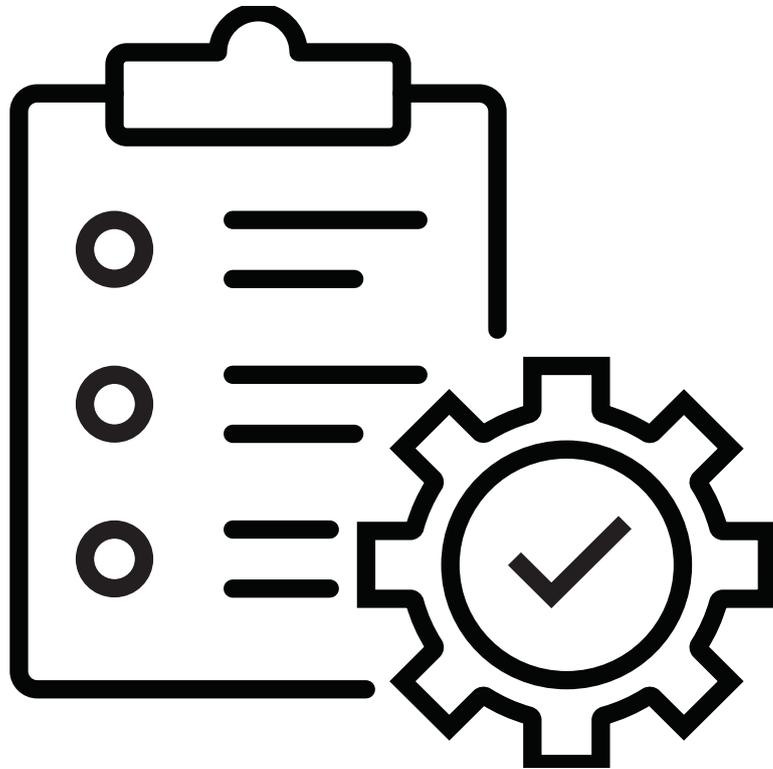


# Pixii Australian Warranty Terms

ACE ZE23171 100Ah LFP Battery

ACE ZE24056 314Ah LFP Battery

Flexibility made simple



# Table of Contents

1 Introduction . . . . .	4
2 Conditions for This Warranty/Performance Guarantee . . . . .	4
3 Warranty Period/Performance Guarantee . . . . .	4
4 Making a Warranty Claim . . . . .	4
5 Costs Associated with a Warranty Claim . . . . .	5
6 Warranty exclusions . . . . .	5
7 Limitation . . . . .	5
8 Other . . . . .	5
9 Final remark . . . . .	5

Information contained in this document can be changed without notice and does not represent a commitment on the part of Pixii.

No part of this document may be reproduced, copied or transmitted (electronic or mechanic, including photocopying and recording) for any purpose to 3<sup>rd</sup> party without the explicit written permission of Pixii.

Copyright © Pixii 2026

Revision	Date	Comment
1.00	05.12.2025	Initial
1.10	09.01.2026	Nomenclature management

# 1 Introduction

This warranty statement applies to ACE ZE23171 100Ah LFP Battery & ACE ZE24056 314Ah LFP Battery (hereinafter “Product” listed below) delivered by Pixii Australia (hereinafter “Pixii”).

Component Part	Model Number
ACE 100Ah Battery	ACE ZE23171 100Ah LFP Battery
ACE 314Ah Battery	ACE ZE24056 314Ah LFP Battery

Table 1. Battery info

Pixii warrants that every Product delivered to the Buyer is new (unless otherwise agreed), free of defects, and complies with specifications and workmanship, technical and other applicable standards for the transaction in question.

## 2 Conditions for This Warranty/Performance Guarantee

For any faulty Pixii products to be eligible for warranty the following must apply:

- The Product must have been installed and correctly commissioned and documented by a qualified installer. Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- The Product must have its original serial number and rating labels intact and readable.
- This Warranty does not cover Products that have been modified or altered unless it has been done in full agreement with Pixii.
- The customer must be able to document annual system review protocols.
- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- Refer to the below documents for additional conditions:
  - » U8001\_20ENG\_Pixii\_Global\_Warranty
  - » U0010\_20ENG\_Pixii\_Global\_Warranty\_Appendix A\_ACE\_LFP\_314Ah\_ZE24056
  - » U0021\_20ENG\_Pixii\_Global\_Warranty\_Appendix A\_ACE\_LFP\_100Ah\_ZE23171

## 3 Warranty Period/Performance Guarantee

Refer to the below documents for the performance guarantee period:

- » U8001\_20ENG\_Pixii\_Global\_Warranty
- » U0010\_20ENG\_Pixii\_Global\_Warranty\_Appendix A\_ACE\_LFP\_314Ah\_ZE24056
- » U0021\_20ENG\_Pixii\_Global\_Warranty\_Appendix A\_ACE\_LFP\_100Ah\_ZE23171

## 4 Making a Warranty Claim

A warranty case shall be reported to Pixii within 1 month of the fault being detected. The case, with details on the fault and argumentation for invoking the warranty, shall be communicated to a local Pixii representative or per email to [post@pixii.com](mailto:post@pixii.com). Failure to do so will make this warranty case void. When registering a warranty claim, please include the following information:

- Company name and address
- Name of contact person and contact details
- Proof of purchase including date of delivery
- Serial number
- Completed and signed commissioning report
- Name and contact details of the installer
- A clear description of the nature of the warranty claim
- Warranty state

#### Contact Details (Manufacturer)

Name: Schenzhen ACE Battery Co.  
Email address: [andy.quan@acebattery.com](mailto:andy.quan@acebattery.com)  
Website: [www.acebattery.com](http://www.acebattery.com)  
Address: 2nd Floor, B05, BAK Industrial Park,  
Kuixin Community, Kuichong Street,  
Dapeng New District, Shenzhen  
Phone Number: 13650265396

#### Contact Details (Importer)

Name: Pixii  
Email address: [ServiceAU@pixii.com](mailto:ServiceAU@pixii.com)  
Website: [www.pixii.com](http://www.pixii.com)  
Address: Unit 3/40 Borthwick Ave, Murarrie  
QLD. 4172.  
Phone Number: 1300 074 944

## 5 Costs Associated with a Warranty Claim

The customer will arrange and cover freight of the faulty unit to the nearest Pixii entity or representative. For valid warranty claims, Pixii will repair or replace the faulty unit, and make it available for pick up by the customer.

For invalid warranty claims, Pixii will not be liable for any cost and faulty units can be replaced at an agreed price.

## 6 Warranty exclusions

This warranty is only valid for use within the products specification and intended use. The warranty is void if any of the following applies:

- Defects due to improper transport, storage, handling, installation, or commissioning of the Product
- Operation of the Product outside its specification (temperature, vibration, voltage, humidity, contamination etc).
- Defects or capacity limitations due to operation or maintenance not in accordance with provided user documentation.
- Defects due to vandalism or other accidental damage.
- Broken product seal on the product.
- Defects as a result of repairs, alterations or modifications to the Product which have been performed by a third party not authorized by Pixii.
- From the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of Product; or as a result of the interconnection of the Product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Product has been installed.
- Where the nameplate or serial number of the Product is modified, altered or not readable.
- Lack of documentation for annual system check and review.
- This Warranty does not apply to damage caused by continued use of the Product after it is known, or would have been known with regular servicing, it is defective.

## 7 Limitation

Pixii cannot undertake responsibility for any consequential damages in connection with the installation or operation of the Pixii product and solutions. Can it be proven or if it is obvious that the Product has been operated outside its specification (transport damage, mechanical force, voltage, temperature, humidity etc.), this warranty is void and all cost associated with freight, customs, product handling and repair, must be borne by the Buyer.

## 8 Other

Where, due to local law, any part of this warranty statement becomes invalid, illegal or void, this part of the statement should be understood as the minimum changes required to overcome this, and other parts of this document remains unchanged.

## 9 Final remark

At Pixii we take great pride in doing our utmost to deliver the expected high-quality products. In the unlikely event, that our products do not meet expectations, we will do our utmost to correct this with a minimum inconvenience for our customers.

• ••  
**PIXII**