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### LiFePO<sub>4</sub>WER Silver Series Battery Warranty

This limited warranty (herein after “warranty”) covers the LiFePO<sub>4</sub>WER Silver Series (S24-100R, S24-200R, S48-100R, S48-200R) ONLY, which is backed by Scott’s Shipping Services (Pty) Ltd and subsidiaries thereof (hereafter referred to as LiFePO<sub>4</sub>WER).

LiFePO<sub>4</sub>WER batteries have a 10-year intended installation lifespan and will operate as designed and intended and will be free of defects in construction and materials. However, LiFePO<sub>4</sub>WER only warranties that the batteries will achieve at least the life and cycles as per products specification sheet, which ever event is first.

This warranty is only applicable to applications with a total battery energy capacity less than 40kWh.

The warranty period starts from the date of purchase as indicated on the tax invoice which must be provided.

#### Warranty Terms and Conditions:

1. Batteries are only intended to be used for standby power backup in UPS and Inverter systems or telecommunication uses. All other unintended uses including but not limited to automotive, marine, and medical use will void warranty.
2. Batteries are for indoor use only with suitable light, temperature, humidity, and airflow control. Any outdoor use will void warranty.
3. Contamination of battery by dust, water, corrosive material, or any other matter will void warranty.
4. The warranty does not cover damage due to neglect or abuse including but not limited to external force, improper installation, freezing, fire, and flooding.
5. If the battery is installed incorrectly and not in accordance with the specifications damage may occur, such damage is not covered by the warranty.
6. Mixing battery sizes, voltages and with other brands/types will void warranty.
7. Warranty will be void if the installation or commissioning has not been performed by an authorised installer.
8. Proof of installation will be required in the form of an invoice or job card from the installer. This document must contain the serial number of the unit installed.
9. If the installation is amended in any way or moved this must be performed by said installer.
10. The warranty does not cover damage from surges or spikes from the charger.
11. Overloading during charge and/or discharge outside the intended specification will void warranty.
12. Excessive activation of the BMS trip switch, manual or automatic, will void warranty.
13. Warranty period will be reduced by 50% for every 10°C increase in operating temperature above 25°C (35°C+).

14. Batteries are not user serviceable and any attempt to tamper with or open the battery will void warranty.
15. Tampering with the firmware, BMS or cycle log data used for warranty purposes will immediately void the warranty.
16. The warranty will be void if the serial number has been tampered with or has been removed from the device.
17. While in storage batteries must be charged to 100% every 6 months.
18. Batteries must remain between 5-25°C while stored and unused, warranty period will be reduced by 50% for every 10°C increase (35°C+) above this.
19. Warranties are non-transferable, and only applies to the original purchaser.
20. The battery will only be considered defective if it fails to achieve 50% of its rated capacity during the warranty period with all warranty conditions outlined being met.
21. If a warranty claim is rejected validly based on the above, LiFePO<sub>4</sub>WER reserves the right to charge any costs incurred as a result of the claim to the customer.
22. If any product is deemed to be defective or non-conforming while abiding by the above conditions LiFePO<sub>4</sub>WER will replace (only within 1<sup>st</sup> year of warranty period) or repair the unit at its sole discretion.
23. A repair or replacement does not extend the warranty term and the original time period calculated from purchase date still applies.
24. If the battery cannot be replaced by a similar unit or repaired a pro-rata warranty refund will apply.
25. Any replaced parts will become the property of LiFePO<sub>4</sub>WER.
26. Arrangement and costs for shipping to/from our service centre is the client's responsibility.
27. Costs of repair or replacement of products out of warranty shall be borne by the customer.

The conditions contained herein are exclusive and replace any and all guarantees provided in any form previously or in future. To the extent permitted by law any legal, implied, merchantability, fit for purpose, and hidden or potential defects warranties are rejected by LiFePO<sub>4</sub>WER. The terms of this warranty may not be changed by any distributor, agent, installer, or unauthorized employee of LiFePO<sub>4</sub>WER. If any aspects above are deemed invalid the remaining terms will remain in effect.

LiFePO<sub>4</sub>WER accepts no liability whatsoever for any direct or indirect losses, damages, injuries, or deaths occurred by the purchase or use of its products.

LiFePO<sub>4</sub>WER reserves the right to update this warranty from time to time, the update will apply to all products past and present and shall be communicated by publishing on the official website:  
[www.lifepower.za.com](http://www.lifepower.za.com)

BY ORDER of LiFePO<sub>4</sub>WER

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