
A WARRANTY YOU CAN COUNT ON

Five years. *Honest cover.*

For the Mesol Infiniti Series lithium iron phosphate batteries, sold in Pakistan from 2026 onward. Please read this once, keep it with your invoice, and ask us anything that's unclear — before you might need it.

Our promise to you.

If your Mesol battery fails because of something we got wrong — a manufacturing defect, a faulty cell, a problem inside the box — we will make it right within the terms of this warranty. We don't hide behind small print. The terms below are clear, fair, and the same for every customer.

COVER LASTS

5 years

From the day of installation, or 3,000 charge-discharge cycles, whichever comes first.

CAPACITY HELD

70%

Minimum capacity retained at the end of the warranty period under normal use.

WHERE IT APPLIES

Pakistan

For batteries installed and used at the registered address in Pakistan.

SECTION 01 · REGISTERING YOUR WARRANTY

First things *first*.

Your warranty starts on the day your battery is installed. To keep it active, please make sure these details are recorded with us within thirty days of installation.

Warranty registration

To be filled in at installation by you and your installer. Please email a photograph of this completed page to **sales@mesolsolar.com** within **30 days** of installation. Without this, we may be unable to verify your cover.

BATTERY MODEL

BATTERY SERIAL NUMBER

DATE OF PURCHASE

DATE OF INSTALLATION

AUTHORIZED DEALER

INSTALLER NAME & CONTACT

CUSTOMER NAME

INSTALLATION ADDRESS

Who this warranty covers

This warranty extends only to the **original purchaser** named on the registration above, for a battery installed at the **address shown on the registration**. It is **not transferable** to a new owner or to a new address, except where Mesol agrees to a transfer in writing in advance.

If you sell your home, move house, or sell the battery on, please write to us before doing so. We may be able to transfer the cover, but a transfer is not automatic.

SECTION 02 · WHAT THIS WARRANTY COVERS

What we're *promising*.

Under normal use, and within the operating conditions described in the Mesol user manual, we promise the things below.

2.1 Free from defects in materials and workmanship

For **five (5) years from the date of installation, or three thousand (3,000) full charge–discharge cycles, whichever happens first**, your Mesol battery will be free from defects in materials and workmanship under normal residential or small-commercial use.

2.2 Capacity retention

We promise that, under normal use and within spec, your battery will hold at least the following percentage of its original usable energy:

Minimum capacity over the warranty period

End of year 1	~ 350 cycles	≥ 95%
End of year 3	~ 1,100 cycles	≥ 85%
End of year 5	~ 1,800 cycles	≥ 75%
3,000 cycles	end of cover	≥ 70%

Capacity is measured at 25 °C ambient, at a discharge rate of 0.2 C, between cut-off voltages of 57.6 V and 44.8 V, after at least ten conditioning cycles. A measurement taken outside these conditions is not a valid measurement for warranty purposes.

2.3 What happens if we agree there is a covered defect

If a defect covered by this warranty is confirmed by Mesol, we will, at our sole discretion, do **one** of three things:

- **Repair** the battery, where the fault can be safely fixed by an authorized engineer.
- **Replace** the battery with a new or fully-refurbished unit of equivalent or greater specification.
- **Refund a pro-rata portion** of the original purchase price, calculated based on the elapsed warranty period.

The choice of remedy rests with Mesol. We'll always tell you which option we're choosing and why.

SECTION 03 · WHAT IS NOT COVERED

Where this warranty *ends*.

A warranty has to be specific about what it doesn't cover, otherwise it can't be honest about what it does. Mesol shall have no liability for any defect, failure, capacity loss, or damage arising from any of the following.

3.1 Installation and use outside the user manual

- Installation by any person other than a qualified electrical installer, or installation that does not strictly follow the Mesol user manual and all applicable local electrical codes.
- Use outside the operating conditions in the manual — including ambient temperature, charge or discharge current, depth of discharge, voltage limits, and humidity.
- Use in series, or in parallel with batteries of a different model, capacity, age, or chemistry.
- Use with an inverter that has not been confirmed compatible at the time of purchase, or with inverter firmware or settings that exceed Mesol's published limits.
- Use for any purpose other than stationary residential or small-commercial energy storage — including vehicles, marine, mobile applications, or life-support backup.

3.2 External damage and external events

- Physical damage from impact, dropping, crushing, vibration, puncture, abrasion, or improper handling.
- Damage from water, condensation, salt spray, fire, smoke, corrosive gases, conductive dust, pests, or any other contaminant.
- Damage from lightning, electrical surges, abnormal grid voltage, electromagnetic interference, or failure of any equipment external to the battery.
- Damage from theft, vandalism, war, civil unrest, terrorism, or any act of god — including flood, earthquake, fire, and severe weather.
- Cosmetic damage — scratches, dents, fading — that does not affect how the battery works.
- Normal wear, gradual capacity decline within the curve in section 2.2, and natural aging of casing or label materials.

Conditions that void the warranty entirely are listed overleaf, in section 3.3.

SECTION 03 · CONTINUED**3.3 What voids this warranty entirely**

The whole warranty is void, with no remedy available, in any of these circumstances:

- The serial number label has been removed, defaced, altered, or made illegible.
- The battery has been opened, disassembled, or modified by any person, or the battery management system parameters have been adjusted without our prior written approval.
- The battery has been left at a state of charge below 10% for more than three months continuously, or stored otherwise contrary to the user manual.
- The battery has been resold, relocated, or moved to a different address without our prior written approval.
- Required maintenance described in the user manual has not been performed.
- The registration page (page 02) was not submitted to us within 30 days of installation, or contains information we cannot verify.
- You cannot produce the original invoice from an authorized Mesol dealer.

SECTION 04 · IF SOMETHING GOES WRONG

How to *reach us*.

If you think there's a problem covered by this warranty, please don't investigate the battery yourself — the box isn't user-serviceable and opening it voids the cover. Instead, do this:

- 1 If safe, switch off the wall switch between the battery and the inverter, and stop using the system.
- 2 Within **30 days** of noticing the problem, email **sales@mesolsolar.com** with: your battery serial number, the date of installation, a copy of your original invoice, a copy of this registration page (page 02), photographs of the battery, and a clear description of what's happening.
- 3 We'll respond within two working days. We may ask for more photos, monitoring logs, or arrange a visit by an authorized engineer.
- 4 If a covered defect is confirmed, we'll let you know which of the three remedies in section 2.3 we're providing, and how long it will take.

SECTION 05 · LIMIT OF LIABILITY

The limits of *what we owe*.

Every honest warranty has limits. Here are ours, written as plainly as the law allows.

5.1 Total liability cap

Our total liability under this warranty — for any single claim or all claims combined — is limited to the original purchase price you paid for the battery, excluding installation, taxes, and any other costs.

5.2 Exclusion of indirect damages

To the maximum extent permitted by Pakistani law, Mesol is not liable for any indirect, incidental, special, consequential, or punitive damages of any kind — including loss of profit, loss of business, loss of stored data or energy, damage to other property, personal injury, costs of alternative power supply, downtime, or any third-party claim — however caused, even if we have been told such loss is possible.

5.3 Implied warranties

All implied warranties — including any implied warranty of merchantability or fitness for a particular purpose — are limited to the warranty period in section 2.1 and are otherwise excluded to the maximum extent the law allows.

SECTION 06 · OTHER TERMS

6.1 Sole warranty

This document is the only warranty Mesol gives for the battery. No employee, dealer, or representative is authorized to make any other promise on Mesol's behalf.

6.2 Our decision is final

The decision on whether a fault is covered, and which remedy is provided, rests with Mesol. We will always explain our reasoning in writing.

6.3 Updates to these terms

We may publish updated warranty terms for future sales. Updates only apply to batteries sold on or after the effective date — never retroactively.

6.4 Severability

If any part of this warranty is found to be unenforceable, the rest remains in full effect.

6.5 Governing law

This warranty is governed by the laws of the Islamic Republic of Pakistan. Any dispute is resolved first by good-faith discussion for at least 30 days, and failing that, by binding arbitration seated in Karachi, conducted in English under the Arbitration Act 1940 or its successor. Matters not subject to arbitration fall under the exclusive jurisdiction of the courts of Karachi.

Five years *of cover.* A **lifetime** of support.

If you ever need us — for a question, a concern, or a fault —
one email goes to a real person who will help:

sales@mesolsolar.com

This Limited Warranty, together with the registration page completed at installation, the original invoice from an authorized Mesol dealer, and the Mesol user manual, constitutes the entire warranty agreement between Mesol Solar and the original purchaser. No oral statements, marketing materials, or unauthorized representations form part of this agreement.