M02673
Version: 1.0

16 kWh Wall-Mount Battery

MANUAL



This product is supported by **Midland Power.** Contact us directly for assistance and warranty help. Do not return this product to store.

You must register online for your warranty to be valid. It only takes a minute, do it now while you still have your purchase receipt.

Register Your Product Online
https://support.midlandpowerinc.com/product-registrations/new

Support for your product is available online, including parts, service center locations, and live expert advice.

Visit us online at
www.midlandpowerinc.com

Or call us anytime at **1-877-528-3772.**

Thanks for choosing Cabin!

You're excited to get started, we'll keep this brief.

READ THIS ENTIRE GUIDE BEFORE USING THIS PRODUCT AND SAVE FOR LATER USE.

This user guide contains important instructions including safety, setup, operation, and maintenance that must be followed. All information in this guide is based on information available at the time of print. This guide or revised editions can be found on our website for download. No part of this publication may be reproduced without written permission.



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5210-171_Manual_EN_2026-07-17

This manual is regularly updated.

ALWAYS check for manual updates before performing a new installation or performing any maintenence.

To access the latest 5210-168 11.4kW Hybrid Inverter Manual, please scan the QR Code below.

The 5210-171 16kWh Wall Mount Battery Manual can be found by scanning the QR Code below.

This product is supported by Midland Power. Midland Power reserves the right to modify any content within this product's user manuals, technical diagrams, specification sheets, or other documentation without prior notice.

⚠DANGER!⚠

This battery is certified for use ONLY with the Benchmark 11.4kW Hybrid Inverter (5210-168).

Usage with another inverter, charging unit, or battery energy storage systems is not supported and will result in an invalid installation and will void the warranty.

Please contact Customer Support for more information regarding certified use with compatible systems.

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1. SAFETY

⚠ DANGER! ⚠

Before using the battery, please read all instructions and cautionary markings on the unit and in this manual. Store this manual in an easily accessible location. Please follow all local laws and regulations during installation, operation, and maintenance. Improper operation may result in injury or death to personnel, or damage to the inverter and other property.

Residential indoor usage certified. This battery is certified to UL9540, UL9540A and UL1973, providing greater installation flexibility when installed in accordance with the installation manual.
Certifiée pour une utilisation résidentielle en intérieur. Cette batterie est certifiée conforme aux normes UL9540, UL9540A et UL1973, offrant ainsi une plus grande flexibilité d'installation lorsqu'elle est mise en œuvre conformément au manuel d'installation.

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1.1 SYMBOLS USED

	**Do not reverse the Positive and Negative connection.** **N'inversez pas la connexion positive et négative.**
	**Do not place near open flame.** **Ne pas placer près d'une flamme nue.**
	**Keep out of reach of children and pets.** **Ne placez pas l'appareil dans la zone de contact des enfants et des animaux domestiques.**
	**Warning! electric shock.** **Avertissement de choc électrique.**
	**Fire Warning! Do not place near flammable material.** **Avertissement d'incendie! Ne placez pas à proximité de matériaux inflammables.**
	**Read the product and operation manual before operating the battery system.** **Lisez le produit et le manuel d'utilisation avant d'utiliser le système de batterie.**
	**Grounding.** **Système de mise à la terre.**
	**Recycle label.** **Étiquette de recyclage.**
	**Label for Waste Electrical and Electronic Equipment.** **Étiquette pour les déchets d'équipements électriques et électroniques.** **(WEEE) Directive (2012/19/EU)**

1.2 ABBREVIATIONS

A – Amp(s)

AC – Alternating Current

Ah – Amp hour(s)

AHJ – Authority Having Jurisdiction

ANSI – American National Standards Institute

AWG – American Wire Gauge

BAT – Battery

BMS – Battery Management System

COM – Communication

CT – Current Transformer

DC – Direct Current

DOD – Depth of Discharge

EG – Equipment Ground

EGS – Equipment Grounding System

EPS – Emergency Power System

ESS – Energy Storage System

E-Stop NO – Emergency Stop Normally Open

FCC – Federal Communication Commission

GE – Grounding Electrode

GEC – Grounding Electrode Conductor

GEN – Generator

GES – Grounding Electrode System

GFCI – Ground Fault Circuit Interrupter

GFDI – Ground Fault Detector/ Interrupter

IEEE – Institute of Electrical and Electronic Engineers

Imp – Maximum Power Point Current

In. lbs. – Inch Pounds

IP – Ingress Protection

Isc – Short- Circuit Current

kW – Kilowatt

kWh – Kilowatt -hour

L1 – Line 1

L2 – Line 2

LFP – Lithium Iron Phosphate or LiFePO4

mm – Millimeter(s)

MPPT – Maximum Power Point Tracker

ms – Millisecond(s)

mV – Millivolt(s)

NEC – National Electrical Code

NEMA – National Electrical Manufacturers Association

NFPA – National Fire Prevention Association

Nm – Newton Meters

NOCT – Normal Operating Cell Temperature

PC – Personal Computer

PCB – Printed Circuit Board

PE – Protective Earth (G or Ground)

PPE – Personal Protective Equipment

PV – Photovoltaic

RSD – Rapid Shut Down

SCC– Standards Council of Canada

SOC – State of Charge

STC – Standard Testing Conditions

UL – Underwriters Laboratories

UPS – Uninterrupted Power Supply

V – Volt(s)

VMP – Voltage Maximum Power

VOC – Open- Circuit Voltage

1.3 GENERAL SAFETY

⚠ DANGER! ⚠

Installation, maintenance, and connection of inverters must be performed by qualified personnel in compliance with all local electrical standards, wiring rules, and the requirements of local utility authorities.

Do not perform any servicing beyond what is specified in the operating instructions unless you are qualified to do so. Incorrect installation may cause injury or death to the installer or operator, as well as damage to the battery or other attached equipment.

⚠ WARNING!

- **Read all instructions before installing. For electrical work, follow all local and national wiring standards, regulations, and these installation instructions.**
- **Ensure the battery is properly grounded. All wiring must comply with your local verison and modifications to the CSA C22.1 Canadian Electrical Code.**
- **The battery and system may only be connected to the utility grid if the utility provider permits. Consult with the local Authority Having Jurisdiction (AHJ) before installing this product to confirm any additional regulations and requirements for the area.**
- **All warning labels and nameplates on this battery must be clearly visible and must not be removed or covered.**
- **The installer must consider user safety when choosing the battery's position and location as specified in this manual.**
- **Keep children away from touching or misusing the battery and related systems.**
- **The battery and some system components can become hot during use. Use caution when touching the battery's surface or parts while they are operating.**

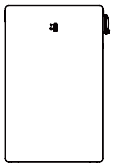
1.4 ELECTRICAL SAFETY

⚠ WARNING!

- **Completely isolate the inverter before performing maintenance. To do so, you must read the inverter single-line diagram and identify all power sources and disconnecting means. Turn OFF the switches on the power source side, such as the PV combiner box, battery breaker, generator switch, and the utility AC terminal on the panel.**
- **Even after the inverter is powered off, residual electricity and heat may still pose a risk of electric shock and burns. Do not touch any inverter components for 10 minutes after disconnecting all power sources.**
- **Do not insert or remove AC and DC terminals while the inverter is operating. Ensure that the battery module breakers and/or on/off switches are in the "OPEN" or "OFF" position before installing or servicing the battery. Use a voltmeter to confirm no DC voltage is present to avoid electric shock.**
- **Do not open the battery while it is operating to avoid electric shock and damage from live voltage and current within the system. Do not make any connections or disconnections (PV, battery, grid, communication, etc.) while the battery is operating.**
- **Installers should use personal protective equipment. Before installing, operating, or maintaining the system, inspect all existing wiring to ensure it meets the appropriate specifications and conditions for use.**
- **Ensure that the PV, battery, and grid connections to the inverter are correct to prevent damage or injuries caused by improper installation.**
- **A smoke detector is recommended for residential indoor installations where this system has been evaluated in accordance with UL 9540A for thermal runaway performance. Installation in wood-frame residential construction is permitted. Basement installation is permitted.**
- **All the components come with this battery are certified to the UL9540 together with the Benchmark 5210-168 11.4kW inverter as a BESS. Please follow both manuals to properly connect the power and ground cables, and BMS wires to the inverter.**
- **This BMS managed battery is equipped with an indepandent aerosol fire suppression unit to reduce the risk of thermal runaway and fire.**
- **Do not install an extra enclosure or door in the original dwelling unit. Doing so can restrict ventilation andincrease the risk of water intrusion.**
- **Use only the provided cables and connectors, ensure correct polarity during installation.**
- **Keep the battery away from heat sources exceeding 60°C (140°F), and protect the unit from impact or dropping**

2. LEARN ABOUT YOUR BATTERY

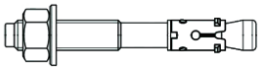
2.1 MAKE SURE YOU HAVE EVERYTHING



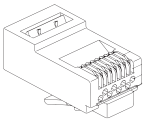
(1x) 16 kWh Battery



(2x) Wall Mounting Bracket



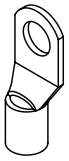
(8x) Concrete Expansion Bolt



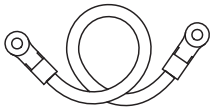
(4x) RJ45 Connector



(2x) Communication Network Cable

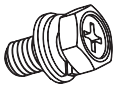


(2x) Crimp Terminal for 2/0 AWG



(1x) Black Negative Power Cable

(1x) Red Positive Power Cable



(1x) Grounding Screw [M5 * 12 mm]

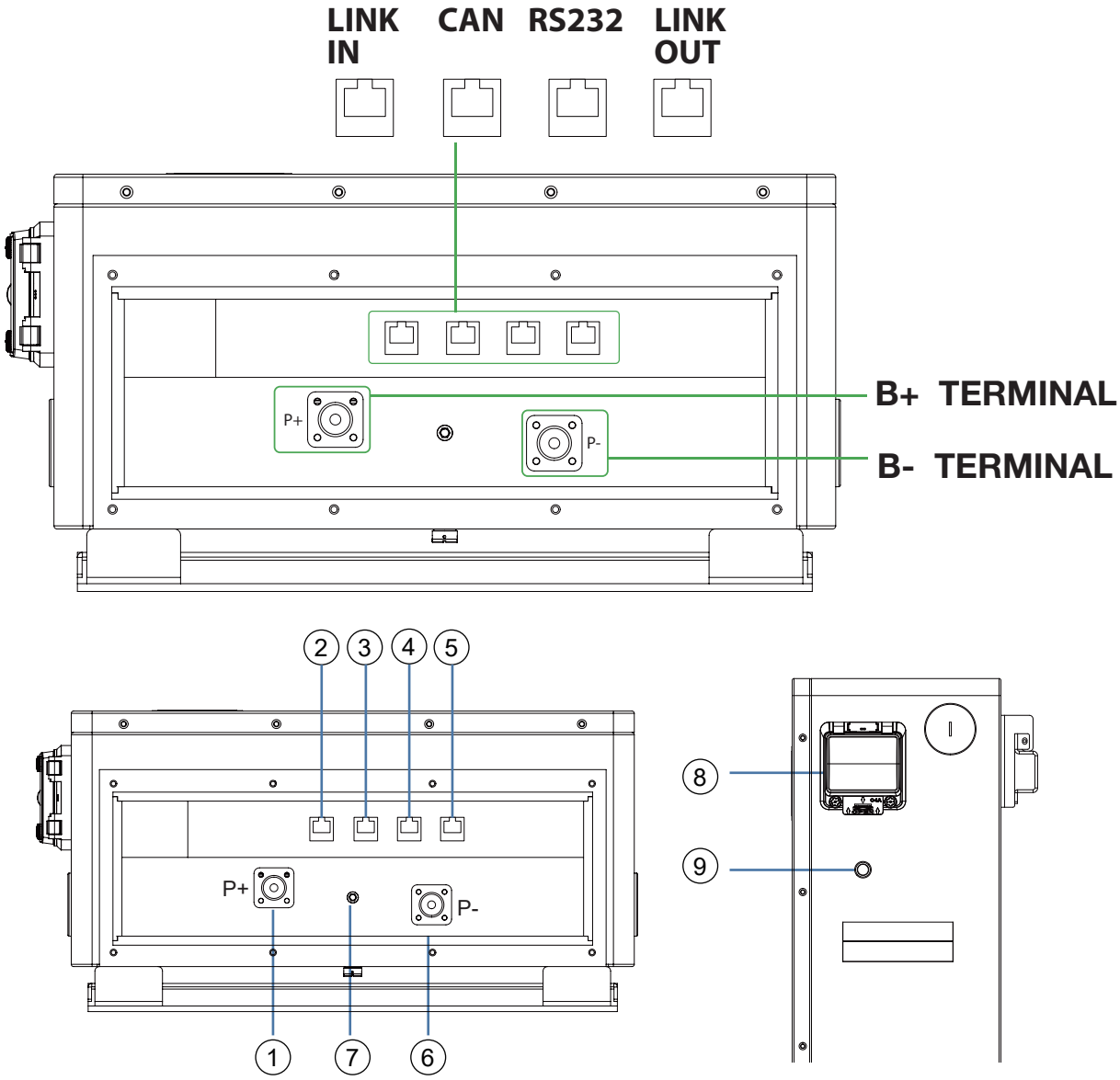


(2x) DC Terminal Screw [M8 * 16 mm]



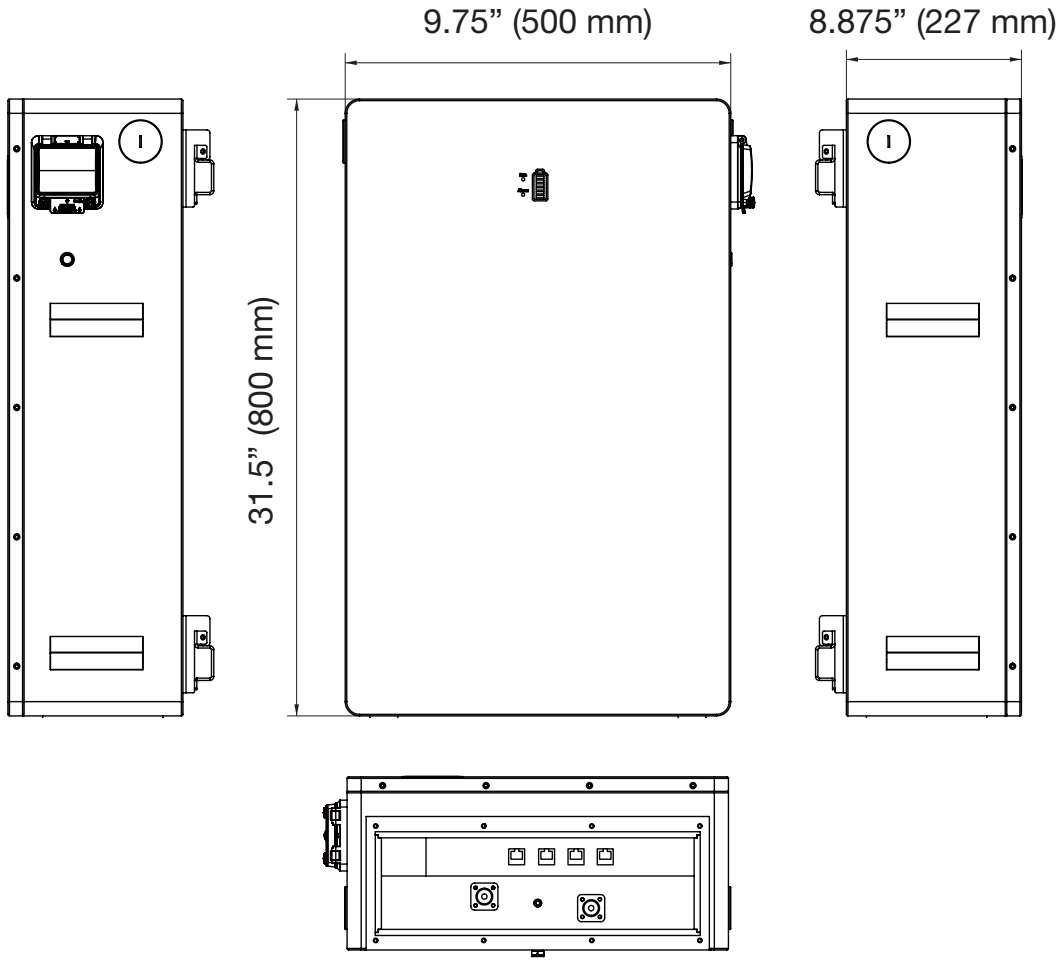
(4x) Wall-Mount Bracket Screw [M4 * 16 mm]

2.2 COMPONENT IDENTIFICATION



#	ITEM	DESCRIPTION	REMARKS
1	Positive terminal	M8 bolt (x1)	-
2	Link-In	Parallel battery communication port	-
3	CAN	CAN communication interface	Pin 4-CAN_H / Pin 5-CAN_L Pin 6-RS232_RX / Pin 7-RS232_GND / Pin 8-RS232_TX
4	RS232 port	RS232 communication interface	Pin3-RS485_B / Pin2-RS485_A
5	Link-Out	Diagnostic Port	-
6	Negative terminal	M8 bolt (x1)	-
7	Ground screw	Provides safe route for grounding	-
8	Circuit breaker	Shuts down power supply	-
9	POWER button	Turn BMS on/off	-

2.3 BATTERY DIMENSIONS

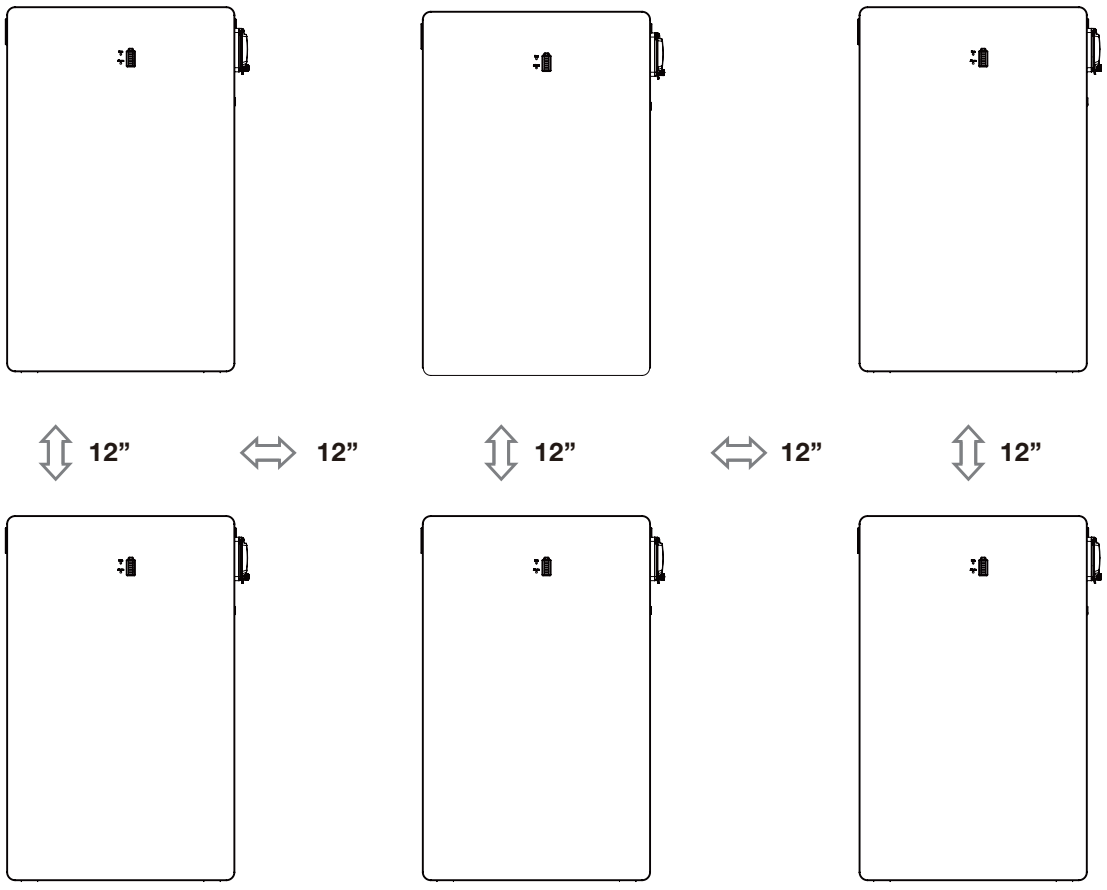


3. INSTALLATION

3.1 LOCATION SELECTION

⚠ WARNING!

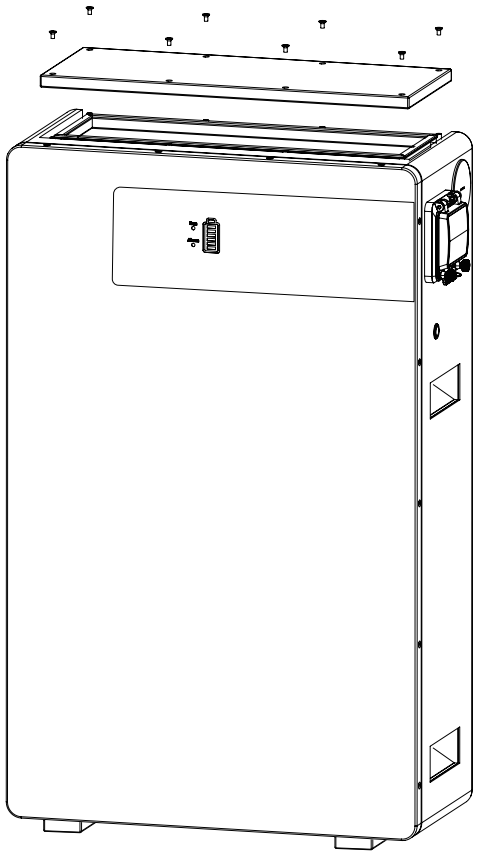
- **An inverter is allowed to connect 16 batteries in parallel. A registered electrician is required to evaluate and install the multiple sources system.**
- **The battery is heavy. Use a lift or other equipment to lift and carry the unit.**
- **Follow NFPA855, UL9540, and other local codes when installing the product.**



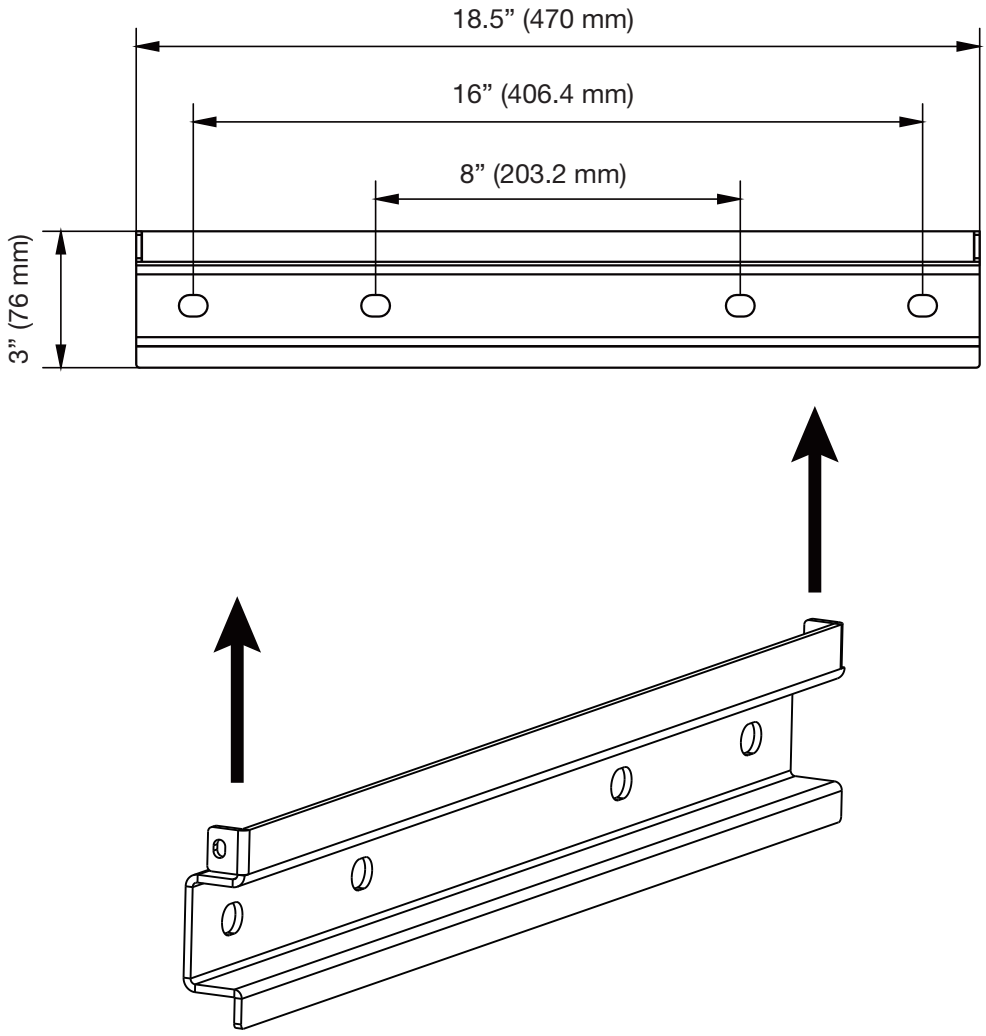
- When installing on a wall, the wall must be made of non-combustible material. If this is not possible, the unit MUST have a minimum clearance of 40mm from the wall to prevent heat transfer to the wall surface. All materials within the 40mm clearance must be non-combustible.

- If installing on flat ground, ensure there is proper drainage surrounding the battery to prevent damage from flooding. If installing against a wall, ensure at least a 12-inch gap on each side of the unit for adequate airflow and operation.
- Always mount the battery in an upright position.
- Ensure at least 12 inches between multiple batteries and other devices.

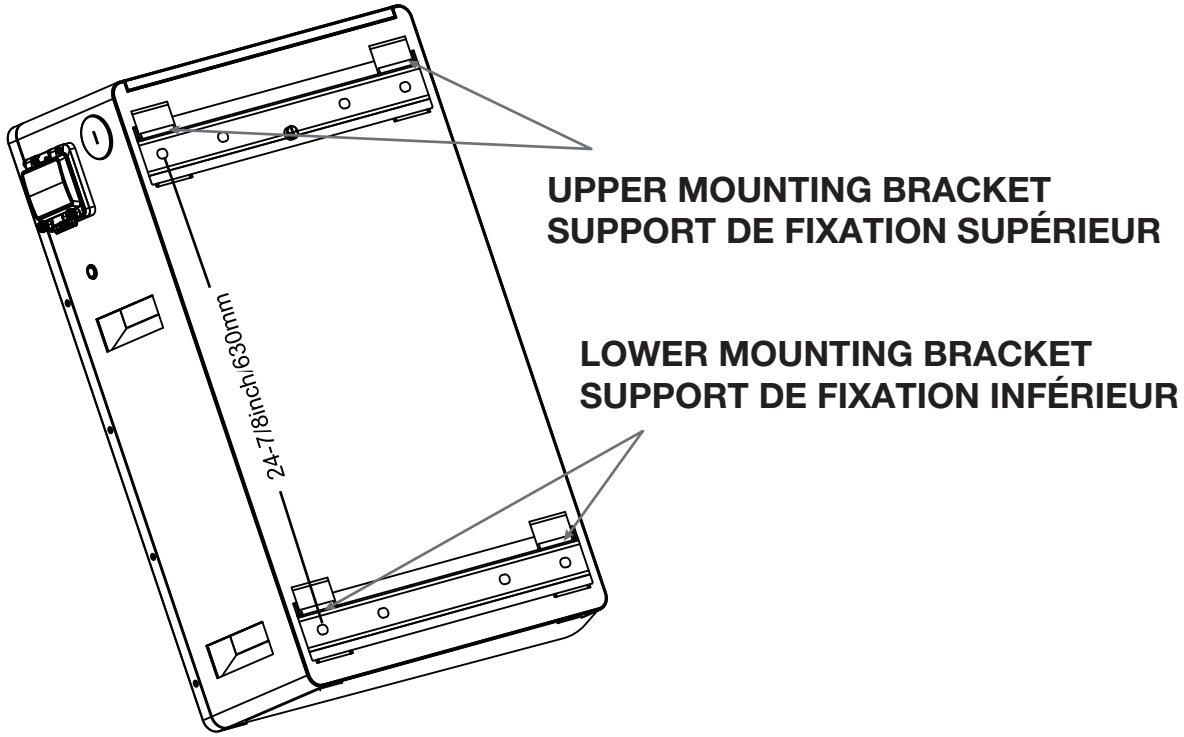
3.1 MOUNTING THE BATTERY



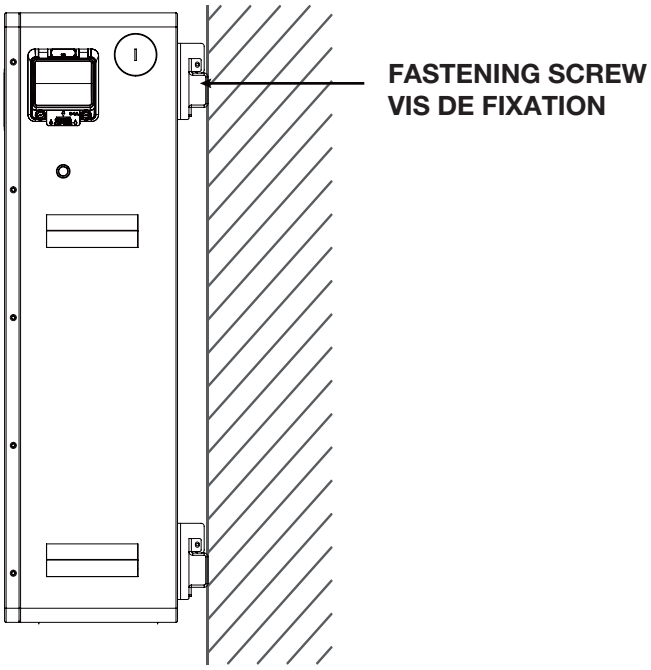
1. Remove the top cover before installation.



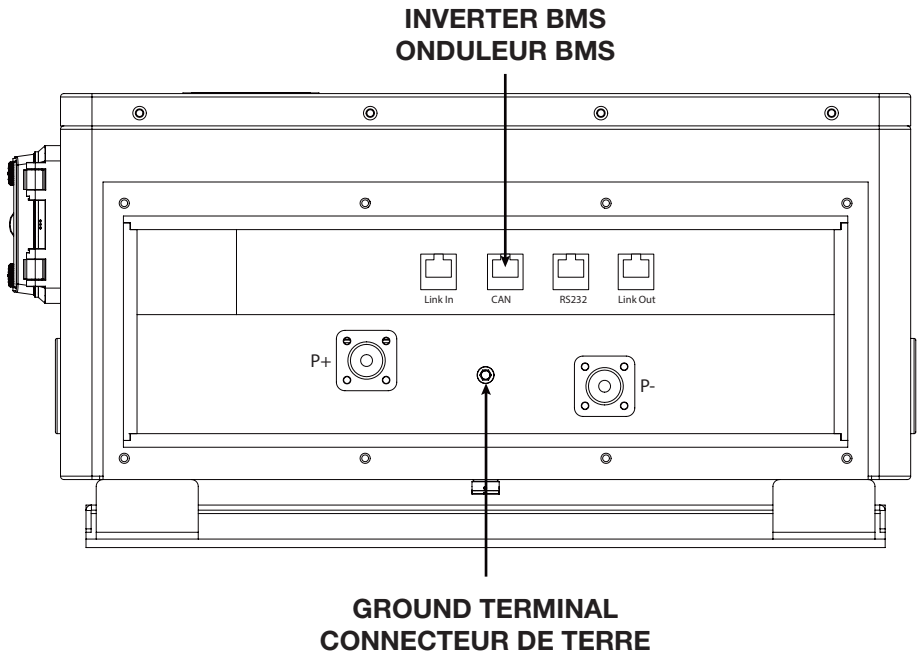
2. Use the dimensions above to help determine the bracket drilling positions. Ensure that the brackets are positioned as shown.



3. Secure the mounting bracket.



4. Hang the battery on the wall mounting bracket and secure it tightly.



5. Connect the battery's ground terminal to a grounded connection.

4. ELECTRICAL CONNECTIONS

⚠ WARNING!

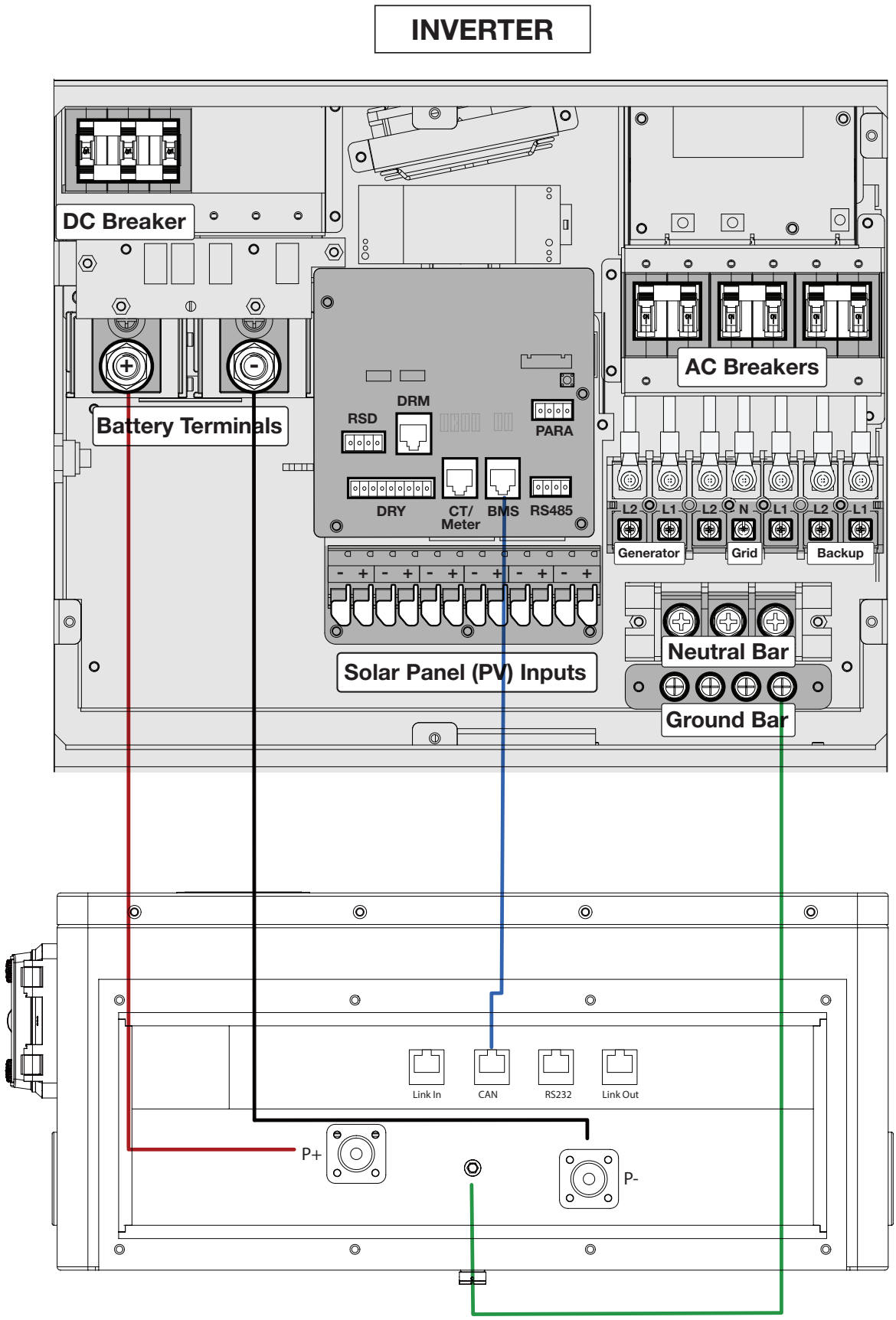
- **Be sure the battery is powered "OFF" before making or removing any connections.**
- **Use the attached power cable for the connection between the battery and inverter. Red is between the battery positive to the inverter side battery port positive, and vice versa, black power cable to connect between the negative electrodes between the inverter and battery.**
- **When paralleling batteries, they can be connected to a combiner box or busbar with individual switches rated for the appropriate current.**
- **When paralleling batteries, use a communication cable to connect the master battery to slave batteries for battery-to-battery communication. This cable is a standard RJ45 connection.**

4.1 BATTERY TERMINAL WIRING

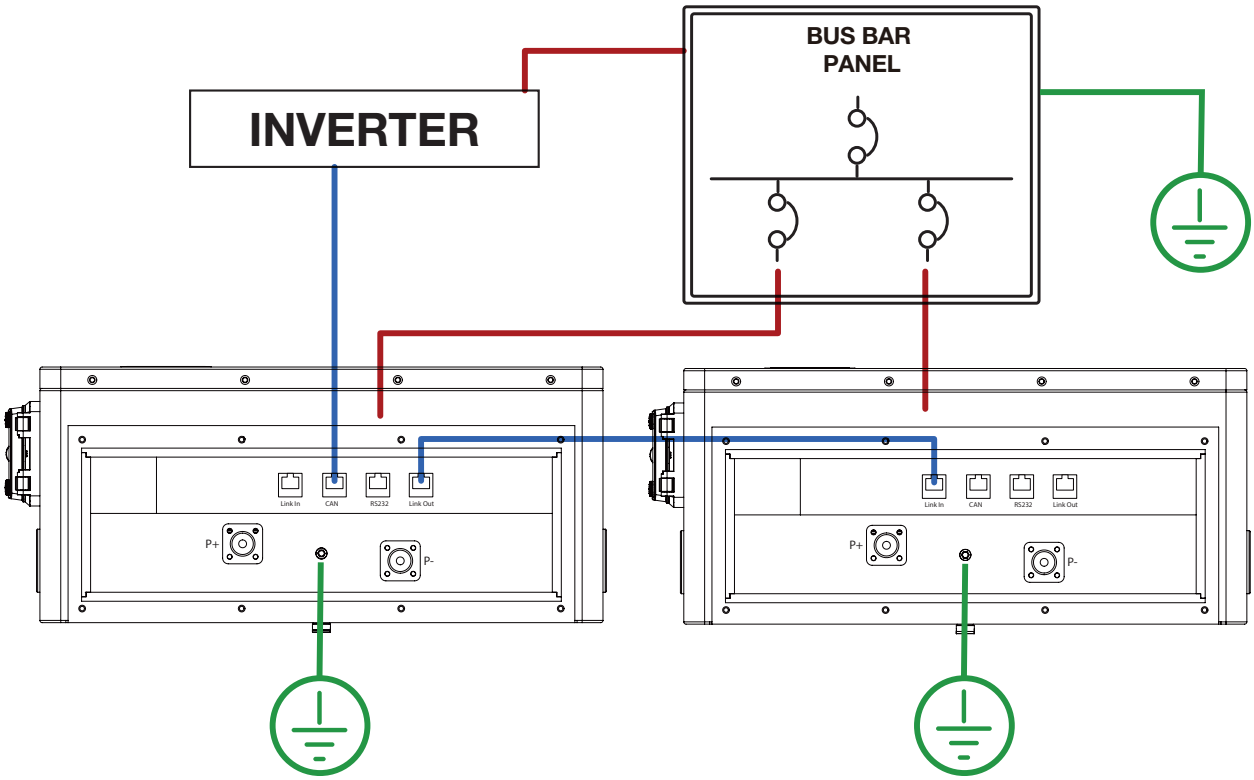
NOTE

- Do not connect one battery to more than one inverters.
- We recommend to set the discharging SOC low to 10% for daily use to prolong the life span of the battery cell, and to 0% only when outage occurs. Recharge the batter up to 60% as soon as possible when it's deeply charged.
- If charged to 60% before storage. Check every 6 months and if it is below 30%, recharto 60%. Leaving the product at low charge for extended periods may damage the battery cells.
- Some configurations require additional wiring/connectors to achieve the example layouts shown. Please consult with an electrician or qualified person for optimal system layout.

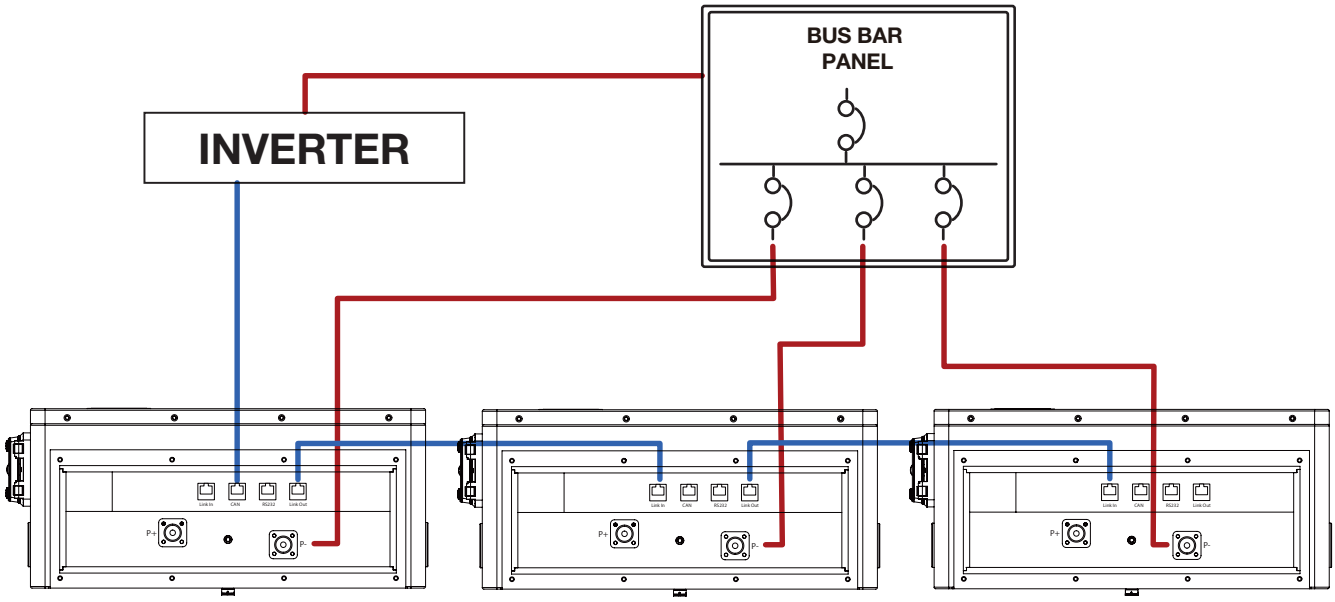
4.1.1 (1x) Battery (1x) Inverter



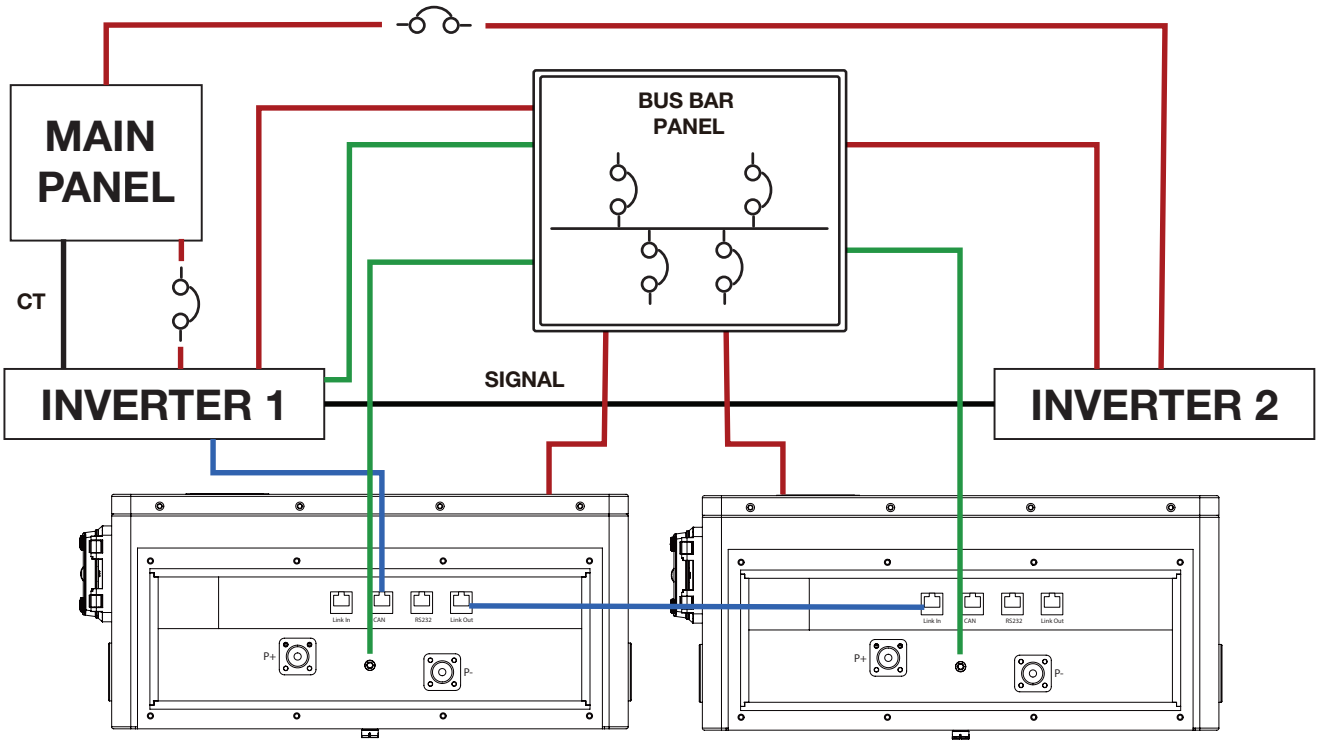
4.1.2 (2x) Battery (1x) Inverter



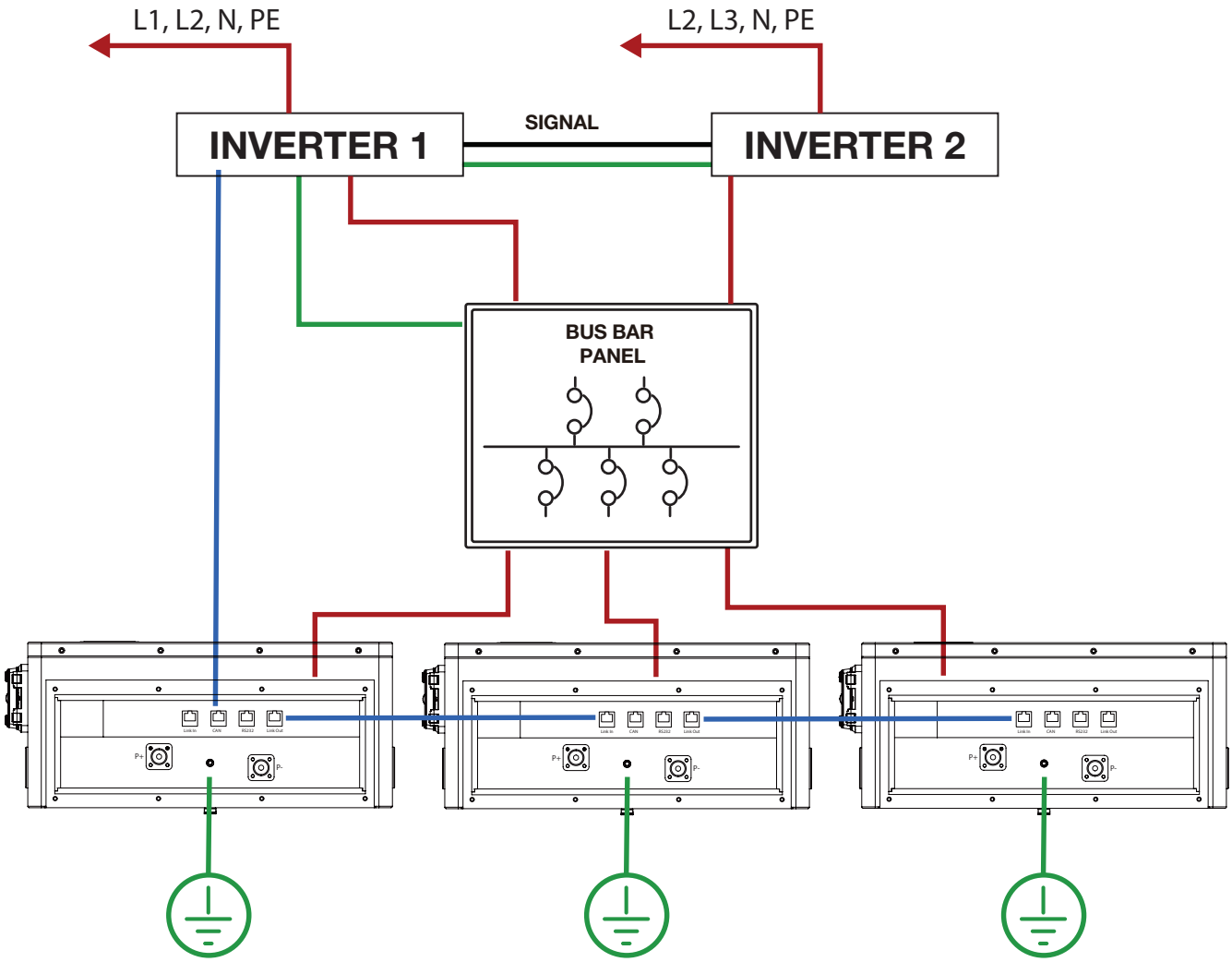
4.1.3 (3x) Battery (1x) Inverter



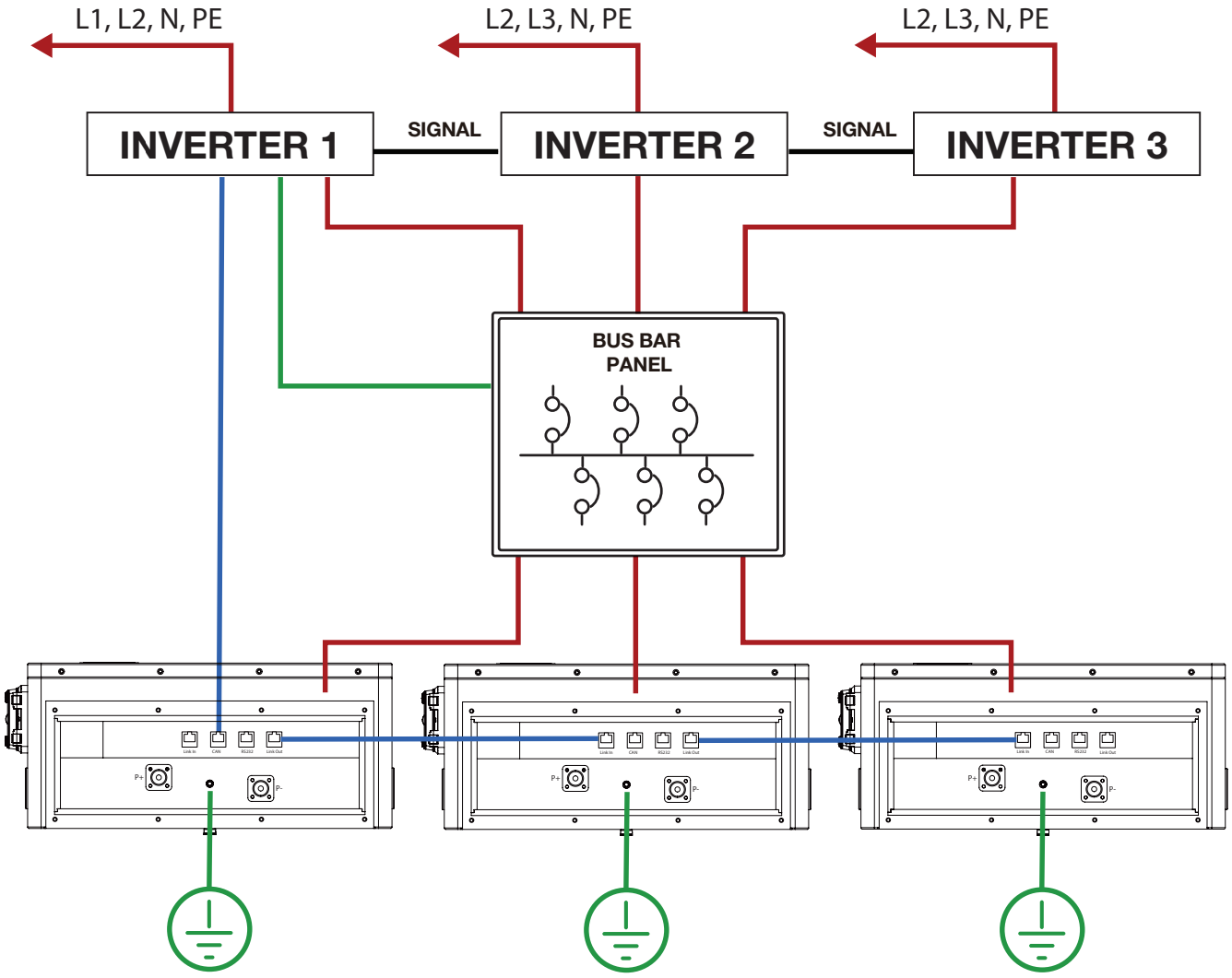
4.1.4 (2x) Battery (2x) Inverter



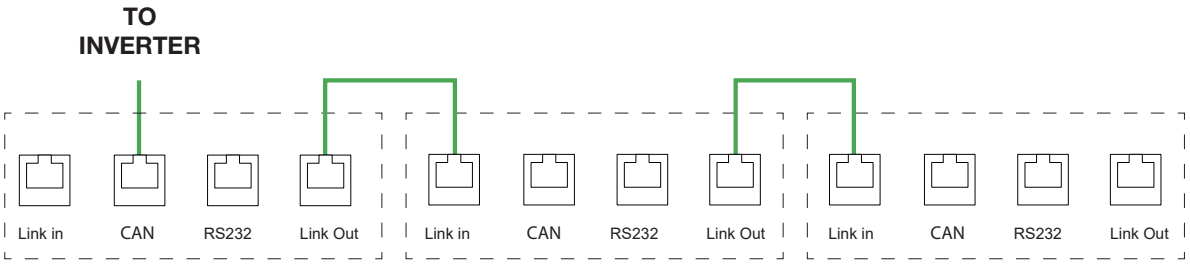
4.1.5 (3x) Battery (2x) Inverter



4.1.6 (3x) Battery (3x) Inverter



4.2 PARALLEL COMMUNICATION WIRING



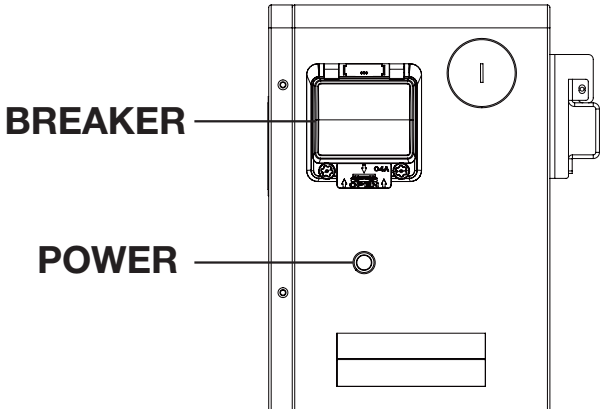
1. Ensure all batteries and their breakers are OFF.
2. Set up communication between the batteries via the "BATTERY CAN/485" ports of each battery. Use the paralleling kit communication cable to daisy chain all paralleled batteries in the bank together.
3. Install battery paralleling cables between batteries. Refer to Section 8.2 Battery Cable Connections for battery cable connection diagram examples.
4. Once all cable connections are completed and the system is ready to be commissioned, power on each battery breaker and the Power button one at a time, beginning with the master battery.

NOTE

- If the communication of one battery is connected to the inverter, then that battery is the master unit.
- Battery automatically assigns addresses. No dip switch programming required.

5. STARTUP / SHUTDOWN PROCEDURE

- When operating any BESS or electrical equipment, use appropriate safety measures, such as wearing insulated gloves and ensuring hands are dry.
- Check and maintain the energy storage system regularly to ensure long-term stable operation.



5.1 STARTUP PROCEDURE

1. Check Equipment.

- Ensure that the installation and connections of the battery and related equipment are correct.
- Verify there are no obstructions around the system and that it is well-ventilated.
- Check that all cables and connections are secure.

2. Turn ON the Battery Breaker.

- Turn the battery pack breaker ON and verify the lights on the battery are active.

3. Start the Battery Management System (BMS)

- Press and hold the POWER button for 3 seconds.

4. Turn ON the inverter.

- Turn ON the inverter's power switch and wait for it to complete its startup sequence.

5.2 SHUTDOWN PROCEDURE

1. Step 1: Turn OFF the Load
   - Disconnect all connected load devices and ensure the load is completely turned OFF.
2. Step 2: Turn OFF the Inverter
   - Turn OFF all of the inverter's power switches and ensure the inverter has completely stopped operating.
3. Step 3: Turn OFF the Battery Breaker
   - Finally, turn OFF the battery pack breaker to ensure the battery pack is powered off.
4. Step 4: Turn OFF the Battery Management System (BMS)
   - Press and hold the POWER button for 3 seconds to turn OFF the Battery Management System.

6. BATTERY CHARGING

⚠ WARNING!

- **Ensure the proper settings are configured on the inverter to avoid overcharging or damaging the module. (Refer to Technical Specifications Table for a complete list of charging/discharging parameters.)**

NO. OF INVERTERS	Rec. Max. Charge Current (210A per inverter)
1	200A
2	400A
3	600A

NOTE

- It is normal for LFP batteries with internal BMS systems that are wired in parallel to display varying SOC readings during charge or discharge cycles. This is not a cause for concern and does not indicate that the module is providing less than its maximum capacity.
- This variation occurs due to slight differences in wiring resistance to each battery, internal resistance, temperature differences, and variations within individual cells. These small differences can cause one battery to temporarily carry more of the load or charge. However, over the duration of the discharge or charge cycle, the system will balance out. The battery that was initially lagging will take on more of the load or charge at the other end of the cycle, ultimately recovering the full rated kWh capacity of the pack. The voltage differences created as batteries diverge in SOC will naturally cause them to converge at some point in the cycle.

7. PANEL INDICATORS

7.1 ALARM / RUN INDICATORS

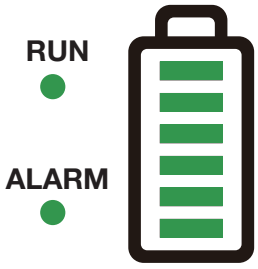
When the Alarm light on the battery control panel illuminates, it indicates that the battery has triggered an alarm or has been protected from potential damage.

Alarm

The Alarm light displays a static red color and illuminates when a fault occurs. Please refer to the table below for more information on specific faults and required actions.

Run

The Run light displays a solid green color when the battery is in an idle state. When the battery is either charging or discharging, the light will blink green.



Light Description	Indication	Color	Description
Alarm	Static	Red	An error has occurred
Run	Static	Green	Battery is idle
	Blinking	Green	Battery is charging / discharging

7.2 STATE OF CHARGE INDICATORS

The battery features an LED capacity gauge to indicate the SOC (state of charge).

Status		LED Status							
Battery Level Indicator		L8	L7	L6	L5	L4	L3	L2	L1
Battery State of Charge (Blinking Light = Charging)	0 ~ 17 %	ON	OFF	OFF	OFF	OFF	OFF	OFF	Blinking
	18 ~ 33 %			OFF	OFF	OFF	OFF	Blinking	ON
	34 ~ 50 %			OFF	OFF	OFF	Blinking	ON	ON
	51 ~ 66 %			OFF	OFF	Blinking	ON	ON	ON
	67 ~ 83 %			OFF	Blinking	ON	ON	ON	ON
	84 ~ 100 %			Blinking	ON	ON	ON	ON	ON
	Fully Charged			ON	ON	ON	ON	ON	ON

NOTE

- In a system with multiple batteries connected in parallel, only the master battery's power gauge will be activated. The master battery's power gauge displays the SOC for the entire battery system, and the gauges on the other batteries will remain inactive.
- If the battery is not stacked properly, the battery display will activate. Please verify your cable connections and placement.

8. TROUBLESHOOTING

FAULT	ANALYSIS	ACTION
Inverter Communication Failure	Check Communication Port connection and Battery ID Settings	Check the connections and settings, then restart the battery.
No DC Output	Open breaker, or battery voltage is too low.	Check battery breaker or charge the battery.
Power Supply Unstable	Battery capacity is not at full power.	Check for proper battery cable connection.
Battery cannot be charged fully	DC Voltage Output is below the minimum charge voltage.	Check the charging settings on the inverter to ensure they match battery requirements.
Alarm LED always on	Short Circuit	Disconnect the power cable and check all cables.
The battery output voltage is unstable.	BMS error	Press and hold the power button to reset the battery, then reboot the battery and inverter.
Alarm LED flashes 20 times with SOC1 LED on	Unbalanced voltage within a cell	Deep discharge the battery bank (<20% SOC), then charge battery bank fully.
Alarm LED flashes 20 times with SOC2 LED on.	Unbalanced temperature	Contact Customer Support.
Alarm LED flashes 20 times with SOC3/4LED on	BMS damaged	Contact Customer Support.
Different SOC value of batteries in parralel operation	No issue	Deep discharge the battery bank (<20% SOC), then charge battery bank fully.
Low voltage protection with no LED on	BMS is in low voltage protection / sleep mode.	Contact Customer Support.
Deeply discharged with RUN LED on	Battery voltage too low to activate BMS.	Contact Customer Support.

NOTE

- If any faults shown above persist, please contact Customer Support.

9. BATTERY DISPOSAL

⚠ DANGER! ⚠

Any part of a BESS installation, especially batteries, should be treated as hazardous materials are not designed to be thrown away in the trash.

Please contact your local recycling or waste center for information on safe and responsible lithium battery disposal.

10. TECHNICAL SPECIFICATIONS

Electrical Characteristics	
Nominal Voltage	51.2V
Nominal Capacity	314Ah
Energy	16,076Wh
Battery Chemistry	Lithium Iron Phosphate (LFP)
Cycle Life	8,000 cycles @77°F(25°C), 0.5C/0.5C
Operating Voltage	44.8~57.6V
Communication Interfaces	CAN/RS485/RS232
Parallel Capacity	Up to 16 units*
Charge & Discharge	
Nominal Charging Current	160A
Max. Discharging Current	200A
Environmental	
Environment	Indoor
Storage Temperature	32°F to 113°F (0°C to 45°C)**
Operation Temperature	-4°F to 113°F (-20°C to 45°C)
Altitude	Maximum 9,843 ft (3,000 m)
Thermal Management	Passive Cooling, Active Heating**
IP Rating	IP65
Mechanical	
Dimension(L x W x D)	31.50 * 19.49 * 8.94 in (800 * 500 * 227 mm)
Weight	284 lbs (129 kg)
Installation	Wall mount or Floor mount on brackets

*Subject to local electrical restrictions.
**When the ambient temperature is below 50°F (10°C), the internal heating pads turn to operate. The battery begins charging when the cell temperature is between 50°F and 122°F (4°C and 50°C).

11. WARRANTY

11.1 RESIDENTIAL BATTERY LIMITED WARRANTY

Midland Power Inc. is 100% Canadian-owned and staffed. Our Canadian support team is available to help owners and Qualified Electrical Professionals understand this warranty and move claims forward safely.

This Residential Battery Limited Warranty explains what Midland covers, how coverage is measured, and what to expect if a Covered Product needs warranty support.

WARRANTY PROVIDER	MIDLAND POWER INC.
PROVIDER ADDRESS	94 BROCKPORT DRIVE, TORONTO, ON M9W 7J8, CANADA
COVERED PRODUCT	M02590, BENCHMARK 16KWH INDOOR HOME BACKUP BATTERY
TERRITORY	CANADA ONLY
NOMINAL ENERGY CAPACITY	16.0 KWH
DEFECT WARRANTY PERIOD	TEN (10) YEARS FROM THE ORIGINAL RETAIL PURCHASE DATE
CAPACITY RETENTION	70% OF NOMINAL ENERGY CAPACITY (11.2 KWH), THROUGH THE EARLIER OF TEN (10) YEARS OR 89.6 MWH OF AGGREGATE DISCHARGED ENERGY THROUGHPUT
INSTALLATION	STATIONARY; INDOOR INSTALLATION RECOMMENDED, OUTDOOR PERMITTED ONLY WHERE THE PRODUCT DOCUMENTATION ALLOWS AND ENVIRONMENTAL LIMITS ARE MET
WARRANTY CLAIMS	WEB: WWW.MIDLANDPOWERINC.COM EMAIL: SUPPORT@MIDLANDPOWERINC.COM PHONE: 1-877-528-3772

This Warranty Schedule applies to the battery identified above (the "Covered Product"). A different schedule may apply to another Midland-supported battery model; where a product-specific schedule differs from the figures above, the product-specific schedule governs.

Ten-Year Warranty.
Midland Power Inc. ("Midland") warrants that the Covered Product will be free from defects in materials and workmanship for the Defect Warranty Period shown above, and will retain at least the Capacity Retention Threshold shown above through the earlier of ten years from purchase or the limit of Aggregate Discharged Energy Throughput shown above — the cumulative energy discharged by the Covered Product, as recorded by its battery management system — when installed, used, and maintained as described in Midland's product manuals and other technical information for the Covered Product (the "Product Documentation") and used in a "Supported Application": stationary residential solar energy storage, backup power, time-of-use management, peak shaving, off-grid operation, and generator charging through approved equipment, or another application expressly identified in the Product Documentation. Reaching the throughput limit ends capacity-retention coverage but does not end the Defect Warranty, which continues for its full ten-year term.

Remedies.
If the Covered Product fails to meet the warranty above, Midland will, at its sole discretion, repair it (using new or refurbished parts), replace it with an equivalent new or refurbished product, or issue a prorated credit toward an eligible Midland-supported replacement, which Midland may issue as a refund instead. A prorated credit is based on the price paid for the Covered Product itself, excluding tax, installation, and accessories (the "Original Purchase Price"), reduced by 10% for each completed year since purchase or, for a capacity claim, by 10% for each completed year or each completed 8.96 MWh of throughput, whichever is lower, and will never exceed the Original Purchase Price. A repaired or replaced product receives only the remaining unexpired portion of the original warranty period. Midland's standard remedy includes standard outbound ground shipping to a serviceable Canadian address, but excludes labour, service calls, travel, permits, disconnection, removal, packaging, return transportation, recycling, and reinstallation, though Midland may agree in writing to cover some of these for an individual claim without any obligation to do so for another. Midland may require a defect or capacity claim to be confirmed by an on-site assessment or test performed by a Qualified Electrical Professional under Midland's published test procedure; an inverter display or mobile-app capacity estimate alone does not establish a capacity claim unless Midland accepts it for that purpose.

What's Covered and Registration.
This warranty covers a Covered Product purchased new in Canada from a seller Midland recognized as authorized at the time of sale (an "Authorized Seller"), bearing its original and unaltered serial number, and identified in its Product Documentation as supported under a Midland warranty. To keep this warranty in effect, register the Covered Product with Midland within one year of purchase, or

be ready to provide valid proof of purchase from an Authorized Seller at the time of any claim, along with the installation address, your installer's contact information, and clear photographs of the Covered Product and its associated inverter and distribution equipment as installed.

Installation and Operation Requirements.
The Covered Product must be installed and commissioned by a person holding all licences, certifications, and permits required to perform the work in the applicable province or territory (a "Qualified Electrical Professional"), in accordance with the Product Documentation, the approved system design, applicable laws and electrical or building codes, and required permits and utility interconnection rules. It may be connected only to batteries, inverters, generators, and other equipment approved for the configuration used. Where off-grid operation or generator charging is a Supported Application, it is covered only when the system is designed for that use and all connected equipment is properly certified and kept within its published limits. Internet connectivity is not a condition of this warranty.

General Exclusions.
This warranty does not cover a condition to the extent it results from: use outside a Supported Application, including business, commercial, agricultural, institutional, rental, or resale use (an applicable Midland Commercial Battery Limited Warranty may apply instead); improper installation, commissioning, wiring, or system design; work performed by someone who is not a Qualified Electrical Professional; use with incompatible or unapproved equipment; unauthorized opening, disassembly, modification, or firmware changes; operation outside published electrical, temperature, or environmental limits; improper storage or a failure to perform required maintenance; impact, dropping, crushing, or other mishandling; water, moisture, corrosion, or aggressive atmospheres; fire, flood, lightning, surge, earthquake, severe weather, or another external event; utility or grid instability or curtailment; pests; or continued operation after a serious fault or safety warning; nor does it cover an altered, defaced, or removed serial number, or normal cosmetic wear that does not affect safe operation or warranted capacity. Each exclusion above applies only to the extent the excluded condition actually caused or contributed to the claimed defect, failure, or capacity loss.

Other Warranties.
This is the only express warranty Midland makes for the Covered Product. Any other warranty, remedy, or condition — oral, written, statutory, express, or implied, including any warranty of merchantability, fitness for a particular purpose, or against latent or hidden defects — is disclaimed to the fullest extent the law allows. Where such a warranty cannot be disclaimed, Midland limits its duration and remedy to those described in this document. This warranty gives you specific legal rights; you may have other rights that vary by province, and nothing here reduces those rights.

Transfer and Relocation.
This warranty may be transferred once, from the original purchaser to one subsequent residential owner who uses the Covered Product primarily for personal or household purposes, provides proof of ownership and the original proof of purchase, and registers the transfer with Midland before making a claim; a transfer does not extend the warranty period. The Covered Product may be relocated within Canada without Midland's prior approval, provided removal, transport, and reinstallation are performed or supervised by a Qualified Electrical Professional. This warranty does not cover damage caused by improper removal, transport, or reinstallation.

Returns and Safety.
Contact Midland for written instructions before returning, recycling, or disposing of a Covered Product; do not return a product without authorization. You are responsible for authorized return-transportation or recycling costs, and ownership of a returned product transfers to Midland once a replacement or credit is provided. A damaged, overheated, leaking, swollen, or otherwise unsafe lithium battery must not be shipped until Midland or a qualified dangerous-goods professional provides instructions.

Losses Outside This Warranty.
This warranty provides only the remedies described above. It does not cover indirect, incidental, or consequential losses, including lost use, lost electricity savings, increased utility charges, generator fuel, temporary power, lost data, food spoilage, lost income or profit, business interruption, damage to other products or equipment, or damage to buildings or other property. Except as required by applicable provincial law, Midland's total liability under this warranty will not exceed the Original Purchase Price of the Covered Product.

Not for Life-Support or Safety-Critical Use.
The Covered Product is not intended as the sole or guaranteed power source for life-support systems, medical equipment, or another use where a power interruption could reasonably be expected to cause death, injury, or catastrophic property damage.

How to Make a Claim.
Contact Midland before arranging warranty work or returning any product; a seller, installer, or electrician may assist with a claim but cannot bind Midland to a remedy. Be ready to provide your contact information, the product name, model, and serial number, proof of purchase or registration, the installation address and photographs, your installer's information, permit and inspection records where applicable, a description of the problem, and the battery's lifetime throughput reading where relevant; Midland may also request an electrician's diagnostic or

capacity-test report. You are responsible for retaining your installation, commissioning, and service records, as Midland may ask for them to verify a claim. If the Covered Product shows smoke, fire, excessive heat, swelling, or another immediate hazard, keep people away, contact emergency services if appropriate, have a Qualified Electrical Professional make the system safe, and contact Midland once the hazard has been addressed — do not open the enclosure or attempt to move the battery yourself. Before starting a legal proceeding relating to this warranty, you agree to give Midland written notice of the claim and a reasonable opportunity to resolve it.

Governing Law.
This warranty is governed by the laws of the Province of Ontario and the federal laws of Canada applicable in Ontario, without regard to conflict-of-law rules, except that nothing here limits any right or remedy available to you under the Consumer Protection Act (or its equivalent) or the Sale of Goods Act of your home province.

Quebec Notice. For consumer sales in Quebec: Midland does not guarantee that replacement parts will remain available for any particular period, though it may still supply one as a remedy under this warranty; Midland does not provide on-site repair labour, and you are responsible for arranging a Qualified Electrical Professional; and applicable maintenance and repair information is available from Midland in French and English, though work involving high voltage or internal components is intended for a Qualified Electrical Professional only, as no internal battery component is customer-serviceable.

Changes to This Warranty. No retailer, dealer, installer, electrician, or other person may change this warranty or make a warranty commitment on Midland's behalf; a change is effective only when made in writing by an authorized representative of Midland Power Inc.

Support Outside This Warranty. Midland may choose to provide technical, financial, or other support beyond the coverage described in this warranty. Support provided as a goodwill accommodation in one case does not amend this warranty or create an obligation to provide the same assistance in another case.

General Provisions. If any provision of this warranty is held invalid or unenforceable, the remaining provisions remain in full force and effect. Midland is not liable for a delay or failure to perform its obligations under this warranty to the extent caused by a natural disaster, act of war or terrorism, labour disruption, governmental action, pandemic, or other event beyond Midland's reasonable control.

11.2 COMMERCIAL BATTERY LIMITED WARRANTY

Midland Power Inc. is 100% Canadian-owned and staffed. Our Canadian support team works directly with commercial end users and Qualified Electrical Professionals to evaluate warranty claims efficiently.

This Commercial Battery Limited Warranty applies to a Covered Product purchased or used primarily for business, commercial, agricultural, institutional, rental, development, or other income-producing purposes, by a person or entity purchasing on that basis (a "Commercial Purchaser"), including a corporation, partnership, sole proprietor, farm, builder or developer, landlord or rental-property operator, condominium corporation, institution, or government entity.

WARRANTY PROVIDER	MIDLAND POWER INC.
PROVIDER ADDRESS	94 BROCKPORT DRIVE, TORONTO, ON M9W 7J8, CANADA
COVERED PRODUCT	M02590, BENCHMARK 16KWH INDOOR HOME BACKUP BATTERY
TERRITORY	CANADA ONLY
NOMINAL ENERGY CAPACITY	16.0 KWH
COMMERCIAL WARRANTY PERIOD	THROUGH THE EARLIER OF TEN (10) YEARS FROM THE ORIGINAL RETAIL PURCHASE DATE OR 89.6 MWH OF AGGREGATE DISCHARGED ENERGY THROUGHPUT
CAPACITY RETENTION	70% OF NOMINAL ENERGY CAPACITY (11.2 KWH)
INSTALLATION	STATIONARY; INDOOR INSTALLATION RECOMMENDED, OUTDOOR PERMITTED ONLY WHERE THE PRODUCT DOCUMENTATION ALLOWS AND ENVIRONMENTAL LIMITS ARE MET
WARRANTY CLAIMS	WEB: WWW.MIDLANDPOWERINC.COM EMAIL: SUPPORT@MIDLANDPOWERINC.COM PHONE: 1-877-528-3772

This Warranty Schedule applies to the battery identified above (the "Covered Product"). A different schedule may apply to another Midland-supported battery model; where a product-specific schedule differs from the figures above, the product-specific schedule governs.

Ten-Year Commercial Warranty.
Midland Power Inc. ("Midland") warrants that the Covered Product will be free from defects in materials and workmanship, and will retain at least the Capacity Retention Threshold shown above, through the Commercial Warranty Period shown above — measured to the earlier of the stated years or the limit of Aggregate Discharged Energy Throughput, the cumulative energy discharged by the Covered Product as recorded by its battery management system — when installed, used, and maintained as described in Midland's product manuals and other technical information for the Covered Product (the "Product Documentation") and used in a "Supported Application": meaning only a stationary application expressly identified in the Product Documentation, the approved project design, or other written information Midland issues or approves for the Covered Product.

Remedies.
If the Covered Product fails to meet the warranty above, Midland will, at its sole discretion, repair it (using new or refurbished parts), replace it with an equivalent new or refurbished product, or issue a prorated credit toward an eligible Midland-supported replacement, which Midland may issue as a refund instead. A prorated credit is based on the price paid for the Covered Product itself, excluding tax, installation, and accessories (the "Original Purchase Price"), reduced by 10% for each completed year since purchase or, for a capacity claim, by 10% for each completed year or each completed 8.96 MWh of throughput, whichever is lower, and will never exceed the Original Purchase Price. A repaired or replaced product receives only the remaining unexpired portion of the original warranty period. Midland's standard remedy includes standard outbound ground shipping to a serviceable Canadian address, but excludes labour, service calls, travel, permits, disconnection, removal, packaging, return transportation, recycling, and reinstallation, though Midland may agree in writing to cover some of these for an individual claim without any obligation to do so for another. Midland may require a defect or capacity claim to be confirmed by an on-site assessment or test performed by a Qualified Electrical Professional under Midland's published test procedure; a monitoring-platform or dispatch-software estimate alone does not establish a capacity claim unless Midland accepts it for that purpose.

What's Covered and Registration.
This warranty covers a Covered Product purchased new in Canada from a seller Midland recognized as authorized at the time of sale (an "Authorized Seller"), bearing its original and unaltered serial number, and identified in its Product Documentation as supported under a Midland warranty. To keep this warranty in effect, register the Covered Product with Midland within one year of purchase, or be ready to provide valid proof of purchase from an Authorized Seller at the time of any claim, along with the installation address, project documentation, clear photographs of the Covered

Product as installed, and your installer's contact information.

Installation and Operation Requirements.
The Covered Product must be installed and commissioned by a person holding all licences, certifications, and permits required to perform the work in the applicable province or territory (a "Qualified Electrical Professional"), in accordance with the Product Documentation, the approved project design, applicable laws and electrical or building codes, and required permits and utility interconnection rules. It may be connected only to batteries, inverters, generators, and other equipment approved for the configuration used, and operated only within the duty cycle and application described in the approved project design. Internet connectivity is not a condition of this warranty.

General Exclusions.
This warranty does not cover a condition to the extent it results from: use beyond the Supported Application or the approved project design; improper installation, commissioning, wiring, or system design; work performed by someone who is not a Qualified Electrical Professional; use with incompatible or unapproved equipment; unauthorized opening, disassembly, modification, or firmware changes; operation outside published electrical, temperature, or environmental limits; improper storage or a failure to perform required maintenance; impact, dropping, crushing, or other mishandling; water, moisture, corrosion, or aggressive atmospheres; fire, flood, lightning, surge, earthquake, severe weather, or another external event; utility or grid instability or curtailment; pests; or continued operation after a serious fault or safety warning; nor does it cover an altered, defaced, or removed serial number, or normal cosmetic wear that does not affect safe operation or warranted capacity. Each exclusion above applies only to the extent the excluded condition actually caused or contributed to the claimed defect, failure, or capacity loss.

Other Warranties.
This is the only express warranty Midland makes for the Covered Product. Any other warranty, remedy, or condition — oral, written, statutory, express, or implied, including any warranty of merchantability, fitness for a particular purpose, or against latent or hidden defects — is disclaimed to the fullest extent the law allows.

Transfer and Relocation.
This warranty may be transferred to a subsequent owner or operator of the same installation, provided the transferee registers the transfer with Midland before making a claim and provides proof of ownership and the original proof of purchase; a transfer does not extend the warranty period. The Covered Product may be relocated within Canada without Midland's prior approval, provided removal, transport, and reinstallation are performed or supervised by a Qualified Electrical Professional. This warranty does not cover damage caused by improper removal, transport, or reinstallation.

Returns and Safety.
Contact Midland for written instructions before returning, recycling, or disposing of a Covered Product; do not return a product without authorization. The Commercial Purchaser is responsible for authorized return-transportation or recycling costs, and ownership of a returned product transfers to Midland once a replacement or credit is provided. A damaged, overheated, leaking, swollen, or otherwise unsafe lithium battery must not be shipped until Midland or a qualified dangerous-goods professional provides instructions.

Commercial Losses and Maximum Liability.
This warranty provides only the remedies described above. It does not cover indirect, incidental, special, or consequential losses, including lost use, lost revenue or profit, downtime, business interruption, financing costs, penalties, damage to other products or equipment, or damage to buildings or other property. Except as required by applicable law, Midland's total liability under this warranty, and in connection with the Covered Product generally, will not exceed the Original Purchase Price of the Covered Product.

Not for Life-Support or Safety-Critical Use.
The Covered Product is not intended as the sole or guaranteed power source for life-support systems, medical equipment, or another use where a power interruption could reasonably be expected to cause death, injury, or catastrophic property damage.

How to Make a Claim.
Contact Midland before arranging warranty work or returning any product; a seller, installer, or consultant may assist with a claim but cannot bind Midland to a remedy. Be ready to provide the Commercial Purchaser's legal name and contact information, the product name, model, and serial number, proof of purchase or registration, project drawings and installation records, applicable permits, inspections, and utility approvals, a description of the problem, and the battery's lifetime throughput reading where relevant; Midland may also request an electrician's diagnostic or capacity-test report. The Commercial Purchaser is responsible for retaining installation, commissioning, and service records, as Midland may ask for them to verify a claim. If the Covered Product shows smoke, fire, excessive heat, swelling, or another immediate hazard, keep personnel away, follow the site emergency plan, contact emergency services if appropriate, have a Qualified Electrical Professional make the system safe, and contact Midland once the hazard has been addressed. Before starting a legal proceeding relating to this warranty, the Commercial Purchaser agrees to give Midland written notice of the claim and a reasonable opportunity to resolve it.

Governing Law and Dispute Resolution.
This warranty is governed by the laws of the Province of Ontario and the federal laws of Canada applicable in Ontario, without regard to conflict-of-law rules. Any dispute arising out of or relating to this warranty will be finally resolved by binding arbitration before a single arbitrator seated in Toronto, Ontario, conducted in English under the Arbitration Act, 1991 (Ontario) [Midland's counsel to confirm the specific administering institution and procedural rules]; judgment on the award may be entered in any court of competent jurisdiction, and each party bears its own costs of the arbitration unless the arbitrator directs otherwise. This clause applies only to a Commercial Purchaser and only to the extent enforceable under applicable law. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this warranty.

Changes to This Warranty.
No dealer, installer, consultant, electrician, or other person may change this warranty or make a warranty commitment on Midland's behalf; a change is effective only when made in writing by an authorized representative of Midland Power Inc.

Support Outside This Warranty.
Midland may choose to provide technical, financial, or other support beyond the coverage described in this warranty. Support provided as a goodwill accommodation in one case does not amend this warranty or create an obligation to provide the same assistance in another case.

General Provisions.
If any provision of this warranty is held invalid or unenforceable, the remaining provisions remain in full force and effect. Midland is not liable for a delay or failure to perform its obligations under this warranty to the extent caused by a natural disaster, act of war or terrorism, labour disruption, governmental action, pandemic, or other event beyond Midland's reasonable control.

Enjoy !

Be sure to check www.midlandpowerinc.com for updates regarding your product..





Customer Service

Online: www.midlandpowerinc.com

Toll Free: 1-877-528-3772



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