



BigBattery
Own Your Power



OMNI-250

**250kWh Liquid-Cooled Commercial and Industrial Energy
Storage System**

YXYK-125K/552314-L

YXYK-125K/552314-M

WARRANTY TERMS

VERSION HISTORY

Edition	Date	Chapters	Reason for Change
01	17/02/2026	All	Manual development

DISCLAIMER

The specifications and descriptions in this document have been verified at the time of release for accuracy. However, BigBattery products and performance are continuously evolving, and BigBattery reserves the right to modify products or documentation at any time without prior notice.

Images in this document are for demonstration purposes only. Detailed information may vary depending on product versions and regions.

This document does not create contractual obligations for BigBattery or its subsidiaries unless explicitly stated in a contract.

To report inaccuracies or omissions, please contact us.

CONTACT US

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Hours: Monday - Friday, 9:00 AM - 5:00 PM PST

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Need Further Assistance?

Email us @ Support@BigBattery.com (OR) Call us @ # (818) 280-3091.

1. Scope of Warranty

This Limited Warranty applies to the OMNI-250 energy storage system products delivered under a sales contract or purchase order signed on or after May 1, 2025.

This Limited Warranty does not apply to products sold or installed in specific regions where separate warranty terms are defined by contract.

Unless otherwise stated in an official quotation or contract, the warranty terms outlined in this document apply.

Extended warranty options may be available for purchase for certain products. An extended warranty must be purchased either at the time of the original product purchase or within the first year after installation. Once purchased, an extended warranty term cannot be modified, extended, or shortened.

2. Warranty Period

The OMNI-250 energy storage system is covered by a three-year warranty beginning on the earlier of:

- Sixty days after delivery of the product, or
- The date the product is first placed into service

The warranty period is calculated in calendar years.

3. Warranty Coverage

Under this Limited Warranty, BigBattery will, at its discretion:

- Repair the product
- Replace the product or defective components
- Provide a refund
- Provide compensation where applicable

Any repaired or replaced product will be covered for the remainder of the original warranty period. Replacement of a product or component does not restart or extend the original warranty term.

On-site replacement must be performed by the customer unless otherwise agreed in writing.

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If a customer replaces a component without prior confirmation from BigBattery and the returned component is found to be non-defective, the customer is responsible for transportation costs.

During the warranty period, BigBattery will provide software updates and remote technical support at no charge via telephone or email.

4. Exclusions

This warranty does not cover damage or failure resulting from:

- Improper transportation, storage, installation, or wiring
- Unauthorized modification, disassembly, repair, or replacement
- Physical or electrical stress caused by events beyond reasonable control, including power surges, inrush current, lightning, flooding, fire, or accidents

The following items are not covered under this warranty:

Consumable items, including but not limited to cables, emergency light bulbs, fluorescent lamps, silica gel, door seals, cabinet door hardware, smoke alarms, wall switches, and padlocks.

Mechanical parts, including but not limited to battery racks and non-electrical structural components.

Cabinets and accessories, including documentation, installation accessories, and tools.

5. Service Products and Replacement Parts

Replacement products or components may be new or refurbished, provided that performance is equal to or better than the replaced item.

If the original product is no longer available, BigBattery may replace it with a product of equal or greater functionality and performance. Alternatively, BigBattery may issue a refund based on the remaining value of the product during the warranty period.

The remaining value is calculated as:

Purchase Price divided by 60 multiplied by the remaining months within the 60-month performance period.

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6. Warranty Claims

All warranty claims must be submitted through the authorized distributor from whom the product was purchased.

Claims must include:

- Original purchase receipt or equivalent documentation
- Description of the alleged defect
- Product serial number
- Initial installation date

7. Governing Law

This Limited Warranty is governed by the laws of the state or country where the buyer resides.

The buyer may be entitled to additional legal rights depending on applicable consumer protection laws. This Limited Warranty does not limit or exclude any rights that cannot be lawfully waived.

8. Limitation of Liability

To the maximum extent permitted by law, BigBattery shall not be liable for any indirect, incidental, consequential, or special damages, including but not limited to lost profits, loss of use, or equipment downtime.

BigBattery's total liability under this Limited Warranty shall not exceed the purchase price paid for the product.

Some jurisdictions do not allow limitations on incidental or consequential damages, so certain limitations may not apply.

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