

# Green Ess 12.8V Lithium Battery Warranty

## Five-Year Limited Warranty

Green Ess Pty Ltd ("Green Ess") offers a five-year limited warranty for its lithium batteries (hereafter referred to as "Battery"). The warranty terms are as follows:

### 1. Consumer Rights

Under the Australian Consumer Law, our products come with guarantees that cannot be excluded. You are entitled to a replacement or refund for a major failure and for 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 meet acceptable quality standards.

### 2. Warranty Period

Green Ess lithium batteries are covered by a **five-year limited warranty**, starting from the original date of purchase. This warranty applies only to the original purchaser and is non-transferable.

### 3. Warranty Coverage

- Green Ess guarantees its lithium batteries to be free of defects in materials and workmanship under normal usage conditions.
- This warranty covers the cost of repair or replacement for batteries found to have defects in materials or workmanship.

### 4. Exclusions from Warranty

The warranty is voided if the battery is damaged or destroyed due to one or more of the following circumstances:

#### 4.1 Improper Use or Installation:

- Willful abuse, misuse, or physical damage to the battery.
- Installation of the battery in an incorrect position (e.g., the battery installed upside down or on its side).
- Use of the battery in applications that exceed its design specifications or use for purposes other than those recommended.

#### 4.2 Incompatible Charging Equipment:

- To ensure the longevity and proper function of the battery, only charging sources that are equipped with a lithium-specific charging profile should be used. The charging voltage must fall within the range of 13.5V to 14.5V (no lower than 13.0V and no higher than 14.7V). Charging sources outside this voltage range will result in early failure of the battery and void the warranty. Ideal relative humidity: **65% ± 20% RH**.
- For applications using an alternator, it is required that the alternator provides a regulated charging voltage between 13.5V and 14.2V when measured at the battery's terminals. Any alternator delivering a voltage outside the range of 13.0V to 14.7V will cause premature failure of the battery, and use of such alternators will also invalidate the warranty. Recharge the battery every **6 months** to prevent over-discharge from self-drain.

#### 4.3 Battery Damage from Deep Discharge or Improper Storage:

- A battery with an open circuit voltage (OCV) of equal to or less than 10.0V will be deemed as over discharged and void warranty due to misuse and/or neglect.
- Failure to follow proper storage guidelines, such as not using a float charger (13.5V or lower) or periodic charging, will result in irreversible damage, and the battery will no longer be covered under warranty.

#### 4.4 Unauthorized Repairs or Modifications:

- Any attempt to repair or modify the battery by anyone other than an authorized Green Ess representative will void the warranty.

- Removal or tampering with the battery's outer casing or protective cover will also void the warranty.

#### **4.5 Environmental Factors and External Damage:**

- The battery is not covered under warranty if it is exposed to natural forces such as wind, lightning, fire, hail, or other extreme weather conditions.
- Damage caused by collision, vandalism, theft, or penetration of the battery casing will void the warranty.

#### **4.6 Chemical Damage:**

- Use of improper cleaning agents, such as oils, organic solvents, alcohol, strong acids, strong alkalis, petroleum-based solvents, or ammonia solutions, will result in permanent damage to the battery and void the warranty.

#### **4.7 End of Life:**

- The warranty does not cover the battery once it reaches its normal end of life, which may occur before the end of the warranty period. This is defined by the number of charge cycles or amp-hours the battery can deliver. Green Ess reserves the right to determine if the battery has reached its normal end of life, even if a claim is lodged within the warranty period.

### **User Responsibility:**

- **Self-Discharge:** The battery has a self-discharge rate of 5% per month at 25°C. It is the responsibility of the user to maintain the battery in a charged state. The battery should be checked and recharged at least every 30 days, even if not in use, to maintain maximum life expectancy.
- **Storage:** If storing the battery for long periods, use a maintenance-type float charger (13.5V or lower) or ensure the battery is periodically charged to avoid irreversible damage.

**Failure to properly maintain the battery will be considered neglect on the part of the user and will not be covered under warranty.**

**Important:** Green Ess batteries must be used and maintained according to these guidelines. If these conditions are not met, the warranty will be voided. Always ensure you follow the installation and charging instructions carefully to maximize the battery's lifespan.

## **5. Return and Repair Policy**

- If you experience any issues with the battery, please contact **Green Ess** customer service at **customerservice@greeness.com.au** or call **1300 69 69 50** before returning the product to the retail store.
- After speaking to a customer service representative, if the product is deemed non-functional or defective, it may be returned for replacement or repair as per the terms of the warranty. If the unit is repaired, new or reconditioned replacement parts may be used, at manufacturer's option. A unit may be replaced with a new or reconditioned unit of the same or comparable design. The repaired or replaced unit will then be warranted under these terms for the remainder of the warranty period.

## **6. Limitations**

This warranty does not cover damage or defects resulting from:

- Normal wear and tear (e.g., chips, scratches, fading, or discoloration due to usage or exposure to sunlight).
- Accidents, shipping damage, unauthorized use or repair, neglect, misuse, abuse, failure to follow maintenance instructions, acts of God, fire, or flood.
- Improper installation or use, including installation in an incorrect position or use of incompatible charging equipment.

**This warranty is valid only if the product is purchased from an authorized distributor or retailer. Always follow the correct installation and maintenance procedures to ensure the longevity of your Green Ess lithium battery.**