty

The warranty does not cover the following situations:

- Damage or failure caused by human factors, misuse, negligence, accidents, modifications, or improper installation.
- Repairs or modifications not authorized by V-TAC.
- Damage caused by natural disasters (such as fire, flood, earthquake).
- Products that have exceeded the warranty period.

- COMPANY: V-TAC EUROPE LTD
- ADD: Bulgaria, Plovdiv 4000, bul.L.Karavelow 9B

WARRANTY CARD



III. WARRANTY CONDITION

This limited warranty includes all defects of design, components and manufacturing.

Except for the following and the conditions specified in the warranty card, you can go to

V-TAC and the authorized dealers for reasonable warranty and maintenance.

- ONLY can support Max. 15 batteries in parallel.
- ONLY one battery connect to the inverter cannot exceed 5kW, and when more than 4 batteries are used in parallel, the total power of the inverters cannot exceed 16kW. (VT-51200W,VT-51200B,VT-10240W,VT-10240B)
- ONLY one battery connect to the inverter cannot exceed 7.5kW, and when more than 4 batteries are used in parallel, the total power of the inverters cannot exceed 24kW. (VT-14336B,VT-14336W,VT-16076W,VT-16076B)
- DO NOT place objects on the battery, or step on the battery.
- DO NOT put battery nearby flames or fire.
- DO NOT touch the positive and negative poles of the battery box with both hands at any time.
- DO NOT squeeze, pierce, burn and other actions to damage the battery.
- DO NOT replace the BMS or other components without the agreement of V-TAC.
- DO NOT throw the battery in dustbin without sorting.
- DO NOT use batteries with large SOC gap (>20%) together. (VT-51200W,VT-51200B,VT-10240WVT-10240B)
- DO NOT use batteries with large SOC gap (> 10%) together. (VT-14336W,VT-14336B,VT-16076W,VT-16076B)
- DO NOT use with different type of batteries are not form V-TAC.
- DO NOT use exceed the temperature condition specified in the user manual.
- Life span ≥7000 25°C DOD90% EOL70%. (14.33Kwh ,16.07Kwh)
- Life span ≥6000 25°C DOD80% EOL70%.(5.12Kwh,10.24Kwh)

IV. WARRANTY CONDITION

- To apply for warranty service, please contact V-TAC’s customer service, providing proof of purchase, a detailed description of the fault, and any relevant photos or documentation.
- Please fill out the form below and send a photo of the completed form back to Service center.
- Upon receipt of the application, V-TAC will evaluate the information provided and decide whether to repair or replace the product.
- If the product needs to be returned for repair, please pack it properly and send it to the address specified by V-TAC.
- Improper packaging that leads to further damage may void the warranty.

PCS/Inverter Brand & Model	
Battery Model	
Battery Pack S.N.	
Purchase & installed Date	
Detailed Description of the Fault	
Dealer/Installer	
Issued Date	

