

electroVolt USA – LiONCore Division

12 YEAR LIMITED WARRANTY

Vertical Partners West, LLC d/b/a ElectroVolt ("Manufacturer" or "ElectroVolt") warrants each LiONCore Series Lithium branded (LiFePO4) battery ("Battery") sold by www.electroVoltUSA.com and www.vpwillc.com or any of its authorized distributors or dealers, to be free of manufacturer defects for a period of 12 years ("Warranty Period") from the date of sale as determined by either the customer's original sale receipt, the shipping invoice and/or the battery serial number, with proof of purchase.

Within the first 5 years of the Warranty Period, subject to the exclusions listed below, the Manufacturer will credit, replace or repair, if serviceable, the Battery and/or parts of the Battery, if the components in question are determined to be defective in material or workmanship.

After 5 years and up to 12 years, if the components in question are determined to be defective in material or workmanship, and the Manufacturer deems the components to be repairable, the Battery will be repaired and returned. If the Manufacturer deems the components to be not repairable, a new, similar Battery will be offered at a discount of 30% off the price listed at the time of the offer. The offer will be valid for a period of 30 days after the date of notification.

After 10 years and up to 12 years, if no warranty claims have been filed by the original customer who purchased the said Battery, and the Battery has reached its normal end of life, said customer will be offered a 15% "customer appreciation discount" off a new Battery of their choice (price based on Battery cost during time of offer accepted).

NON-TRANSFERABLE

This Limited Warranty is applicable only to the original purchaser of the Product and is not transferable to any other person or entity. Please contact the Manufacturer regarding any warranty claim.



WARRANTY EXCLUSIONS

The Manufacturer has no obligations under this Limited Warranty with respect to any Battery subjected to the following conditions (including but not limited to):

- **Damage due to improper installation;** loose terminal connections, under-sized cabling, incorrect connections (series and parallel) for desired voltage and AH requirements, or reverse polarity connections;
- **Environmental damage;** inappropriate storage conditions as defined by the Manufacturer; exposure to extreme hot or cold temperatures, fire or freezing, or water damage including submersion;
- **Repeated exposure of terminals to saltwater** without use of dielectric grease and rubber terminal covers. Need grease and covers? Contact ElectroVolt for recommendations;
- **Damage caused by collision;**
- **Damage due to improper maintenance;** under or over-charging the Battery; dirty terminal connections;
- **Battery that has been opened, modified or tampered with;**
- **Battery that was used for applications other than which it was designed and intended for;** including repeated engine starting or drawing more amps than the battery is rated to continually discharge in the specifications;
- **Battery that was used on an over-sized inverter/charger** (any inverter/charger that is rated to 3500 Watts or greater) without the use of a Manufacturer-approved current surge limiting device;
- **Battery that was under-sized for the application,** including an Air Conditioner or similar device having a locked rotor;
- **Battery not stored in adherence to the Manufacturer's storage guidelines,** including storage of the Battery at low state-of-charge (charge your battery to full before storing!);
- **This Limited Warranty does not cover a Product that has reached its normal end of life** due to usage which may occur prior to the Warranty Period. A battery can deliver only a fixed amount of energy over its life which will occur over different periods of time depending on the application. For example, cycling the battery more than 1 time daily, will cause the normal end of life to occur before the end of the Warranty Period. The Manufacturer reserves the right to deny a warranty claim if the Product is determined, upon inspection, to be at its normal end of life even if within the Warranty Period.



WARRANTY DISCLAIMER

This Limited Warranty is in lieu of, and Manufacturer specifically disclaims and excludes, all other express warranties. Manufacturer further limits the duration of all, whether statutory, express or implied warranties, including, without limitation, any warranty of merchantability or fitness for a particular purpose, to the duration of this express Warranty Period. Manufacturer's exclusive liability for breach of any warranty on the Battery shall be to replace the Battery within the Warranty Period in accordance with the terms of this Limited Warranty. In no event shall Manufacturer be liable for any losses or damages of any other kind, whether direct, indirect, incidental, consequential, lost profits, exemplary, special or otherwise, including any costs of removal, shipping or installation expenses.

EXCEPT FOR THE LIMITED WARRANTY SET FORTH ABOVE, MANUFACTURER MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE BATTERY, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; OR (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OR TRADE OR OTHERWISE.

LEGAL RIGHTS

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of certain damages, so the above limitations may not apply to you. This Limited Warranty gives you specific legal rights, which may vary from state to state. This warranty shall be governed by and interpreted in accordance with the laws of the State of Idaho, in the United States. This Limited Warranty is understood to be the exclusive agreement between the parties relating to the subject matter hereof. No employee or representative of Manufacturer is authorized to make any warranty in addition to those made in this Limited Warranty.

NON-ELECTROVOLT LITHIUM WARRANTIES

This Limited Warranty does not cover any battery sold by the Manufacturer or any authorized distributor or dealer with respect to an Original Equipment Manufacturer ("OEM"). Please contact the OEM directly for warranty claims regarding such battery.

NON-WARRANTY REPAIRS

If outside of the Warranty Period or for damage not covered under the Limited Warranty, customers may still contact the Manufacturer for battery repairs. Costs for such repairs will include shipping, parts, and \$75 per hour for labor.



SUBMITTING A WARRANTY CLAIM

To submit a claim under this Limited Warranty, please contact the Manufacturer. The Battery may be required to be shipped back to the Manufacturer for further inspection.

RETURNS

If an item is new, unused, and in the original packaging, we are happy to accept a return up to 30 days from the original invoice date with a 5% restocking fee. You first must obtain a return merchandise authorization (RMA) from electroVolt customer service.

If the item has been installed, used, or no longer has the original packaging, we will assess an additional restocking fee that will be shared when the return merchandise authorization (RMA) is issued. Items 30 days past the original invoice will be reviewed at electroVolt's discretion.

The customer is required to pay for any shipping costs to return the item to the electroVolt warehouse. Once received, a refund will be issued in the amount of the purchase less the restocking fees described above.

All returns must include the following:

Copy of receipt or invoice, a letter with your RMA referenced, stating the problem with the product, and customer's contact information.

We offer free lifetime technical support & free battery analysis. We offer a one year limited warranty on all accessories & complimentary products (chargers, cases, volt meter, etc.).

RETURN SHIPPING METHOD

ElectroVolt recommends you keep your original packaging to ensure safe return to our facility. We strongly recommend you fully insure your return shipment in case it is lost or damaged in transit. We also recommend you use a carrier that can provide you with proof of delivery for your protection. Remember to keep your tracking number as well in case it is needed later.

Any shipment which arrives damaged will be immediately refused or will be held at the warehouse until customer pays for return shipping or files an insurance claim. If you do not have the original packaging, you can request UN38.3 packaging from us and we will ship it to you. This will help to ensure your package arrives safely. The customer will be responsible for return shipping and handling and any claim of an item returned with shipping damage. No exceptions.

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