FRANKLINWH



FranklinWH System Limited Warranty for End Users

Effective Date: Oct.28, 2026

This warranty only applies when the products are purchased from an authorized reseller and installed by an installer who is certified by FranklinWH Technologies Ltd. Co. (FranklinWH) or its affiliate, FranklinWH Energy Storage Inc.

This limited warranty applies to FranklinWH energy storage systems installed in the United States, United States Territories, and Canada.

To the extent permitted by applicable law, warranty service and support for products purchased in **Guam** will be primarily handled by local authorized distributors.

Warranty terms may vary by region. Customers are advised to confirm coverage details with their seller prior to purchase.

Twenty-Five-Year Limited Warranty

The twenty-five (25) year warranty applies to the following FranklinWH System product (Product):

Product Name	SKU
FranklinWH RSD Duo	ACCY-RSDV1-US

The limited warranty includes a warranty period and performance warranty.

Warranty Period

FranklinWH warrants that your Product will be free from defects for twenty-five (25) years starting from 1) the date of the initial installation; or 2) twelve (12) months from the manufacture date, whichever comes first. FranklinWH will offer remedies according to the Remedies section.

Performance Warranty

FranklinWH guarantees that the FranklinWH RSD Duo's rapid shutdown function at a rated 15 A will not fail or degrade from the start of this limited warranty until the end of the 25-year warranty period, provided that the RSD Duo is installed and used in accordance with the requirements in the RSD Duo section in the aPower S Installation Manual.

Fifteen-Year Limited Warranty

The fifteen (15) year warranty applies to the following FranklinWH System products:

Product Name	SKU
aPower 2	APR-10K15V2-US; APR-10K15V2U-US APR-10K15V2DCP-US; APR-10K15V2SH-US; APR-10K15V2LR-US
aPower S[1]	APRS-10K15V1-US; APRS-10K15V1.1-US APRS-10K15V1.1DCP-US
Meter Adapter Controller	MAC-R1V1-US
aHub	ACCY-AHUBV1-US
Floor Mounting Bracket	ACCY-FMBV2-US

The limited warranty includes a warranty period and performance warranty.

Warranty Period

FranklinWH warrants that your Product will be free from defects for fifteen (15) years starting from 1) the date of the initial installation; or 2) twelve (12) months from the manufacture date, whichever comes first. FranklinWH will offer remedies according to the Remedies section.

[1]*Note: The RSD Duo Transmitter is covered by a 15-year warranty, identical to that of the aPower S. Should a replacement of the RSD Duo Transmitter be required, please contact us at: service@franklinwh.com*

Performance Warranty

FranklinWH guarantees that the FranklinWH aPower 2 and aPower S will have the rated energy capacity of 15 kWh when this limited warranty begins, and the capacity retention will be not less than 70% of the rated capacity when 1) the 15-year warranty period expires, or 2) the aggregate energy throughput reached 60 MWh, whichever comes first. Provided the products are installed and used as per the requirements in the installation manual and the user manual.

Rated Energy Capacity	Energy Retention	Aggregate Throughput
15 kWh*	70% at the end of the 15-year warranty period	60 MWh

**The rated capacity measurement should be performed on a new system at 77 º F and 3 kW charge and discharge power.*

Twelve-Year Limited Warranty

The twelve (12) year warranty applies to the following FranklinWH System products (Products):

Product Name	SKU
aPower X	APR-05K13V1-US
aGate X 1.1*	AGT-R1V1-US
Smart Circuits Module	ACCY-SCV1-US
Generator Module	ACCY-GENV1-US
aPbox	ACCY-RCV1-US
Split CT Kit	ACCY-CT200V1-US
aPower X	APR-05K13V2-US
aGate X 1.3*	AGT-R1V2-US
Smart Circuits Module	ACCY-SCV2-US
Generator Module	ACCY-GENV2-US
Split CT Kit	ACCY-CT200V2-US
Backup Expansion Lug Kit	ACCY-BLV2-US
Main Load Relay	ACCY-MRV2-US
aGate X 1.3.1*	AGT-R1V3-US
aGate X 1.3.1*	AGT-R1V3-CAN

**The aGate communications module, which supports Ethernet, Wifi, 4G, and Bluetooth, comes with a limited warranty of up to 5 years. However, this warranty does not cover the continuity, quality, strength, or coverage of 4G service at the location where the FranklinWH System is installed.*

The limited warranty includes a warranty period and performance warranty.

Warranty Period

FranklinWH warrants that your Products will be free from defects for twelve (12) years starting from 1) the date of the initial installation; or 2) twelve (12) months from the manufacture date, whichever comes first. FranklinWH will offer remedies according to the Remedies section.

Performance Warranty

FranklinWH guarantees that the FranklinWH aPower X will have the rated energy capacity of 13.6 kWh when this limited warranty begins, and the capacity retention will be not less than 70% of the rated capacity when 1) the 12-year warranty period expires,

or 2) the aggregate energy throughput for the aPower X reached 43 MWh, whichever comes first. Provided the products are installed and used as per the requirements in the installation manual and the user manual.

Rated Energy Capacity	Energy Retention	Aggregate Throughput
13.6 kWh*	70% at the end of the 12-year warranty period	43 MWh

**The rated capacity measurement should be performed on a new system at 77 º F and 2.5 kW charge and discharge power.*

Remedies

If your FranklinWH System is defective within the warranty period, FranklinWH will, at its sole discretion, repair or replace your faulty device with an equivalent product (new or refurbished). The remaining warranty period will be transferred to the repaired or replacement product. Under no circumstances will the original warranty period be extended as a result of your FranklinWH product being repaired or replaced.

FranklinWH can also refund you the actual purchase price of the defective products less reasonable depreciation based on use at the time of the warranty claim when 1) FranklinWH is unable to provide a replacement and repair is not commercially practicable or cannot be timely made, or 2) You are willing to accept such a refund.

In the event of a defect, to the extent permitted by law, the above-mentioned repair, replacement or refund are the sole and exclusive remedies that FranklinWH provide. FranklinWH's responsibility under this warranty extends to valid service tickets or replacement requests initiated before the expiration date of the warranty for items and services covered by the warranty, even if the resolution occurs after the warranty period has expired. All remaining liability shall terminate upon expiration of the warranty period.

Warranty Exceptions

This Limited Warranty **does not cover**, and FranklinWH will not be liable for, any defects, damage, or performance issues caused by, arising from, or related to any of the following circumstances:

Misuse, Negligence, or Improper Use

Damage due to improper use, misuse, abuse, negligence, unauthorized modifications, or operating beyond intended conditions as outlined in product documentation.

Shipping, Handling, and Storage Damage

Damage incurred during shipping or transit. (**Note:** Report shipping damage immediately to your distributor or the shipper within five (5) business days.)

Damage caused by improper or negligent handling or improper storage, including but not limited to moisture exposure, extreme temperatures, physical impacts, or storage in conditions violating FranklinWH's published guidelines. (Visit https://www.franklinwh.com/support/documentation-center for Storage and Transportation Guide and the instructions necessary to maintain warranty validity.)

Installation-Related Issues

Installation performed by non-certified or unlicensed personnel, or installation not adhering to FranklinWH installation instructions, guidelines, or applicable local and federal electrical codes and standards. (Certification is required to carry out installations. Learn more at: How Do I Get Certified)

Removal, relocation, reinstallation, or alteration of the product from its original installation location without prior written consent from FranklinWH.

Unauthorized Repairs or Modifications

Repair, disassembly, modification, tampering, or replacement attempts performed by personnel not explicitly authorized by FranklinWH. Obtain authorization by starting a service ticket and to ensure personnel are FranklinWH Certified Installers.

Damage or defects arising from unauthorized third-party service or maintenance actions.

Purchase from Unauthorized Channels

Products obtained from sources are not officially authorized by FranklinWH. (Learn more at: Where to Buy FranklinWH Products)

External and Environmental Factors

Damage due to external environmental events, such as lightning, power surges, floods, tidal waves, fires, earthquakes, storms, or other force majeure.

Installation in conditions outside of FranklinWH guidance, such as extreme temperatures, humidity, altitude, or corrosive environments.

Physical or electrical stress beyond the documented operating conditions, including exposure to abnormal voltage, power surges, or interference. For detailed technical specifications, refer to the Product Data Sheet.

Failure to Report Issues in a Timely Manner

Defects or damage must be reported to FranklinWH or your FranklinWH Authorized Installer within **two (2) weeks** from the date of occurrence or discovery.

Normal Wear, Tear, and Cosmetic Issues

Regular wear, cosmetic imperfections, dents, scratches, glue marks, discoloration, superficial defects, or cosmetic deterioration that do not materially affect product performance or reliability. Paint should be limited to external application for scratches and small damage as referenced in the FranklinWH installation manuals.

Normal operating noise or vibration that is below 50 dB and does not adversely affect system performance or reliability.

Remote Updates and Internet Connectivity

To maintain the full warranty coverage (12-year, 15-year or 25-year), your FranklinWH System **must maintain consistent internet connectivity** allowing FranklinWH to remotely update system software.

By installing the FranklinWH System and connecting it to the internet, you agree to allow FranklinWH to perform these remote software updates without prior notice, which may temporarily interrupt system operation.

If the FranklinWH System remains disconnected from the internet for more than **90 consecutive days**, FranklinWH will issue a notification requesting

reconnection. If internet connectivity is not restored, the warranty period will automatically be reduced to a **four-year limited warranty** from the initial installation date.

Unregistered Products

- FranklinWH Systems **must be registered at the time of installation**. Systems that are not registered upon installation will only be eligible for a **four-year limited warranty** from the installation date.

LIMITATION ON USE

THE FRANKLINWH PRODUCTS AND SYSTEM ARE NOT DESIGNED OR INTENDED FOR USE AS A PRIMARY OR BACKUP POWER SOURCE FOR LIFE-SUPPORT SYSTEMS, MEDICAL EQUIPMENT, OR ANY APPLICATION WHERE PRODUCT FAILURE COULD RESULT IN PERSONAL INJURY, LOSS OF LIFE, OR CATASTROPHIC PROPERTY DAMAGE.

FRANKLINWH EXPRESSLY DISCLAIMS ALL LIABILITY ARISING FROM SUCH USES OF FRANKLINWH SYSTEMS AND PRODUCTS. FURTHERMORE, FRANKLINWH RESERVES THE RIGHT TO DECLINE SERVICE FOR FRANKLINWH PRODUCTS USED IN THESE PROHIBITED APPLICATIONS AND DISCLAIMS ALL LIABILITY ARISING FROM SUCH SERVICE REFUSAL.

LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FRANKLINWH SHALL NOT BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, ECONOMIC LOSSES OF ANY KIND, PROPERTY DAMAGE OR LOSS, OR PERSONAL INJURY ARISING FROM ANY CAUSE, WHETHER IN CONTRACT OR TORT. FRANKLINWH'S TOTAL LIABILITY UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR YOUR FRANKLINWH PRODUCTS.

WARRANTY DISCLAIMER

THIS LIMITED WARRANTY CONSTITUTES THE SOLE EXPRESS WARRANTY PROVIDED FOR FRANKLINWH PRODUCTS. FRANKLINWH DISCLAIMS ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY OR IMPLIED, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES

AGAINST LATENT OR HIDDEN DEFECTS.

Additionally, this Limited Warranty does not cover:

- Damage from improper installation or maintenance.
- Unauthorized modifications or repairs.
- Normal wear and tear.
- Damage from external environmental factors, including but not limited to direct exposure to sunlight, snow, or rain.
- Damage from power surges or grid instability.
- Data loss or software compatibility issues.

Where such warranties cannot be legally disclaimed, FranklinWH limits their duration and remedies to those specified in this Limited Warranty.

MODIFICATIONS AND WAIVERS

No individual or entity, including FranklinWH employees or authorized representatives, may modify or waive any provision of this Limited Warranty.

FranklinWH may, at its sole discretion:

- Offer to cover costs for certain repairs not covered by this Limited Warranty
- Make such offers for specific covered products or on a case-by-case basis
- Make these decisions without creating any obligation to extend similar offers to other owners of the Products

If FranklinWH publishes any new or modified version of this Limited Warranty, such version shall apply only to Products ordered after the publication date of the modified warranty.

GOVERNING LAW AND JURISDICTION

This Limited Warranty shall be governed by and construed in accordance with the laws of the jurisdiction where the product was purchased. Any disputes arising from or relating to this Limited Warranty shall be subject to the exclusive jurisdiction of the courts in that jurisdiction.

SEVERABILITY

If any provision of this Limited Warranty is held to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be affected or impaired thereby.

Warranty Claim Process

How to File a Warranty Claim

Step 1: Contact Your Installer or Reseller

To initiate a warranty claim, **first contact the certified FranklinWH installer or reseller** from whom you purchased your system. They are trained and authorized to assist you promptly.

Step 2: Contact FranklinWH Directly

If you cannot reach your original installer or reseller, please contact FranklinWH Customer Support directly:

- **Phone:** 1888 851 3188
- **Email:** service@franklinwh.com
- **Online Portal:** https://service.franklinwh.com/en/support/tickets/new

FranklinWH will promptly process your warranty claim and assign appropriate service personnel, either from FranklinWH or a certified service partner, to assist you.

Required Information for Warranty Claims:

To expedite your warranty claim, please have the following ready:

Proof of Original Purchase
Invoice or sales receipt clearly showing purchase date and system details. If ownership has changed, documentation confirming the transfer of ownership.

Detailed Description of the Issue
Provide a clear, concise description of the defect or issue you are experiencing, including any relevant error messages, symptoms, and troubleshooting steps already taken. Please include photos, charts, graphs, and other pertinent information in order for FWH service personnel to authorize your return.

Product Details
Clearly note the serial number of your products and their installation date.

Step 3: RMA (Return Merchandise Authorization) Process:

If your warranty claim involves the return of a defective product, you must:

1. Obtain a case **number** from FranklinWH Customer Support before returning the product.
    - **Important:** Products returned without a case number will not be accepted, and FranklinWH will not cover shipping costs.
2. Clearly label your returned product packaging with the issued case number to ensure smooth processing upon receipt.
3. FranklinWH will guide you on packaging, labeling, and shipping the defective product.

Additional Notes:

- Keep copies of all relevant documentation for your records.
- FranklinWH is not responsible for lost shipments or improperly labeled returns without a valid RMA case number.
- For any questions during this process, please reach out promptly to FranklinWH Customer Support for assistance.

FranklinWH Contact Details

Website: www.franklinwh.com/support

Email: service@franklinwh.com

Telephone: +1 888-851-3188

Address: 1731 Technology Dr., Suite 530, San Jose, CA 95110

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