



## 2024 WARRANTY STATEMENT

### AMPTRON® BRANDED BATTERIES

AMPTRON® warrants each AMPTRON® branded battery sold by AMPTRON® or any of its authorised dealers or distributors worldwide, to be free of defects in materials and workmanship (subject to limits, and in normal conditions, as described later in this warranty) from the date of sale for (Generation 1 Series = 4 years). For the (BluEdge Series = 5 years) & for the (ESS Energy Storage Series = 5 Years & Optional 10 Years). The warranty period starts at the time of purchase and is referenced by the invoice date recorded on the AMPTRON® business system. The warranty covers failure due to defects in material or workmanship. Subject to the issues listed below, AMPTRON® will repair or replace the battery and or parts of the battery if the components in question are defective in materials or workmanship. Warranties are non-transferable and stay with the original purchaser of our products. Customers should adhere to all AMPTRON® documentation and product guidelines.

#### WARRANTY PROCEDURE:

Each AMPTRON battery is designed to operate in accordance with the specifications and in the conditions set out in any datasheet relating to each battery model and limits and constraints which are stated in those specifications and conditions for a battery.

In the unlikely event your battery fails, between AMPTRON® & the claimant, we will arrange a remote assessment to understand the battery performance issues, faults or failure. In the event this assessment does not reset the battery issue, together we will arrange to return the unit to one of our product warranty assessment stations. Once received in our assessment station we will examine the battery to identify the performance issue & determine if the product is repairable. Should our investigation find, the product can be repaired, it will be repaired at no cost and returned to you. If it is not repairable and the issue was caused by a manufacturer defect in materials and workmanship, we will replace the battery at no cost. In some cases, your warranty claim may require special order parts and it can take up to three months for us to source the necessary parts and components.

AMPTRON® is an approved hazmat shipper which is a requirement to ship lithium LiFePO4 batteries. If required, AMPTRON® can assist you to arrange shipping for your battery return to one of our assessment stations.

#### NOT COVERED BY THIS WARRANTY:

The manufacturer is not obligated to warrant the AMPTRON® battery in question, if defects are related to damages caused by and not adhering to "Industry Best Practice", abuse, neglect, incorrect wiring in the battery system, or from the following:

- Improper storage, transport handling or installation & operation.
- Loose terminal bolts
- Corroded hardware
- Manufacturer codes tampering or removal
- Connection with reverse polarity or other inappropriate connections
- Physical damage including to a battery's surface coating or enclosure.
- Failure to properly install the battery, in addition to keeping the battery properly charged and maintained
- Use of incorrect charging devices or discharging loads
- Breakage from collision, fire or freezing (which includes damage from extreme heat or cold, improper storage, water damage).

Use of the battery for a purpose or in environmental conditions for which it was not designed or sold into or used outside the specified or normal operating ranges for a battery.

Changes in the battery which occur due to climate or other external influences (for example: foreign material contamination, water entry, exposure to extreme heat or cold or to solvents, lightning, connection with reverse polarity or other inappropriate connection, interference from insects and pests and other issues). Use of the battery in a more complex system which does not correctly consider battery design, battery specifications, the impact of other elements of that system. Normal wear and tear. Repairs, alterations, or modifications to the battery (unless done by AMPTRON) AMPTRON's warranty does not cover spent or worn-out batteries or internal tampering. All bolts must be firmly tightened with a torque wrench and not by hand to avoid overheating caused by a loose connection. The warranty does not cover consequential damage or injury, rental, freight, labour, or administrative costs. Warranty replacement or repair will only occur after batteries are returned to one of our assessment stations for assessment and the battery failure is deemed to be a genuine warranty claim.

### **INDUSTRY BEST PRACTICE:**

The Term 'Industry Best Practice' relates to how a cross section of professionals within the DC / AC related industries would view what is considered Right or Wrong in a wiring system. It is not an attempt by AMPTRON to void any warranty obligations, however considering a large proportion of product issues are related to installation or system-based problems of some nature, its ensuring that an AMPTRON product is installed and used correctly as originally intended. All AMPTRON products have an installation manual which shows the requirements for installation, with 'Industry Best Practice'. Installations shall be compliant to relevant standards including but not limited to AS/NZ3001 (Electrical Installation Transportable Structures) and AS/NZ 3004 (Electrical Installation Marinas and Boats)

### **NON AMPTRON® WARRANTIES:**

AMPTRON® authorised dealers and distributors may offer an additional warranty to the Manufacturer's Limited Warranty. Manufacturer is not responsible for dealer or distributor created warranties or any claims that may arise from said warranties.

### **WARRANTY DISCLAIMER:**

AMPTRON will not be responsible for any expenses related to installation/removal, electrical system tests, battery charging, loss of time or other expenses which should be considered incidental damages, including all shipping charges associated with any third party, contractors, resellers & agents.

*PLEASE NOTE – For all product warranty returns the claiming customer is responsible for all return to base shipping costs. Should the product be identified as a genuine warranty repair or replacement after the assessment, AMPTRON will refund all shipping costs associated with the warranty claim paid by the customer. Should the product be identified operational (good working order) and operating within the products specification limits then a product test and assessment service fee of \$100.00 excluding GST plus the return shipping costs will be charge back to the claiming customer. As always, our commitment to excellent customer service is our top priority. Please contact us if you have further questions about our warranty and return policy.*

*\*This document may change without prior notice*