



# Warranty Statement

LiFe4838P

## OVERVIEW

- PowerPlus Energy prides itself on delivering high quality, Australian manufactured batteries with local support.
- All goods supplied by PowerPlus Energy come with the Limited Warranty described in this warranty statement unless otherwise marked.
- This Limited Warranty covers manufacturing defects in materials and workmanship for a period of up to **10 years\***, subject to the exclusions and limitations below. This period starts running from the original purchase date as recorded within our internal systems.
- To obtain the entire 10-year\* Limited Warranty, you must register your purchase with us at the time of installation or prior to the fifth anniversary of purchase.
- You don't have to register your purchase, but if you fail to do so the Limited Warranty will end on the fifth anniversary of your purchase.
- This 10-year\* Limited Warranty is subject to a number of conditions, including the usable energy and minimum throughput parameters listed in Table 1 below.
- Register your purchase here to receive an extended warranty:** [powerplus-energy.com.au/warranty-registration/](http://powerplus-energy.com.au/warranty-registration/)

**Table 1: Battery Warranted Performance**

(when installed and operated according to the manufacturer's installation and operation manual, specification and/or instructions)

End of warranty State of Health (SoH)	70% or greater retained original capacity		
BATTERY CYCLES		BATTERY ENERGY	
Estimated Cycle Life	Depth of Discharge (DoD)	Usable Energy	Minimum Throughput
7,000-10,000	50%	1.900kWh	13.399MWh
4,000-5,000	75%	2.850kWh	11.400MWh
3,560-4,000	80%	3.040kWh	10.822MWh
2,000-2,700	100%	N/A	N/A

## LIMITATIONS OF WARRANTY

- Warranty does not cover accidental damage, normal wear and tear, or misuse or any damage caused by a force majeure event (such as a flood).
- Warranty does not cover a failure to operate or install in accordance with the Manufacturer's Installation and Operation Manual, specifications and/or instructions.
- Warranty does not cover batteries not calibrated to 100% every 7 days as a minimum.
- Warranty does not cover workmanship by others, the installation process or the suitability of the product for an application.
- Warranty does not cover damage to external equipment, installation, removal, shipping and reinstallation of battery by others.
- PowerPlus Energy at its discretion will repair or replace the product with new or refurbished product or parts of similar age and use.
- Should replacement batteries not be available or are no longer manufactured, PowerPlus Energy will either refund the value of the remaining unused original purchase price portion calculated as the actual price paid reduced in proportion to the remaining balance of the warranty period as described in the warranty scheme above or supply replacement product to meet or exceed existing performance.
- PowerPlus Energy reserves the right to require photos of installation and history of maintenance schedule.
- This document may be updated at any time and the new revision will supersede any previous versions, even if the new revision is made after the date of purchase.
- Goods that are themselves replacements of earlier faulty goods do not receive a new Limited Warranty, however PowerPlus Energy will honour the remaining balance (if any) of the Limited Warranty attaching to the original purchase.

## CONSUMER PROTECTION

- Australia - Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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 be of acceptable quality and the failure does not amount to a major failure
- Except as set out in this warranty or arising under the Australian Consumer Law, to the maximum extent permitted by law:
  - All other express or implied warranties are excluded;
  - PowerPlus Energy's maximum aggregate liability (whether in contract, tort (including negligence) or under statute) will not exceed the purchase price paid for the relevant product; and
  - In no event will PowerPlus Energy be liable for any consequential, indirect or special damages.

## WARRANTY CLAIMS

1. Contact original place of purchase or PowerPlus Energy.
2. You must notify us with 30 days of first becoming aware of the defect or fault.
3. When making a claim please include:
  - Battery model number
  - Battery serial number
  - Original receipt showing purchase date
  - Description of battery fault
  - Battery location address
  - Full contact details
  - Additional relevant information
4. PowerPlus Energy will contact you to determine the fault and troubleshoot potential errors.
5. Please do not simply return the battery. A Return Materials Authority (RMA) form is required prior to any system or part thereof being returned to PowerPlus Energy for assessment under warranty.
6. Any product being returned to PowerPlus Energy must be freighted in either its original packaging or a suitable substitute capable of protecting the product from damage in transport. Freight is the end-user's responsibility, and any reimbursement claims are at PowerPlus Energy's discretion.
7. When the battery covered under this Limited Warranty is suspected of being faulty, the battery must be disconnected and removed from the energy storage system and switched off.

## \*WARRANTY SCHEME

PowerPlus Energy's LiFe4838P lithium battery comes with a 5+5 Warranty. To receive the full 10-year period, you are responsible for ensuring that warranty registration is completed at the time of installation or any time prior to the expiry of the initial period.

The amounts payable to the end user (owner of goods) will be calculated as follows:

**Years 1-5:** Automatically included with purchase of an LiFe4838P.

**Years 6-10:** After Warranty Registration completion a 5-year pro rata extension will be applied, and the end user receives a percentage of the replacement cost based on the number of years since purchase (see below).

**Years 1-5:** 100% of the replacement cost

**Year 6:** 80% of the replacement cost

**Year 7:** 60% of the replacement cost

**Year 8:** 40% of the replacement cost

**Year 9:** 20% of the replacement cost

**Year 10:** 10% of the replacement cost