



LITHIUM BATTERY LIMITED WARRANTY

Warranty Conditions

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.

Warranty does not cover products that have not been used in accordance with the KickAss® authorised advertising or literature or are outside the warranty terms and conditions. You must produce the sales receipt of the product as proof of purchase when a warranty claim is made, otherwise, KickAss Products will not be liable to replace or repair a product.

This KickAss® Lithium Battery comes with a 5 year limited pro rata warranty for your peace of mind. In the unlikely event this product fails when used according to our user guide, we will either repair or replace it. For any technical or warranty enquiries please visit our customer service portal at: supportportal.australiandirect.com.au

5 Year Limited Pro Rata Warranty Terms

Battery Cells and other components (excluding BMS)

3+2 Year Warranty: 3 year replacement or repair warranty with 2 years pro rata warranty

3 Year Repair/Replacement

- ▶ When a battery is repaired or replaced free of charge, the warranty period is not renewed or extended as a result of a warranty repair or replacement

Warranty periods will NOT be renewed or extended after a product repair: the warranty is fixed from the first date of purchase unless pro rata applies.

2 year pro rata if battery fully failed:

- ▶ Between 36-60 Months, the customer will pay between 60-100% of the purchase price of the battery at time of purchase.
- ▶ If purchased as a bundle, price of battery at time of purchase is itemised price of battery alone
- ▶ If purchasing a new battery under the Pro Rata Scheme, that customer is entitled to an additional full 3 year replacement/repair + 2 Year Pro Rata

BMS - 2 Year Replacement Warranty

2 Year BMS Replacement Warranty

- ▶ When a BMS is repaired or replaced free of charge, the warranty period is not renewed or extended as a result of a warranty repair or replacement
- ▶ A set fee of \$250 for replacement of BMS outside of the 2 year warranty
 - ▶ When a customer purchases a new BMS under this payment scheme, an additional 2 years warranty will be applied to the BMS only

The Lithium Battery Warranty does not cover

- ▶ When the product has not been used in accordance with the KickAss authorised advertising or literature or are outside the warranty terms and conditions.
- ▶ When a battery has completed in excess of 2000 cycles.
- ▶ Warranties are non-transferable: they are only offered to the original end user of the Kickass product.
- ▶ Any Damage resulting from improper use.
- ▶ Faulty installations or modifications made during the installation.
- ▶ Transport charges should the product be found in operable condition.
- ▶ The cost of removing and reinstalling the product.
- ▶ When exposed to excessive sunlight.
- ▶ Any loss directly or indirectly associated with the product failing to operate.
- ▶ Damage caused by mold, insects, animals, misuse, incorrect operation, adverse weather, accidents.
- ▶ Warranty terms only apply to products purchased directly through KickAss Products or authorised resellers.
- ▶ Conditions and warranties are excluded to the extent that they are permitted by law.
- ▶ When wired in parallel with either KickAss or other Brand Batteries to increase the total capacity of the battery.
- ▶ When wired in series with either KickAss or other Brand Batteries to increase the total voltage of the battery.
- ▶ When used in under bonnet or areas of high ambient temperature in excess of 45 degrees.
- ▶ When stored in a discharged state (less than 10% SoC) for extended periods of time.
- ▶ When used for cranking vehicles with battery attached to starter motor.
- ▶ Where the battery has been altered or modified in anyway from its original design and construction.
- ▶ Frequent tripping of low and/or high battery voltage alarms.
- ▶ Frequent tripping of over current charge and/or discharge alarms.
- ▶ Short circuiting of the battery.

Limitations of warranty

- ▶ A reduction in battery capacity of approximately 1% Rated Capacity per 100 cycles is considered normal (if cycled at 0.2C at 25 Degrees, discharging to 80% Depth of Discharge)
- ▶ A reduction in battery capacity of 2% Rated Capacity per Year is considered normal due to normal cell degradation

Exclusions to the warranty

- ▶ When used in residential solar configurations
- ▶ When used by government or fleet applications
- ▶ When exported from the country of original purchase