

## Warranty statement - Voltium Energy®

### Scope

Voltium Energy® provides a manufacturer's warranty as described in this statement. A condition for a warranty claim is a defect or a fault that affects the use of the battery impossible or is disproportionately restricted.

### End user

In case you are an end user and want to submit a warranty claim you cannot send it directly to Voltium Energy®. Please contact the point of sale where you purchased the product to make the claim.

### Warranty period for Voltium Energy® Products

- The warranty period for the Voltium Energy® products is specified in the table below.
- The warranty period will not be extended if there is extended service, repair or replacement under warranty.
- At the end of the warranty period, the warranty will automatically expire without any notice.
- The warranty period starts from the invoice date.
- For OEM customers the warranty period starts from the production date.

<b>VE-SPBT-Series LiFePO4 batteries</b>	60 months on the cells, 24 months on BMS/Electronics
<b>VE-SPBTC-Series LiFePO4 batteries</b>	60 months on the cells, 24 months on BMS/Electronics
<b>Custom designed LiFePO4 batteries</b>	24 months
<b>All other Voltium Energy® products</b>	24 months

### Conditions

#### *General*

- Voltium Energy® only reimburses warranty on manufacturing defects.
- Voltium Energy® batteries will be delivered with unique serial numbers printed on a sticker attached to the product. When the sticker is not readable or removed, the warranty shall be voided.
- Warranty is limited to the original paid purchase price.
- If the defective product is no longer in our delivery program at that time. Voltium Energy® have the right to replace it with a technically equivalent from the current range.
- The warranty will only apply to original purchasers and is not transferrable.

#### *Installation and usage*

- When the battery has been subject to misuse, abuse or physical damage (due to water, fire, freezing, abuse, neglect or natural accident) the warranty shall be voided.
- If there is an incorrect installation or commissioning, malfunction of other devices the warranty shall be voided.
- The battery must be of the correct size, voltage, capacity and design for the intended application. When the battery is not suitable for the application the warranty shall be voided.
- Damage caused by dismantling and moving batteries to a different location will void the warranty.
- If the procedures for installation in the user manual are not followed warranty shall be voided.
  - When installing in series or parallel strings user and installer must take precautions to ensure that the series model chosen can operate in this configuration. The user must follow Voltium Energy®'s recommendations for series or parallel installations, and it is recommended that the user or reseller contact Voltium Energy® support for guidance if needed. The warranty shall be voided if these actions do not take place or if the user does not properly maintain the string as recommended in the user manual.
- When the batteries or products are used outside the specifications and safety precautions as stated in the manual and datasheet the warranty will be voided.
- Reseller and user must comply with Voltium Energy® procedures for storing and charging of the product.
- When the battery is deep discharged and doesn't have charge acceptance anymore, the warranty shall be voided.

- When the battery is not paired with a suitable charger designated for the technology or does not comply with Voltium Energy® charging recommendations the warranty shall be voided.
- Voltium Energy® will not apply warranty to any loss of capacity.

#### **Warranty registration and return**

- If a problem is encountered, Voltium Energy® must be informed within 10 days by the original purchaser.
- The original purchaser has to provide the following information:
  - Product name and type, serial number(s), quantity, technical specifications of the application and a copy of the original invoice.
- Customers shall arrange the return of the products at their own expenses.
- Customer is responsible and liable for the quality of the packing.
- Voltium Energy® is not responsible for any damage during transport from the customer.
- Voltium Energy® will check the product within 10 business days.
- When batteries or products returned are not defective or out of warranty, analysis costs will be charged to the customer.
- When batteries or products returned are defective and out of warranty, any repair costs will be offered to the customer for approval, before we start with the repair.
- When the product is repaired, analysed or replaced it will be send back to the customer.
- All defective batteries returned to Voltium Energy® will become the property of Voltium Energy®.

#### **Transportation**

- The customer shall immediately check on damages on the incoming product. If there is any damage, this must directly note to the transporter.
- If there is any damage by transportation, Voltium Energy® will inform the customer within 2 business days after delivery.
- Voltium Energy® will use certified carriers for transportation.

#### **Return address**

Voltium Energy®  
Zaagmolen 4  
4751VL Oud-Gastel  
The Netherlands

#### **Note:**

*Voltium Energy® is not responsible for accidental, indirect or consequential damages arising out of sale or relating to the use of the product. The end consumer is fully responsible for every personal injury and property damage resulting from the use, maintenance, transport or installation of the product. The liability to Voltium Energy® for any and all claims shall not exceed the purchase price of the battery.*