

HOME BATTERY GUARANTEE COMPARISON



Criteria	SOLARWATT MyReserve	Sonnen	Senec	LG (RESU 7H/10H)	E3/DC	Tesla Powerwall 2	Varta Storage	BYD B-Box
Guarantee length for battery modules	10 years (repair & replacement, including transport)	10 years (repair & replacement, including transport)	10 years (repair & replacement) guarantee extension by 5 or 10 years possible against payment	10 years or energy throughput (whichever comes first) (replacement or present value guarantee)	10 years (repair or delivery of new or refurbished parts)	10 years (replacement or payment of current market price)	10 years (present time value or overhaul)	10 years or energy throughput (whichever comes first)
Guaranteed remaining capacity of battery modules	80 %	80 %	100 % with standard warranty (due to overdimensioning of battery) 70 % with prolonged warranty	80 %	80 %	80 %	80 %	80 %
Guaranteed number of charging cycles	unlimited	10,000	12,000	max. energy throughput is guaranteed (\approx 0.61 cycles / day in 10 years)	unlimited	unlimited	4,000 for NMC	max. energy throughput is guaranteed (\approx 0.78 cycles / day in 10 years)
Guarantee length for electronic components	5 years	10 years	10 years guarantee extension by 5 or 10 years possible against payment	not specified	10 years	10 years not covering wear and tear e.g. plugs, switches, fuses	7 years or 4,000 cycles	not specified
When electronic components are eligible for guarantee claims	in case of defect	if defects cause > 10 % performance loss	in case of defect	not specified	in case of defect	in case of defect	in case of defect	not specified
Absorption of costs for guarantee claims (transport)	covered by SOLARWATT	end-customer pays 52€ / hour	250 € each guarantee case	not specified	covered by E3DC	not specified	covered by Varta Storage	customer pays for transport, BYD covers material costs, installation not specified
Special guarantee conditions	none	<p>Guarantee exclusion: Deep discharge, which could have been detected, e.g. by online monitoring, is only refunded if battery is monitored regularly and connected to Internet.</p> <p>If no online access available, the customer must inform himself about updates every 4 weeks. Should these be necessary due to security aspects, the customer bears the costs for an offline update (approx. 1h effort, hourly rate 52 € gross = arrival/departure).</p> <p>With the conclusion of the guarantee, the customer declares his agreement with the use, collection, processing and passing on of data.</p>	If repair is not possible, the guarantor will reimburse 100% of the cost of the extension	none	retrofit must be applied within 12 months	permanent internet connection required (without internet only 4 years of guarantee)	none	shipment of article to BYD in original case or similar casing
Damages covered by FullCoverage insurance	damage covered including, among others; grid overvoltage, lightning strike, theft, flood	—	—	—	—	—	—	—

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With the combination of guarantees and FullCoverage, SOLARWATT offers the best home battery protection available.