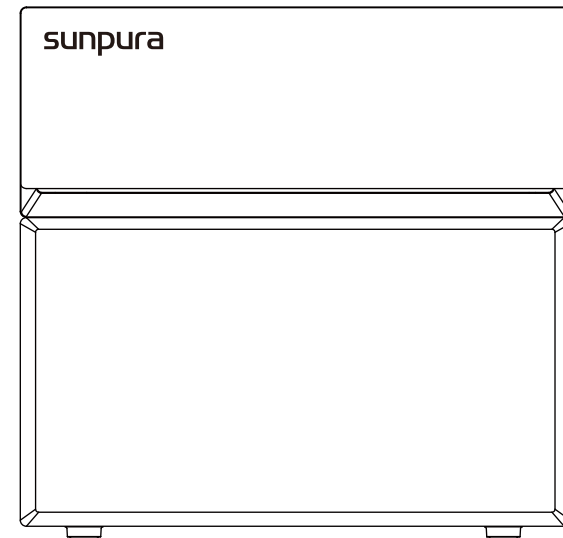


sunpura

User Manual

All-in-one Plug & Play
Energy Storage System



Model: S2400/S2400 AC

sunpura



sunpura

SUNPURA

TEL: +49 171 3557012

EMAIL: support@sunpuraenergy.com

ADD: C503, Gaoxinqi Industrial Park Phase 1, Baoan District, Shenzhen, China

*SUNPURA reserves the right of final interpretation. 202510_V1_EN

www.sunpuraenergy.com

Table of Contents

1 Introduction	01
1.1 System Introduction	01
1.2 Operating Modes	02
1.3 Bill of Materials	03
1.4 System Appearance	04
2 Installation	05
2.1 Installation Location and Environment	05
2.2 Equipment Installation	07
2.3 Electrical Connections	09
3. System Operation & Commission	10
3.1 Powering On	10
3.2 Powering Off	10
3.3 Emergency Procedures	11
3.4 Indicator Light Description	12
3.5 APP usage & commission	12
4 Safety Introduction	15
4.1 Manual Storage	15
4.2 Operator Requirements	15
4.3 Warning Sign	15
4.4 Safety Warning Signs	15
4.5 Measuring Equipment	16
4.6 Moisture	16
4.7 Operations After Power Off	16
4.8 Routine Precautions	16
4.9 Limitation of Liability	18
5 Technical Parameters	19
6 Daily Maintenance	21
6.1 Maintenance Plan	21
6.2 Precautions	22
7 Warranty Disclaimer	23
8 Service Acceptance Channel	24

1 Introduction

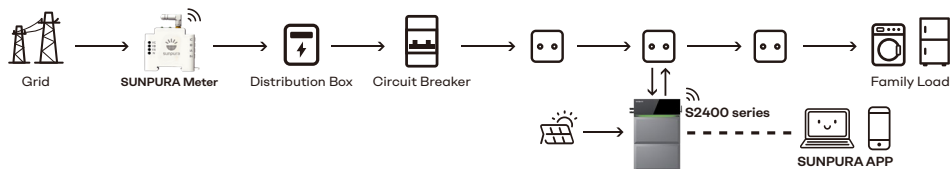
1.1 System Introduction

The S2400 / S2400 AC is a plug&play photovoltaic energy storage product, consisting of A2400 / AS2400 AC and B2400. It can be applied in DC-coupled systems, AC-coupled systems, and hybrid-coupled systems, as shown in the following schemes:

S2400 / S2400 AC					
Battery (B2400)	0	x1	x2	x3	x4
Capacity	0Wh	2400Wh	4800Wh	7200Wh	9600Wh

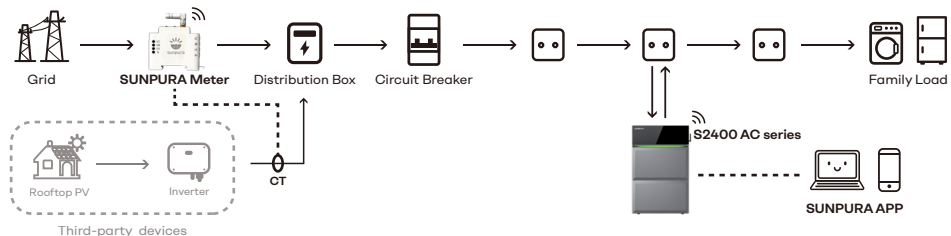
* The AC version does not support photovoltaic (PV) input.

PLUG & PLAY DC-Coupled



(Figure 1)

PLUG & PLAY AC-Coupled



(Figure 2)

1.2 Operating Modes

1. Self-Consumption:

This mode requires a smart meter. In this mode, the smart meter automatically measures the household's electricity demand, and the energy storage adjusts its power output or storage in real time to match the household's load, maximizing solar energy use and preventing photovoltaic energy waste.

Zero Feed-in: This refers to the system strictly controlling the energy storage's transmission of electricity to the grid when it is connected to the grid (i.e., "grid feeding").

- On: The device dynamically adjusts the battery power based on the photovoltaic power and load power. Under no circumstances is electricity transmitted to the grid for sale.
- Off: When the battery is fully charged, the remaining photovoltaic power can be transmitted to the grid for sale.

2. AI Intelligent Mode:

This mode requires a smart meter. In AI Intelligent Mode, based on electricity prices, weather information, and smart meter data, an electricity consumption plan is automatically generated. This plan dynamically controls the charging and discharging of the device, efficiently allocating electricity to the load and consuming solar green electricity.

Zero Feed-in

- On: The system does not feed power back to the grid under any control strategy (except for smart linkage).
- Off: When the battery is fully charged, the remaining photovoltaic power can be fed back to the grid for sale.

3. Customized Mode:

In customized mode, users can customize the charging and discharging time periods of the device. The device can automatically charge and discharge according to the user-defined time periods.

Charging Mode: The device charges only via solar energy or the grid, without discharging.

Discharging Mode: The device only discharges to the load or the grid, without charging.

Machine Discharge Power = Discharging Power + Basic Discharging Power

- Discharging Power: The discharge power set by the device.
- Basic Discharging Power: This refers to the power consumed by the home load in standby mode. This setting ensures that the device outputs this power value stably, except for the set device charging time period in Customized Mode.

4. Smart Plug Mode

If using a smart plug, the Smart Plug Mode in the APP can be activated. The Smart Plug Mode can be used in conjunction with the Customized Mode.

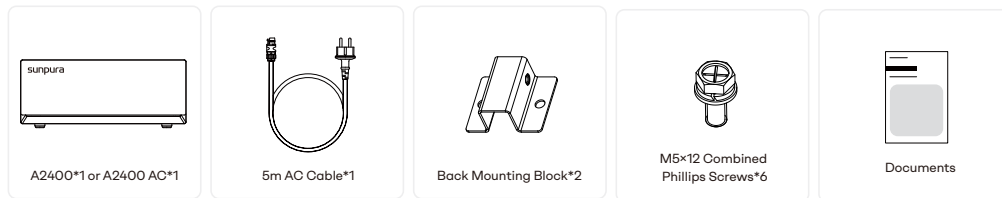
- If only the Smart Plug Mode is enabled, then:
Device discharge power = Smart Plug power + Basic Discharging Power
- If both Customized Mode and Smart Plug Mode are enabled simultaneously, then:
Device discharge power = Customized Discharging Power + Smart Plug power + Basic Discharging Power

*Note: The Basic Discharging Power in Smart Plug Mode is the same as the Basic Discharging Power in Customized Mode.

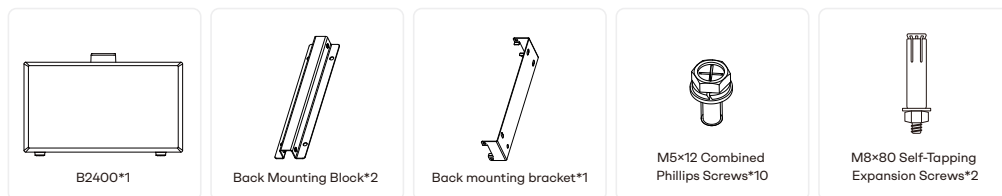
1.3 Bill of Materials

Check the following parts list to ensure that the accessories are complete:

A2400 / A2400 AC BOX

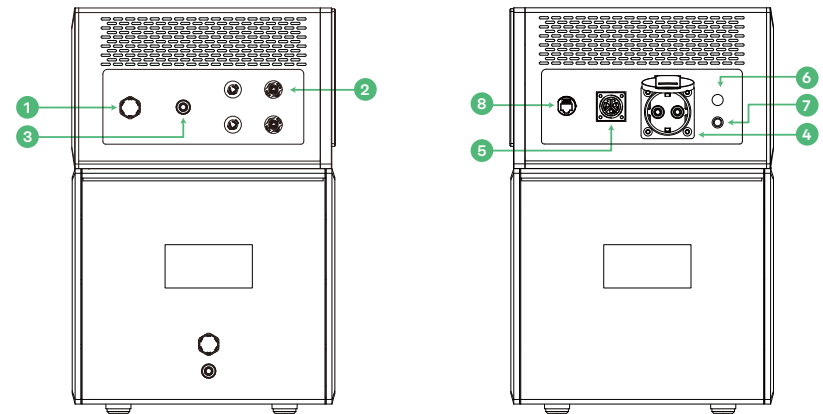
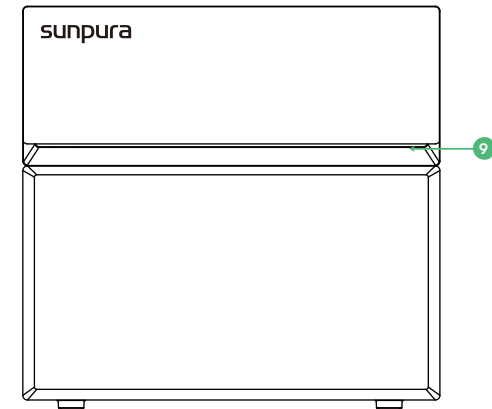


B2400 BOX



1.4 System Appearance

- ① Power Switch
- ② Solar Input
- ③ Relief Valve
- ④ Off Grid Port
- ⑤ Grid Port
- ⑥ Mast
- ⑦ Mast reset switch
- ⑧ Parallel
- ⑨ LED strip



(Figure 3 The three-view drawing of the S2400 / S2400 AC)

* The AC version does not support photovoltaic (PV) input.

2 Installation

This manual describes the basic steps for installing the S2400 / S2400 AC.



Note:

Please be careful when unpacking A2400 / A2400 AC and B2400, otherwise the machine may be damaged

2.1 Installation Location and Environment

2.1.1 General Rules

This S2400 / S2400 AC energy storage system is designed for outdoor use and can be installed outdoors or indoors.

When the S2400 / S2400 AC is installed indoors, it should not be obstructed by the building structure, room furniture, or equipment.

Natural ventilation should be adopted. Therefore, the installation location should be clean, dry, and well-ventilated. The installation location must allow free access for installation and maintenance and should not block the panel.

The following locations are not allowed for installation:

- Habitable rooms;
- Ceiling holes or wall holes;
- On roofs not specifically considered suitable;
- Entrance/exit areas or below stairs/passages;
- Places where the temperature can reach the freezing point, such as garages, parking lots, or other places, and damp rooms (environmental category 2);
- Locations where the humidity and condensation exceed 90%;
- Places where salty and humid air can penetrate;
- Seismic areas - additional safety measures are required;
- Sites above 2,000 meters above sea level;
- Places with explosive environments;
- Locations with direct sunlight or large changes in environmental temperature;
- Places with flammable materials, gases, or explosive environments.

2.1.2 Restricted Locations

The S2400 / S2400 AC should not be installed:

- (a) Within 600 mm of any heat source (such as a water heater, gas heater, air conditioner, or any other equipment);
- (b) Within 600 mm of any outlet;
- (c) Within 600 mm of any window or ventilation hole;
- (d) Within 900 mm of the 240 V AC voltage connection;
- (e) Within 600 mm of the side of other devices;
- (f) Avoid direct sunlight exposure to the product as much as possible.

When the S2400 / S2400 AC is installed in a corridor, hallway, lobby, or any similar area that leads to an emergency exit, ensure sufficient clearance for the emergency exit of at least 1 meter.

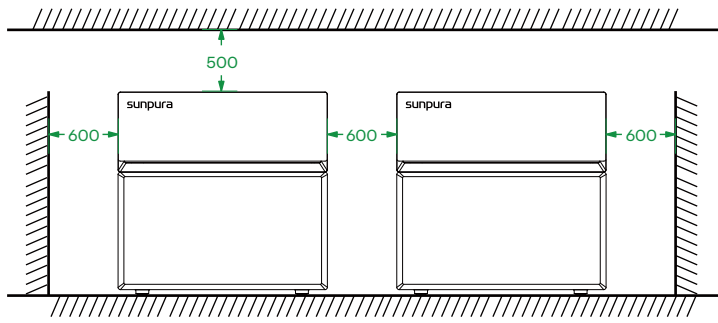
2.1.3 Residential Barrier

To prevent the spread of fire in the space where the S2400 / S2400 AC is installed, or on the wall or structural surface with the S2400 / S2400 AC on the other side, a noncombustible barrier should be set up. If the installation surface is not made of noncombustible materials, a noncombustible barrier can be set up between the S2400 / S2400 AC and the wall or structural surface.

If the S2400 / S2400 AC is installed on the wall or 300 mm away from the wall to separate it from the living space, the distance from other structures or objects must be increased. The following distances must be maintained:

- (1) At least 600 mm on both sides of the S2400 / S2400 AC;
- (2) At least 500 mm above the S2400 / S2400 AC;
- (3) At least a 600 mm installation gap between multiple units.

If the distance between the S2400 / S2400 AC and the ceiling or any object above is less than 500 mm, the ceiling or structural surface above must be made of noncombustible materials, and its radius should be within 600 mm around. The highest installation point of the S2400 / S2400 AC should not exceed 2.2 meters above the ground or platform. (Figure 4)

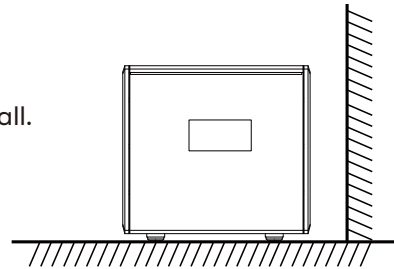


(Figure 4 Installation distance from adjacent objects)

2.2 Equipment Installation

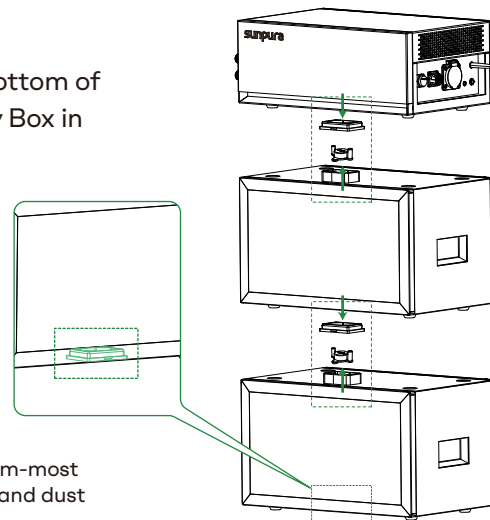
*The following steps describe the installation of one A2400 / A2400 AC and two B2400 as an example.

Place the battery on a horizontal surface and keep the back of the battery parallel to the wall. (Figure 5)



(Figure 5)

Remove the silicone pads from the bottom of the Power Box and the upper Battery Box in sequence. (Figure 6)

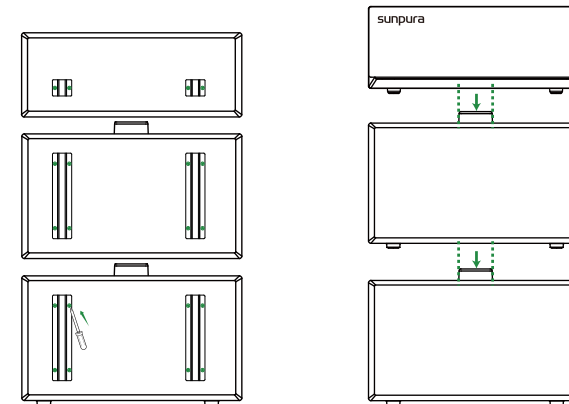


(Figure 6)

Note:
Do not remove the silicone pad from the bottom-most Battery Box -- it is required for waterproofing and dust protection.

Preparation: Back mounting block installation on Power Box and Battery Box. (Figure 7)

Stack expansion batteries in sequence with Power Box at the top by inserting the two corresponding ports into each other. (Figure 8)

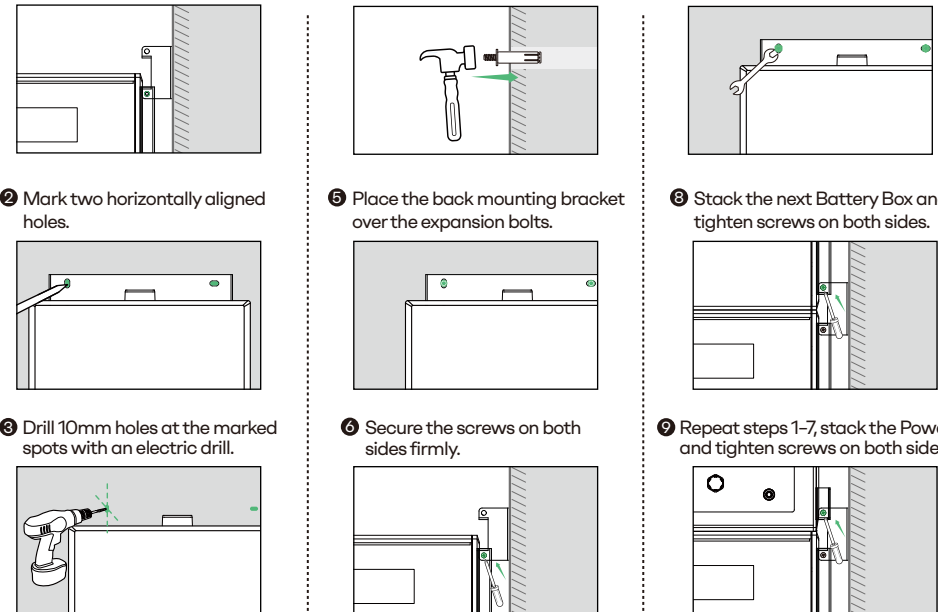


(Figure 7)

(Figure 8)

Detailed Installation Steps (Figure 9)

- Align the L-shaped brackets with the side screw holes.
- Mark two horizontally aligned holes.
- Drill 10mm holes at the marked spots with an electric drill.
- Hammer the expansion bolts into the drilled holes.
- Place the back mounting bracket over the expansion bolts.
- Secure the screws on both sides firmly.
- Secure the back mounting brackets and fasten the nuts using a wrench.
- Stack the next Battery Box and tighten screws on both sides.
- Repeat steps 1-7, stack the Power Box, and tighten screws on both sides.

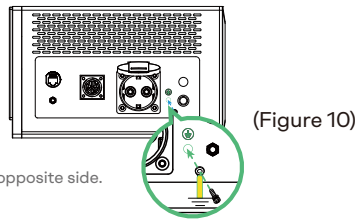


(Figure 9)

2.3 Electrical Connections

Connect to the Ground

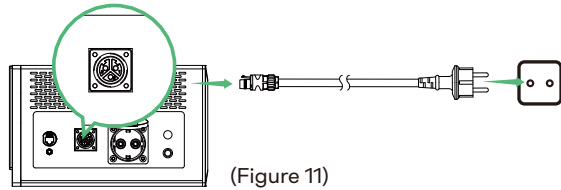
To ensure safe operation, the Power Box must be properly connected to a protective earth (⚡) to prevent electric shock caused by insulation failure and to enhance overall system stability. (Figure 10)



* For the AC version, the ground wire is on the opposite side.

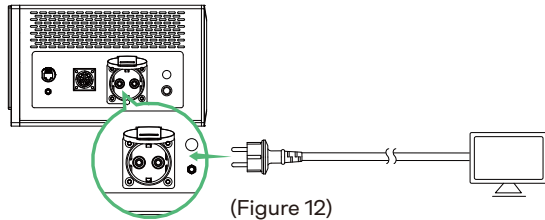
Connect to the Grid

Use the included 5m AC power cable to connect the Power Box to a standard household outlet. (Figure 11)



Connect to Your Device

Power your device directly via the off-grid port if needed. (Figure 12)



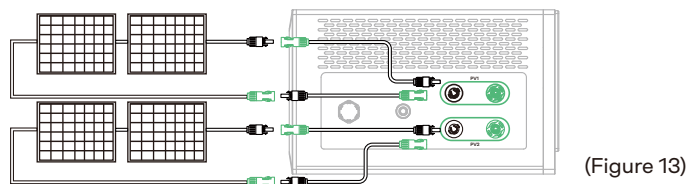
Connect to PV Modules

PV connection: Connect the PV module cables to PV1 and PV2 respectively. (Figure 13)

Series connection is allowed, but ensure the following limits are not exceeded:

· Maximum total voltage per string: **100V** · Maximum operating current: **16A**

⚠ Exceeding these values may cause damage to the system or void the warranty.



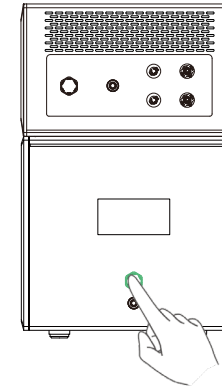
* The AC version does not support photovoltaic (PV) input.

3. System Operation & Commission

3.1 Powering On

First, press the Battery Box power button firmly, then press the Power Box power button. (Figure 14)

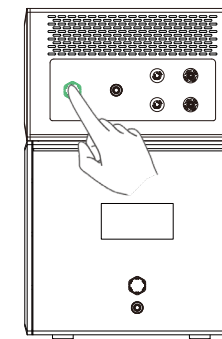
A distinct tactile click confirms each unit has been successfully powered on.



3.2 Powering Off

To shut down, press the Power Box power button first, followed by the Battery Box. (Figure 15)

Follow this reverse order to ensure proper system shutdown.



3.3 Emergency Procedures

When the S2400 / S2400 AC energy storage inverter operates abnormally, you can turn off the grid-connected main switch directly supplying power to the S2400 / S2400 AC, turn off all load switches in the S2400 / S2400 AC, and turn off the battery switch at the same time. To prevent possible fatal personal injuries, if you want to repair or open the machine after the power is turned off, use a properly calibrated voltage tester to measure the voltage at the input terminals.

Before operating this device, please confirm that the S2400 / S2400 AC has no grid power supply! The DC connection capacitor in the battery module can be fully discharged after about 15 minutes before opening the upper cover.

3.3.1 Emergency Response Plan

Disconnect the main switch.

Check the control power supply. If it is normal, return the power supply to find out the cause.

Please record every detail related to the fault for fault analysis and resolution. It is strictly prohibited to operate the equipment during the fault. Please contact Sunpura as soon as possible.

Since the battery contains a small amount of oxygen and all batteries have explosion-proof valves, explosions are almost impossible. When the indicator shows a red fault, check the fault type through the communication protocol and contact our after-sales personnel for consultation.

When the indicator shows a red fault, check the fault type through the communication protocol and contact our after-sales personnel for consultation.

3.3.2 Hazards

If the battery pack leaks electrolyte, avoid contact with the leaked liquid or gas.

If you come into contact with the leaked substance, take the following measures immediately:

Inhalation: Evacuate the contaminated area and seek medical attention.

Eye contact: Flush the eyes with tap water for 5 minutes and then seek medical attention.

Skin contact: Wash the affected area thoroughly with soap and water and then seek medical attention.

Ingestion: Seek medical attention if vomiting occurs.

3.3.3 Effective methods for handling accidents:

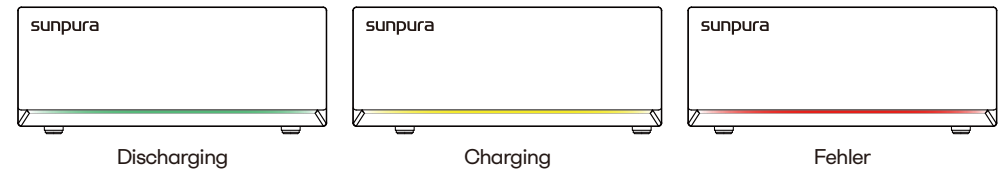
Batteries in a dry environment: Place the damaged battery in an isolated place and notify the local fire department or service engineer.

Batteries in a wet environment: If any part of the battery, inverter, or circuit is flooded, do not touch anything.

Do not reuse the wet or flooded battery. Please contact the maintenance engineer in time.

3.4 Indicator Light Description

The LED gradually fades in and out in a continuous loop. Green indicates discharging, yellow indicates charging, and red indicates a fault.



* Ambient light controllable via app when away.

3.5 APP usage & commission

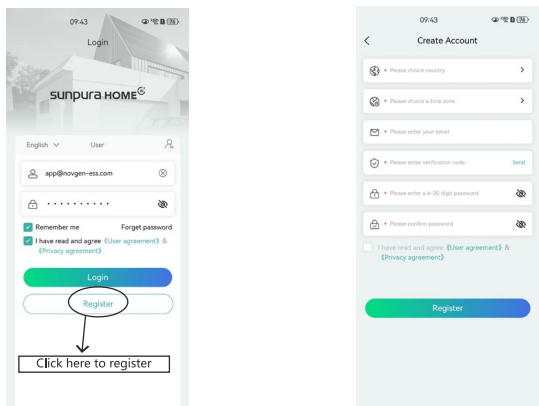
3.5.1 Download SUNPURA APP



3.5.2 Registration

Run the SUNPURE APP and enter the registration page.

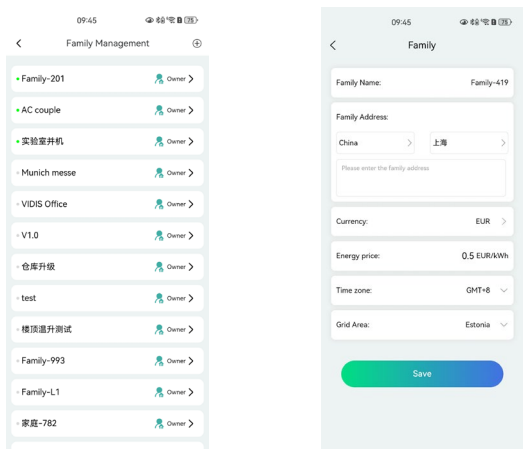
Fill in the registration information according to the page prompts and click Register. (Figure 16)



(Figure 16)

3.5.3 Add Power Station

Enter the app, click on the power station to enter the add power station page, click the add button, enter the power station information filling page, fill in the power station information according to the prompts, and click Save Power Station to add successfully. (Figure 17)

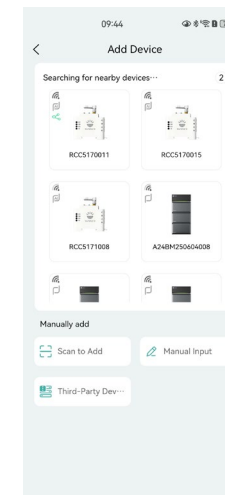


(Figure 17)

3.5.4 Add S2400 / S2400 AC

Please ensure that both the mobile phone's location permission and the SUNPURA APP's Bluetooth permission are enabled!

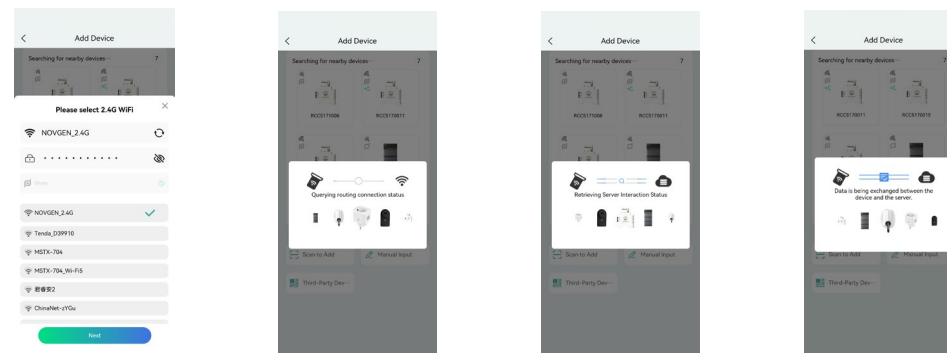
Click the add button in the upper right corner of the 'Home' page to enter the add page. Add the device through Bluetooth scanning. (Figure 18)



(Figure 18)

3.5.5 Network Configuration

Select or enter the Wi-Fi name and password to connect. Click Next on the network connection page and wait patiently for a few seconds to complete the network configuration successfully. If the network configuration is not successful, check whether the mobile phone location permission and Bluetooth permission are turned on. If they are correct, please follow the prompts to operate again. (Figure 19)



(Figure 19)

4 Safety Introduction

4.1 Manual Storage

This manual contains important information about operating the equipment. Please read it carefully before operation and operate strictly in accordance with the instructions in the manual. Otherwise, damage or loss to the equipment, personnel, and property may occur. This manual should be properly stored for maintenance and repair.

4.2 Operator Requirements





- Operators should be familiar with the entire storage system, including the composition and working principle of the equipment.
- Operators should be familiar with the product manual.
- Before maintenance, the maintenance personnel should not operate any equipment until all equipment is turned off and powered off.

4.3 Warning Sign

Warning signs contain important information for safe operation. It is strictly prohibited to tear or damage them.

Ensure that the warning signs are always properly placed.

When the signs are damaged, they must be replaced immediately.

	This sign indicates a dangerous situation that may lead to death or serious injury if not avoided!
	To prevent electric shock or personal injury, do not touch or use it until 5 minutes after turning off or disconnecting the inverter.
	This sign indicates that the surface is hot and there is a risk of scalding!
	Refer to the operation instructions for execution.

4.4 Safety Warning Signs

During guidance, maintenance, and repair, please follow the following instructions to prevent misuse by non-professionals or accidents:

Obvious signs should be placed at the front and rear switches to prevent

accidents caused by incorrect switching.

Warning signs or warning lines should be set up near the operation area.

They must be reinstalled after system maintenance or operation.

4.5 Measuring Equipment

To ensure that the electrical parameters match the requirements, relevant measuring equipment is needed when connecting or testing the system. Ensure that the connection and use are of matching specifications to prevent arcs or impacts.

4.6 Moisture

Moisture is likely to damage the inverter. Operations should be avoided or prevented during repair or maintenance in humid weather.

4.7 Operations After Power Off

The battery system is part of the energy storage system and can store life-threatening high voltage even when the direct current is turned off. It is strictly prohibited to touch the battery socket. Even after the direct current or alternating current is disconnected, the inverter can still maintain a life-threatening voltage. Therefore, for safety reasons, the installer must use a calibrated voltage tester to test before operating the equipment.

4.8 Routine Precautions

	Danger
---	--------

The high voltages of photovoltaic power generation, batteries, and electric shock are dangerous to life. When exposed to sunlight, photovoltaic power generation will generate dangerous direct current voltages, which will appear in the direct current wires and live parts of the inverter. Contacting the direct current wires or live parts can cause fatal electric shock. If the direct current connector is disconnected from the inverter under load, an electric arc may be generated, resulting in electric shock and burns.

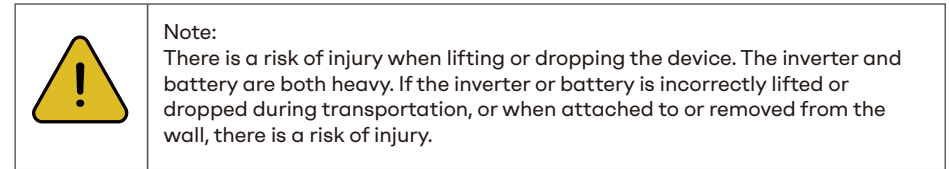
- Do not touch the uninsulated cable ends.
- Do not touch the direct current wires.
- Do not open the inverter and battery.
- Do not wipe the equipment with a wet cloth.
- Only qualified personnel with corresponding skills can install and commission the inverter.
- Before any operation on the inverter or battery pack, disconnect the inverter from all power sources as described in this document.



There is a risk of chemical burns from electrolyte or toxic gas. During standard operation, there will be no electrolyte leakage or toxic gas formation in the battery pack. If the battery pack is damaged or fails, electrolyte leakage or toxic gas formation may occur.

- Do not touch the inverter with wet hands.
- Do not place any heavy objects on the inverter.
- Do not damage the inverter with sharp objects.
- Do not install or operate the inverter in a potentially explosive environment or a high-humidity area.
- Do not install the inverter and battery pack in an area containing highly flammable materials or gases.
- If moisture penetrates the inverter (for example, due to damage to the housing), do not install or operate the inverter.
- Do not move the device when it is already connected to the battery module. Fix the device to prevent tilting.
- Do not install the inverter in an environment with a temperature lower than -20°C or higher than 55°C and a humidity higher than 90%.
- The inverter must be transported by the manufacturer or a designated person. These instructions should be recorded and filed.
- When transporting, a certified ABC fire extinguisher with a minimum capacity of 2 kilograms must be carried.

- It is strictly prohibited to smoke in the vehicle and near the vehicle during loading and unloading.
- When replacing the battery module, if necessary, request a new dangerous goods package and hand it over to the supplier after packaging.
- If in contact with the electrolyte, rinse with clean water immediately and seek medical attention.



Lifting and transporting the inverter and battery pack must be carried out by more than 2 people.

4.9 Limitation of Liability

We shall not assume any direct or indirect liability for product damage or property loss caused by the following circumstances:

Unauthorized modification of the product, alteration of the design, or replacement of parts without SUNPURA's authorization;

Alteration, repair, and erasure of the serial number or seal by non-SUNPURA technicians;

Inverter designs and installations that do not comply with standards and regulations;

Non-compliance with local safety regulations (VDE in Germany, SAA in Australia);

Transportation damage (including paint scratches caused by internal friction in the packaging during transportation). In such cases, a claim should be immediately filed with the shipping company or insurance company after the container/package is unloaded and the damage is confirmed;

Non-compliance with any/all user manuals, installation guides, and maintenance regulations;

Improper use or misuse of the equipment;

Insufficient ventilation of the equipment;

Failure to perform maintenance in accordance with the standard maintenance procedures;

Force majeure (storms, lightning, overvoltage, fire, etc.);

Damage caused by any external factors.

5 Technical Parameters

MODEL	S2400
PV TERMINAL	
Max Input Voltage	100V
Max Input Current	16A x 2
Max Input Power	1000Wp x 2
Operation Voltage Range	10-100V
BATTERY DATA	
Rechargeable Li-ion Battery	LiFePO ₄
Battery Nominal Voltage	48V
Max Charging / Discharging Current	50A
Rated Power (Single Device)	2400W
Cycles	8000 cycles @70%SOH (1.0C)
Battery Depth of Discharge	90%
Rated Energy	2400Wh
AC INPUT (ON-GRID TERMINAL)	
Max AC Input Power	2400W
Max AC Input Current	11A
AC Nominal Input Voltage	L + N + PE, 220VAC / 230VAC, 50Hz
AC OUTPUT (ON-GRID TERMINAL)	
Rated AC Output Power	800W
Rated AC Output Current	3.5A
Max AC Output Power	2400W
Max AC Output Current	10.9A
AC Nominal Output Voltage	L + N + PE, 220VAC / 230VAC, 50Hz
AC OUTPUT (OFF-GRID TERMINAL)	
Max AC Output Power	2400W
Max AC Output Current	10.9A
Max AC Input Power (AC Coupled)	2400W
Max AC Bypass Output Power	2400W
Peak Output power (5s)	3600W
AC Nominal Output Voltage	L + N + PE, 220VAC / 230VAC, 50Hz
GENERAL DATA	
Protective Class	Class I
Operating Temperature Range	-20°C to 55°C
Ingress Protection	IP65
Net Weight	A2400 (Power Box) : 14.3kg B2400 (Battery Box) : 29.4kg
Dimensions (WxHxD)	450x430x285mm (Height: A2400: 170mm / B2400: 260mm)
Overvoltage /Overcurrent /Short Circuit / Temperature Protection	Integrated
Communication Method	WiFi / Bluetooth
Warranty	10 Years
Certificates	CE/EMC, RED, LVD, CB, ROHS, REACH, UN38.3, MSDS, Transportation of Goods, IP65, WEEE, VDE4105, EN50549, CEI 0-21, VDE0126, OVE R25, C10/11

MODEL	S2400 AC
BATTERY DATA	
Rechargeable Li-ion Battery	LiFePO ₄
Battery Nominal Voltage	48V
Max Charging / Discharging Current	50A
Rated Power (Single Device)	2400W
Cycles	8000 cycles @70%SOH (1.0C)
Battery Depth of Discharge	90%
Rated Energy	2400Wh
AC Input (On-Grid Terminal)	
Max AC Input Power	2400W
Max AC Input Current	11A
AC Nominal Input Voltage	L + N + PE, 220VAC / 230VAC, 50Hz
AC Output (On-Grid Terminal)	
Rated AC Output Power	800W
Rated AC Output Current	3.5A
Max AC Output Power	2400W
Max AC Output Current	10.9A
AC Nominal Output Voltage	L + N + PE, 220VAC / 230VAC, 50Hz
AC Output (Off-Grid Terminal)	
Max AC Output Power	2400W
Max AC Output Current	10.9A
Max AC Input Power (AC Coupled)	2400W
Max AC Bypass Output Power	2400W
Peak Output power (5s)	3600W
AC Nominal Output Voltage	L + N + PE, 220VAC / 230VAC, 50Hz
GENERAL DATA	
Protective Class	Class I
Operating Temperature Range	-20°C to 55°C
Ingress Protection	IP65
Net Weight	A2400 (Power Box) : 14kg B2400 (Battery Box) : 29.4kg
Dimensions (WxHxD)	450x430x285mm (Height: A2400: 170mm/B2400: 260mm)
Overvoltage /Overcurrent /Short Circuit / Temperature Protection	Integrated
Communication Method	WiFi / Bluetooth
Warranty	10 Years
Certificates	CE/EMC, RED, LVD, CB, ROHS, REACH, UN38.3, MSDS, Transportation of Goods, IP65, WEEE, VDE4105, EN50549, CEI 0-21, VDE0126, OVE R25, C10/11

6 Daily Maintenance

6.1 Maintenance Plan

- Check whether the wire connections are loose.
- Check whether the cables are aged/damaged.
- Check whether the cable insulation tape has fallen off.
- Check whether the cable terminal screws are loose and whether there are signs of overheating.
- Check whether the ground connection is good.

6.1.1 Operating Environment (Every six months)

Carefully observe whether the battery system equipment fails or is damaged.

Listen for abnormal noises in each part of the inverter when it is running.

During the operation of the inverter, check whether the battery voltage, temperature, and other parameters and other equipment parameters are normal.

6.1.2 Equipment Cleaning

(Every six months to one year, depending on the site environment and dust content, etc.)

Ensure the ground is clean, the maintenance passage is unobstructed, and the warning and guide signs are clear and intact.

Monitor the temperature of the battery module and clean the battery module if necessary.

6.1.3 Cable, Terminal, and Equipment Inspection

*Every half year to one year

- Check whether the cable connections are loose.
- Check whether the cables are aged/damaged.
- Check whether the cable ties have fallen off.
- Check whether the cable terminal screws are loose and whether there are signs of overheating at the terminal position.

· Check whether the management systems of the inverter equipment, monitoring system and other related equipment fail or are damaged.

· Check that the equipment is properly grounded and the ground resistance is less than 10 ohms.

6.2 Precautions

After the S2400 / S2400 AC stops running, please pay attention to the following items during maintenance:

Operation and maintenance should comply with relevant safety standards and specifications.

Disconnect all electrical connections to prevent the equipment from being powered on.

Appropriate protective measures should be taken during maintenance, such as insulated gloves, shoes, anti-noise earplugs, etc.

Life is priceless. Ensure that no one will be injured first.

In the case of deep discharge, if the entire inverter is at rest (that is, the battery has not been charged for two weeks or more), the battery must be charged to 30% - 50% of the state of charge.

Wait at least 5 minutes after disconnection to allow the residual voltage of the capacitor to drop to a safe voltage. Use a multimeter to ensure that the equipment is completely discharged.

Equipment maintenance can only be carried out by professionals. It is strictly prohibited for maintenance personnel to open the equipment module by themselves.

7 Warranty Disclaimer

This Limited Warranty will not apply if the purchaser is in default under the General Terms and Conditions of other Agreement governing the purchase of the Product, or the Product or any part thereof is:

1. The official warranty period of the equipment has expired (unless an extension of the warranty period agreement has been signed between them);
2. The device has either been used offline for more than 6 months or has sustained damage or malfunction due to the use of non-company parts or firmware;
3. Damage or malfunction caused by operation, repair, disassembly, or modification by unauthorized persons;
4. Damage or failure caused by operation or use beyond the relevant national standards or industry standards, as well as any installation in violation of the company's regulations;
5. Damaged or rendered nonfunctional as a result of power surges, lightning, fire, flood, pest damage, accident, action of third parties, direct exposure to seawater or other events beyond NOVGEN's reasonable control or not arising from normal operating conditions;
6. Damage or losses caused by unpredictable factors or force majeure, such as earthquakes, storms, floods, over-voltages, lightning, fires, insect pests, etc.;
7. Other quality loss not caused by the company's products;
8. Purchased from a person who is not the original purchaser or the first customer, or not from a direct or officially authorized retailer will loss warranty;
9. Damage that occurs during transportation or improper installation and unpacking;
10. Normal wear or age, surface defects, dents or scratches, performance degradation;
11. Product defects caused by the update of national or regional laws or regulations;
12. Gifts, premiums and informal sales items, including accessories and consumables, including but not limited to cables, connectors and tools, are not covered by the warranty and service;



Note:

This limited warranty only applies to the SUNPURA products sold within Europe and SUNPURA sales countries, and the warranty must be claimed from the original purchased country. For products ordered outside the country of original purchase or purchased directly from an authorized online cross-regional provider, the limited Warranty will not be covered by the warranty due to being out of service.

8 Service Acceptance Channel

1. Service Hotline: +49 171 3557012, Available provide sales service support (fault declaration, product repair, etc.), sales and purchase consulting, service policy consultation, complaints and suggestions and other service request processing;
2. Online Support Website: www.sunpuraenergy.com;
3. Service Mail: support@sunpuraenergy.com;
4. Please note that we only accept service claims for products purchased directly from SUNPURA. Customers who have purchased our products from authorized retailers should contact the retailer directly for warranty claims.