

3.2V 100Ah | 230Ah | 304Ah

PRISMATIC CELL  
WARRANTY



MODEL: LC32100 | LC32230 | LC32304

## 1. Cell Usage Guide

To ensure proper use of the cell, it is important to carefully review this manual. The following guidelines should be followed when using the cell:

- 1.1 **Do not put the cell in an environment above 212°F or expose to fire.**
- 1.2 **Do not connect the cell to a charger or equipment with incompatible terminals.**
- 1.3 **Avoid short-circuiting the cell.**
- 1.4 **Avoid subjecting the cell to excessive physical shock or vibration.**
- 1.5 **Do not disassemble or deform the cell.**
- 1.6 **Do not submerge the cell in water.**
- 1.7 **Do not mix the cell with different types or chemistries of cells.**
- 1.8 **Keep the cell out of reach of children.**
- 1.9 **Charging and discharging:**
  - 1.9.1 Charging:
    - Ensure that the charging current does not exceed the maximum specified in the manual.
    - Ensure that the charging voltage does not exceed the highest voltage specified in the manual.
    - Charge the battery at a temperature within the range specified in the manual.
  - 1.9.2 Discharging:
    - Ensure that the discharging current does not exceed the maximum specified in the manual.
    - Ensure that the lowest voltage is not below the specification in the manual.
    - Discharge the battery at a temperature within the range specified in the manual.
  - 1.9.3 Discharge temperature:
    - The cell should be discharged within the ambient temperature range specified in the manual.
- 1.10 **Disposal**
  - Dispose of the cell in accordance with the local regulations.
- 1.11 **Cell storage**
  - Store the cells in a cool, dry, and well-ventilated area, as specified. If the storage time exceeds six months, it is recommended to recharge the cell.
- 1.12 **It is strictly forbidden to charge, force discharge, squeeze, and pierce Lithium cells.**

- 1.13 Do not solder directly on the surface of the cell, and must be with pre-installed solder feet or leads.
- 1.14 Do not mix new and used batteries, or batteries from different manufacturers.
- 1.15 It is strictly forbidden to short circuit or reverse between the positive and negative of the cell. And do not disassemble and tear down the cell.
- 1.16 Do not place batteries scattered together to avoid accidental short circuits.
- 1.17 Do not take out the cell from the original packaging before use, and store it in compliance.
- 1.18 Do not place the cell without any protection or install it in a humid or corrosive environment.
- 1.19 When Lithium cell needs to be combined in series or parallel, please consult our customer service staff in advance.
- 1.20 Do not transport or manipulate batteries by throwing, dropping, or tossing them.

## **2. Warranty Period**

The warranty period for this product is one year from the date of shipment. ExpertPower guarantees the replacement of the cell due to quality problems of the cell, not caused by customer abuse or misuse.

## **3. 90 Day Money-Back Guarantee**

Our warranty includes a 90-day grace period for returns, during which customers are eligible for a cash-value reimbursement, depending on the time frame.

## **4. Return Period Qualifications**

- 30 days or less

We cover the cost of return services both ways for manufacturer-related defects or problems in workmanship. Customers are eligible for a full refund or replacement during this period.

For returns related to incorrect purchases or items no longer needed, a 10% restocking fee will be charged for unopened/new items, and a 20% restocking fee will be charged for used items. The buyer is responsible for return shipping costs.

- 30 – 90 days

We cover the cost of return services both ways for manufacturer-related defects or problems in workmanship. Customers are eligible for a full refund or replacement during this period.

For returns related to incorrect purchases or items no longer needed, a 20% restocking fee will be charged for both unopened/new items and used items. The buyer is responsible for return shipping costs.

- 90 Days – 1 Year

For any manufacturer-related defects or problems in workmanship within 90 days to 1 year of purchase, the buyer must assume all return-related shipping costs. The seller will cover all shipping costs for any replacement deemed necessary. If a refund is issued, it will be pro-rated.

For any returns not related to product quality, such as an incorrect purchase or simply not wanting the product anymore, a 50% restocking fee will be applied to both new/unopened and used items.

## **5. RMA Guidelines:**

To qualify and redeem the warranty, customers must follow these guidelines:

- Contact the manufacturer to submit an invoice or receipt and receive a Return Merchandise Authorization (RMA).
- The product being claimed under warranty must be in the possession of the manufacturer for testing and evaluation purposes before any refund, replacement, or discount is issued.
- Any product returned without initial authorization will not be processed, and the buyer will be responsible for any costs related to shipping the product back or recycling it.
- It is recommended to ensure the package being sent back to cover any possible shipping-related damages during transit. Any package that is received damaged will be held or refused.
- Any product that tests non-defective will be subject to the appropriate restocking fee/handling fee. The buyer covers return shipping.

## 6. Exclusions and Limitations

- Reasonable wear and tear
- Normal corrosion
- Use of unapproved parts or unapproved alterations to components to the extent prohibited by the manufacturer's written operating manuals
- Defects caused by persons other than the manufacturer and its affiliates, including operation or maintenance of the product or installation and commissioning of the equipment and materials by such persons in violation of the written operating, maintenance, installation, and commissioning instructions, manuals, and protocols supplied to the buyer, or buyer's affiliates, by the manufacturer prior to such installation, commissioning or operation.
- Vandalism, misuse, or Force Majeure Events
- Items expected to be consumed or expended during the normal and routine operation and maintenance of the product

### *\*Note on Customer Responsibility*

Customers are responsible for proper maintenance and understanding the limitations of the product. This includes:

1. Over-discharge from self-discharge during storage
2. Product that has been opened or modified
3. Applying voltages/currents that are too high
4. Improper storage
5. Under-sized product use
6. Mechanical damage
7. Repeated Reverse Polarity
8. Damage or resulting internal corrosion caused by liquids
9. Using an incorrect charger or charging profile
10. Using the appliance with a built-in charger for a different type of cell