

10-YEAR LIMITED WARRANTY

VOLTHIUM ENERGY warrants that each **RACKMOUNT SÉRIES** LiFePo4 Battery sold by VOLTHIUM ENERGY or any of its authorized distributors or resellers is free from defects for the period indicated in the "WARRANTY PERIOD AND PERMISSION" section (see Tables 1 and 2), whichever occurs first, when installed and operated within the manufacturer's operating parameters for the product provided (see Table 3).

The term of this limited warranty begins on the date of sale as determined by the customer's sales receipt, shipping invoice and/or battery serial number, along with proof of purchase. During the warranty period, subject to the exclusions listed below, the manufacturer will credit, replace or repair, if repairable, the product and/or parts of the product, if the components in question are found to be defective in material or workmanship. Please refer to table #1 below for the proration terms that apply to both the entire unit and replacement parts.

The manufacturer does not warrant the labor performed by any person or company installing the product. This limited warranty does not cover installation, removal, shipping or reinstallation costs. This limited warranty does not cover design defects or installation errors such as reversed polarity or use in climatic conditions that cause the battery to operate outside of its rated operating temperatures or improper use of system-wide equipment or incorrect programming of any auxiliary equipment in which the system is used.

GUARANTEED NON-TRANSFERABLE

This limited warranty is for the original purchaser of the product and is not transferable to any other person or entity. Please contact the place of purchase for any warranty claims.

EXCLUSIONS AND LIMITATIONS OF WARRANTY

The manufacturer has no obligation under this limited warranty for the product subject to the following conditions (including, but not limited to):

- Damage caused by shipping or mishandling of the product
- Damage due to improper installation; loose terminal connections, undersized wiring, interconnecting cables of unequal lengths/voltage drops, incorrect connections (series and parallel) for desired voltage and ampere-hour requirements, reverse polarity connections or insufficient space for airflow
- Environmental damage; improper storage conditions as defined by the manufacturer; exposure to excessive hot or cold temperatures, fire or freezing, or water damage
- Damage caused during operation; by collision, overload or excessive discharge of the product as defined by the manufacturer.
- Damage caused by lightning, fire, water or acts of God
- Damage due to improper maintenance; insufficient or excessive loading of the product, lack of cleaning resulting in corroded terminal connections, or accumulation of dirt, debris, organic matter, fossil fuels, or chemicals on the product housing
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- Product that has been opened, modified or tampered with
- Falsification or deletion of manufacturing codes
- Product that has been used for applications other than those for which it was designed and intended
- Product undersized for the application
- Product used with charging or discharging devices that exceed the continuous current rating for which it was designed
- Product not stored in accordance with the manufacturer's storage guidelines
- Product used without proper overcurrent protection
- Accidental or consequential damage caused by other power system components, including but not limited to inverters, charge controllers, circuit breakers, bypass switches, fuses, etc.
- Damage caused by reversed polarity at battery terminals
- Degradation of battery capacity over time is normal for LiFePO4 batteries and is not considered a defect

This limited warranty does not cover a product that has reached the end of its normal life due to use that may have occurred before the warranty period. A battery can only provide a fixed amount of power over its lifetime which will occur over different periods of time depending on the application. The manufacturer reserves the right to deny a warranty claim if the product is determined, upon inspection, to be at the end of its normal life, even if within the warranty period.

MANUFACTURER ALSO EXPRESSLY LIMITS ITS LIABILITY FOR DEFECTS IN THE PRODUCT TO REPAIR OR REPLACEMENT UNDER THE TERMS OF THIS LIMITED WARRANTY. ANY LIABILITY FOR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, ANY LIABILITY FOR LOSS OF REVENUE OR PROFITS. SOME PROVINCES (OR JURISDICTIONS) MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN WARRANTIES OR DAMAGES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

WARRANTY STATEMENT

This limited warranty is in lieu of, and the manufacturer disclaims and excludes, all other warranties. Manufacturer further limits the duration of all statutory warranties, express or implied, including, without limitation, any warranty of merchantability or fitness for a particular purpose, to the warranty period. In no event shall the manufacturer be liable for any loss or damage of any kind, whether direct or indirect, including lost profits, or removal, shipping or installation costs.

VOLTHIUM SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES, LOSSES OR EXPENSES ARISING OUT OF THE USE OR INABILITY TO USE ITS GOODS FOR ANY PURPOSE. IN NO EVENT SHALL VOLTHIUM'S MAXIMUM LIABILITY EXCEED THE CONTRACT PRICE FOR GOODS CLAIMED TO BE DEFECTIVE OR INADEQUATE.

The goods will be deemed accepted by the customer unless written notice to the contrary is given to the manufacturer within ten (10) days of delivery to the customer.

LEGAL RIGHTS

Some countries and/or provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, which may vary from country to country and/or province to province. This warranty shall be governed by and construed in accordance with the laws of Quebec. This warranty is intended to be the exclusive agreement between the parties relating to the subject matter hereof. No employee or representative of the manufacturer is authorized to make any warranty in addition to those set forth in this agreement.

SUBMIT A WARRANTY CLAIM

To submit a warranty claim, please contact the original place of purchase. The product may need to be returned to the manufacturer for further inspection. Product must be shipped in accordance with UN38.3.

Purchasers must prepay all shipping charges or fees to return any defective product under this warranty policy.

To receive warranty service, the defective product must be received no later than two (2) weeks after the end of the warranty period.

In the event that a replacement product is no longer commercially available, the manufacturer may offer, at its discretion, to replace the product with a new product of similar function and performance or to credit the remaining depreciated value of the product to be applied toward the purchase of a new product. The remaining depreciated value of the product is determined by the schedule below (see warranty proration schedule in Table 1) and the purchase price of the product at the time the product was purchased.

WARRANTY PERIOD AND PRORATA

Table 1:

Guarantee compensation schedule by load profile (see Appendix A)

Extended life use mode (6000 cycles)		Standard life usage mode (4000 cycles)	
Months after purchase	Amortized value of purchase price	Months after purchase	Amortized value of purchase price
0-12	100%	0-12	100%
13-24	90%	13-24	90%
25-36	80%	25-36	75%
37-48	70%	37-48	60%
49-60	60%	49-60	45%
61-72	50%	61-72	30%
73-84	40%	73-84	15%
85-96	30%	85-90	5%
97-108	20%	+ de 90	0%
109-120	10%		
+ de 120	0%		

At any time during the warranty process, the manufacturer may determine that the product warranty is voided due to:

- Incorrect battery bank size
- Incorrect battery wiring and/or installation
- Incorrect UPS and/or charge controller settings
- Other indications of damage due to improper operation and/or installation of the system

Table 2:

Warranty period when the product is installed and used within the manufacturer's operating parameters

Load profile	Free replacement/repair period (months)	Proportional period (months)	Total warranty period (years)
Extended Life Usage Mode	12	108	10
Usage mode for standard life	12	78	7.5

Table 3:
Manufacturer's operating parameters per load profile

Paramètre	Profile de charge	
	Mode utilisations pour vie étendue	Mode utilisations pour vie standard
Disconnecting discharge voltage	48.9V	48.9V
Maximum load voltage	56V	56V
Discharge current	60A	150A
Load current	50A	100A

SUBMISSION OF A WARRANTY CLAIM

To submit a warranty claim, please contact VOLTHUM by email at support@volthium.com or at 514 989-9586.