

The provider of this Limited Warranty is Fortress Power LLC, 2010 Cabot Blvd W, Suite L, Langhorne, PA 19047 United States ("**Fortress Power**").

1. **Limited Warranty.** This Limited Warranty is effective for Covered Products (defined below), unless a newer Limited Warranty is subsequently posted which applies to your Covered Product's Activation Date (defined below). Always check www.fortresspower.com for the correct warranty governing your Covered Product. Subject to the terms of this Limited Warranty, Fortress Power warrants to the Covered Owner (defined below) that the Covered Products and installed for use at the original location (the "**Original Location**") will be free from defects in workmanship and materials (the "**Limited Warranty**") for the applicable Limited Warranty period set forth below (the "**Limited Warranty Period**"), provided that the Original Location is located within the following territories (the "**Territory**"): **Mexico.**

This Limited Warranty is valid only (a) when the Covered Product is sold by Fortress Power itself or by a Fortress Power authorized reseller, (b) when an Covered Product is installed by a Fortress Power Certified Installer partner in accordance with all applicable installation manuals, codes, and regulations, and (c) to the extent permitted by the applicable laws of the Territory mentioned above. A "Certified Installer" is defined as an individual or entity that has successfully completed Fortress Power's certification program and holds a current certification at the time of installation.

Covered Products	Limited Warranty Period
48 Volt Battery ("48V Battery") with SKUs: eForce 9.6 eForce 19.2 eForce 28.8	The Extended Warranty Period begins on the Activation Date (defined below) and ends on the earlier of (a) 15 years from the Activation Date, (b) 8,000 discharged cycles at 80% Depth of Discharge ("DOD"), or (c) the maximum aggregate throughput over the life of battery listed below.
Envy Inverter with SKUs: Envy 8kW Envy 10kW Envy 12 kW Envy Duo 21	10 years from the Activation Date
Guardian ("Guardian") with SKUs: Guardian Gateway Guardian Dongle Guardian Dongle 5G	5 years from the Activation Date

All circuit breakers, safety switches, and fuses are excluded from the Limited Warranty. Any circuit breakers, safety switches, and fuses provided by Fortress Power have a warranty period of 5 years from the Activation Date.

Total Energy Throughput According to Maximum Depth of Discharge (DOD)

48V Battery	80% DOD	100% DOD
eForce 9.6	44.73 MWh	18.78 MWh
eForce 19.2	2x above	2x above
eForce 28.8	3x above	3x above

2. **Activation Date.** For non-California residents, the activation date (the “**Activation Date**”) of this Limited Warranty shall be the earlier of (i) the “Energize by” date indicated on the 48V Battery packaging, (ii) the installation date, or (iii) nine (9) months from the date of manufacture. For California residents, the Activation Date is the delivery date of the Covered Product to the Covered Owner (as defined below).
3. **Energy Capacity.** During the Limited Warranty Period, the Covered Product will maintain the ability to store and discharge an energy capacity of at least seventy percent (70%) of the 48V Battery nameplate rating when installed and used in accordance with the latest installation manual on the Fortress Power website and the 48V Battery datasheets (the “**Product Documentation**”). The Product Documentation can be found at [Fortress Power Products](#).
4. **Workmanship.** Fortress Power does not warrant, or guarantee workmanship performed by any person or entity installing the Covered Product. The Limited Warranty does not cover the cost of installation, removal, shipping, or reinstallation. The Limited Warranty does not cover defects in design or installer error including, but not limited to, reverse polarity or misuse of system-wide equipment or inaccurate programming of all ancillary equipment in your system.
5. **Registration.** Except where prohibited by law, this Limited Warranty is also conditioned on the Covered Owner registering the Covered Product within forty-five (45) days from the date of first installation (the “**Registration**”) by either (a) registering online at [Warranty For Fortress Power Products](#) or (b) registering through the Fortress Power App.
6. **Continuous Connectivity.**
 - a. During the Limited Warranty Period, the Covered Product shall be continuously connected to the internet except when interrupted by causes outside of the Covered Owner’s reasonable control. This will help ensure that potential defects in the Covered Product can be diagnosed remotely and that the Covered Product can receive remote firmware updates.
 - b. The internet connection must be provided through a Fortress Power Guardian or similar Fortress Power approved product.
 - c. For Covered Product installed in calendar year 2026, the Limited Warranty will remain in effect during a temporary exception period (the “**Temporary Exception Period**”) even if the Covered Product is not initially equipped with a Guardian, provided that (i) a Guardian is added, and (ii) the Covered Product is connected to the internet through the Guardian. The Temporary Exception Period begins on the Activation Date and ends on the first anniversary of the Activation Date.
 - d. If by the first anniversary of the Activation Date, the Covered Product is not equipped with the Guardian and connected to the internet, the Limited Warranty shall be permanently void as of the day following such anniversary date.
 - e. Fortress may, at its option, deny warranty claims for failures that (i) could have been, prevented or mitigated through remote monitoring, firmware updates, alerts, or other connectivity-dependent functions, or (ii) are otherwise related to lack of internet connectivity.
 - f. Except as expressly stated in this Section 6, all other terms and conditions of the Limited Warranty remain unchanged.
7. **Transferee.** For the purposes of this Limited Warranty, the “**Covered Owner**” shall mean the person or entity that purchases and installs (or has installed) the Covered Product from Fortress Power or a Fortress Power authorized reseller at the Original Location. In addition, Covered Owner shall include subsequent transferees (each, a “**Transferee**”) as long as (a) the Covered Product

remains at the Original Location, (b) the Transferee submits to Fortress Power a "Change of Ownership Form" within sixty (60) days of said transfer, and (c) if applicable, the Transferee complies with the Registration requirement in Section 5. The submission of a Change of Ownership Form is required for continued Limited Warranty coverage and is available at <https://www.fortresspower.com/support/>.

8. **How to Obtain Warranty Service.**

- a. To obtain warranty service for a Covered Product, the Covered Owner must comply with the Return Merchandise Authorization (RMA) Procedure available at: <https://www.fortresspower.com/support/>. Fortress Power may instruct the Covered Owner to return the defective Covered Product to Fortress Power in the original packaging or equivalent in the event that said unit is determined to be defective. If the defective Covered Product is not received by Fortress Power within sixty (60) days of Fortress Power providing an RMA number to Covered Owner, pursuant to the RMA Procedure, Fortress Power will invoice the Covered Owner, and the Covered Owner will pay, the then-current list price for such new Covered Product or replacement product.
- b. If a Covered Owner returns a Covered Product to Fortress Power (i) without an RMA from Fortress Power or (ii) without all parts included in the original package, Fortress Power retains the right to either (A) refuse delivery of such return; or (B) charge a restocking fee equal to the higher of fifteen percent (15%) of the original Covered Owner's purchase price of the Covered Product or the retail value of the missing parts. Fortress Power recommends that Covered Owners use a tracking service for their protection.
- c. By returning a Covered Product, Covered Owner hereby acknowledges that ownership of the Covered Product is transferred to Fortress Power upon Fortress Power's receipt of the Covered Product. If the returned product is covered under this Limited Warranty, Fortress Power will bear the cost of shipping the repaired or replacement product to the Covered Owner (or to the installer authorized by Covered Owner to replace the Covered Product) at the Original Location.

Any Covered Product returned to Fortress Power that Fortress Power determines is not covered under this Limited Warranty, or that is returned to Fortress Power without a valid RMA, may be rejected, and returned at the Covered Owner's cost (subject to prepayment), or kept for thirty (30) days for pick-up by the Covered Owner, and then disposed of in Fortress Power's sole discretion without further liability or obligation to Covered Owner.

- d. Once a returned Covered Product is received and inspected, Fortress Power will notify Covered Owner (or the installer authorized by Covered Owner to replace the Covered Product) that Fortress Power has received the returned product.

9. **Remedies.**

- a. During the applicable Limited Warranty Period, if Fortress Power confirms the existence of a defect that is covered by the Limited Warranty, Fortress Power will, at Fortress Power's option (i) repair or replace the Covered Product free of charge (using new, refurbished, or comparable parts or products equivalent to the Covered Product immediately prior to the time the defect occurred), or (ii) refund the Covered Owner the actual purchase price for the Covered Product less reasonable battery capacity degradation based on use at the time the Covered Owner notifies Fortress Power of the defect. In the event of a defect, to the extent permitted by law, these are the Covered Owner's sole and exclusive remedies.
- b. If Fortress Power opts to repair or replace the Covered Product under Section 8(a)(i) the Limited Warranty will continue to apply to the repaired or replacement product for the

remainder of the original Limited Warranty Period or ninety (90) days from the date Covered Owner receives the repaired or replacement product, whichever is later.

10. Limited Warranty Limitations and Exclusions.

- a. This Limited Warranty does not include any cost of labor or other costs related to (i) un-installing Covered Product; (ii) re-installing a repaired or replacement product, or (iii) the removal, installation or troubleshooting of the Covered Owner's electrical systems.
- b. The Limited Warranty does not cover, and Fortress Power will not be responsible for shipping damage or any other damage caused by mishandling of products by the freight carrier.
- c. This Limited Warranty does not apply to, and Fortress Power will not be responsible for, any defect in or damage to any Covered Product:
 - i. that has been misused, abused, neglected, tampered with, altered, or otherwise damaged, either internally or externally;
 - ii. that has been improperly installed, operated, handled or used, including use under conditions for which the product was not designed, installed or used in an unsuitable environment, or used in a manner contrary to the Product Documentation/System Sizing Guidelines, or applicable laws and regulations. The Minimum Recommended Battery Sizing Standard is available at: <https://www.fortresspower.com/dealers/inverter-compatibility>. If the inverter is not listed in Minimum Recommended Battery Sizing Standard, the battery capacity must be equal to or more than twice the rated power of the inverter. For another battery sizing questions, please contact our technical support team at support@fortresspower.com;
 - iii. that has been commissioned when the 48V Battery was not fully charged (less than 100% state of charge). Failure to do so will void this Limited Warranty;
 - iv. that has been charged using ancillary charging using a non-Fortress Power approved charger. Only use a Fortress Power approved Lithium Ferrite Phosphate (LFP) charger if ancillary charging is required before installation, testing, or troubleshooting;
 - v. that has been subjected to fire, water, generalized corrosion, biological infestations, acts of nature, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the applicable Product Documentation, including high input voltage from generators, lightning strikes, or the utility grid;
 - vi. that has been subjected to damage caused by third party components not provided by Fortress Power and used with the Covered Product or any damage to the Covered Product caused by service performed by anyone who is not a representative of Fortress Power;
 - vii. if the original identification markings (including trademark or serial number) of such products have been defaced, altered, or removed (other than by fading through regular wear and tear);
 - viii. if the Grid Profile (utility approved operating parameters) of the Covered Product has been altered without permission from Fortress Power, and such alteration causes the product to malfunction, fail, or fail to optimally perform.
- d. The Limited Warranty does not cover cosmetic, technical or design defects, or shortcomings which do not materially influence or affect energy storage or degrade form, fit, or function of the Covered Product; noise or vibrations that are not excessive or uncharacteristic and do not impact the Covered Product performance; or any defects or parts requiring replacement due to ordinary wear and tear, corrosion, rust or stains, scratches, dents on the casing or paintwork of the Covered Product. This Limited Warranty does not apply to any third-party products that may be installed with the Covered Product at the Original Location.
- e. For the avoidance of doubt, software operating in the Covered Product and the recovery and reinstallation of such software and data are not covered under this Limited Warranty. Fortress

Power does not warrant that the operations of the Covered Product will be uninterrupted or error-free. No Fortress Power employee or authorized reseller is authorized to make any modification, extension, or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

- f. Covered Product are not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury, loss of life, or catastrophic property damage. Fortress Power disclaims any and all liability arising out of any such use of your Covered Product. Further, Fortress Power reserves the right to refuse to provide support in connection with any such use and disclaims any and all liability arising out of Fortress Power's provision of, or refusal to provide, support for your Covered Product in such circumstances.
11. **Assignment.** Fortress Power expressly reserves the right to novate or assign its rights and obligations under this Limited Warranty to a third party with the demonstrated expertise and requisite resources needed to effectively discharge the obligations hereunder.
12. **Disclaimer of Warranties.** THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY FORTRESS POWER AND, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR WARRANTIES AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY .

THE GRANT OF THIS LIMITED WARRANTY BY FORTRESS POWER IS CONDITIONED UPON AGREEMENT BY THE COVERED OWNER TO THE TERMS, CONDITIONS AND REQUIREMENTS HEREIN. SOME STATES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE LIMITATION MAY NOT APPLY TO THE COVERED OWNER. THIS LIMITED WARRANTY GIVES THE COVERED OWNER SPECIFIC LEGAL RIGHTS, AND THE COVERED OWNER MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

13. **Limitation of Liability.** EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, IN NO EVENT WILL FORTRESS POWER BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING, WHETHER IN CONTRACT OR TORT, INCLUDING WITHOUT LIMITATION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, OR ANY PERSONAL INJURY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO COVERED OWNER.
14. **Governing Law.** This Limited Warranty shall be governed by the federal laws of the United Mexican States (Mexico). Disputes are subject to the courts of Mexico City.

15. **Arbitration.**

Covered Owner agrees that any dispute or claim relating in any way to your access or use of the Covered Product, or to any aspect of your relationship with Fortress Power, will be resolved by binding arbitration, rather than in court, except that (i) you may assert claims in small claims court if your claims qualify; and (ii) you or Fortress Power may seek equitable relief in court for infringement or other misuse of intellectual property rights (such as trademarks, trade dress, domain names, trade secrets, copyrights, and patents). For any dispute with Fortress Power in connection with this Limited Warranty, Covered Owner agrees to first contact Fortress Power at the email address identified below and

attempt to resolve the dispute with us informally. If the dispute has not been resolved after sixty (60) days, both parties agree to resolve such dispute through binding arbitration under the Federal Consumer Protection Laws and Regulations of Mexico. The existence, content and result of the arbitration shall be held in confidence by all participants.

16. **Customer Support Contact Information.**

Phone number: (877) 497-6937

Email: support@fortresspower.com

Web Page: <https://www.fortresspower.com/support/>

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Product Registration Form

California Residents: failure to complete and return this Product Registration Form does not diminish your warranty rights.

Please return this form to:

Fortress Power LLC

2010 Cabot Blvd, STE L, Langhorne, PA 19047

(or you may register via the Fortress Power App or online at <https://www.fortresspower.com/warranty/>)

First Name _____ Last Name _____

E-mail _____

Phone Number (Area Code) _____

Contact Address

Street Address _____

Street Address (line 2) _____

City _____

State/Province _____ Zip Code _____

Installer Information

Installer Name _____

Installer Contact Info _____

E-mail _____

Phone Number (Area Code) _____

Product Information

Battery Serial Number(s) _____

For systems that exceed three Covered Products, please provide serial numbers on the next page.

Purchased from _____

Purchase Date (MM/DD/YY) _____

Installation Date (MM/DD/YY) _____

Permitted to Operate Date (MM/DD/YY) _____

By submitting this form, I agree to receive critical product information about the registered products at the email and/or contact provided above.

Serial Numbers:

1		16	
2		17	
3		18	
4		19	
5		20	
6		21	
7		22	
8		23	
9		24	
10		25	
11		26	
12		27	
13		28	
14		29	
15		30	