

Ganfeng Lithium Battery warranty

This limited warranty covers the Ganfeng Rechargeable Li-ion Battery models:

1.HC-R48-01 2. HC-R52-01 3. HC-W52-01 4. KY-48100 5. KY-52100

The Ganfeng lithium-ion batteries have 10year intended design life, however, Ganfeng LiEnergy warranty's that the Ganfeng battery will achieve at least 3 years service life or deliver atleast 4000 discharges cycles at 80% depth of 0.2C discharge /0.2C charge, at 25 environment temperature, whichever is achieved first(Under laboratory environment).

This warranty does not include any accessories and tool kit items provided along with the product.

This warranty only covers the repair or replacement of a defective product. The repaired or replaced product will continue the original remaining warranty period. In either case, it shall not justify as a renewal of the warranty period.

The warranty continues for a certain period of years from the earlier of:

- 1.The date of installation of the Product; or
- 2.Six (6) months after the date the Product was manufactured.

Warranty conditions

- 1.The battery is intended to be used indoors only. Outdoor use will render the warranty void.
- 2.The batteries must have no be contaminated with any foreign corrosive matter.
- 3.The warranty does not cover the damage due to neglect or abuse such as improper installation, freezing, fire, flooding, or any acts of nature.
- 4.The warranty does not cover surges or spikes from the inverter or charging device that could damage the battery.
- 5.If the battery or batteries were not installed correctly and not according to the manual with correct settings, it could result in damage. Incorrect .installation and setup will invalidate the warranty.

6. Batteries must be provided with a refresh charge every 5-6 months, while in storage, prior to final installation.
7. Warranty will be void if the firmware or BMS on the device has been deliberately tampered with to try and reset cycle values or any data for warranty evaluation purposes.
8. If it is found that the battery is being overloaded through large current draws outside of the intended specification parameters (100Amps), it will lead to the warranty being void.
9. The warranty is non-transferable, and only applies to the original purchaser of the equipment.
10. The warranty will be void if the serial number has been tampered with or has been removed from the device.
11. The battery will not be considered effective unless it fails to deliver 50% or less of its rated capacity during claimed warranty period.
12. If the battery is interconnected or mixed with other non-Ganfeng batteries the warranty is void.
13. Warranty will be void if the installation or commissioning has not been performed by a Gan Feng approved installer.
14. In the event that the battery needs to be relocated it must be disconnected, moved and re-installed by a Gan Feng approved installer.
15. A standard 5-year warranty is provided for the BMS and trip switch. The warranty of the trip switch does not cover excessive manual use or overuse of the trip switch. The trip switch is intended to protect the Lithium Battery.

The operating temperature for the battery is designed to be 0 to 50 degrees Celsius, however, it is recommended to keep the battery below 25 degrees Celsius to maximise the design life and life cycle of the 16.battery. The cycle life cannot be guaranteed if the battery is operated in temperatures exceeding 25 degrees Celsius.

Warranty Claim Process

In the event of a possible warranty claim, the following steps should be taken:

- 1.Claims under this warranty must be within 48 hours of a defect being discovered, notification must be provided to the approved re-seller of a claim.
- 2.The end user must submit the invoice for the procurement of the Product to the approved re-seller indicating date of delivery.
- 3.The reseller must send or arrange with the end user to send the battery to one of our service centres.
- 4.The service centre will evaluate the battery and validate if a claim is substantiated.
- 5.If a claim has been validated, repair and servicing of the battery will be performed.
- 6.Any replacement parts will become the property Gan Feng
- 7.It is for the client to arrange delivery and collection of the unit.

If the client wishes to dispute to final evaluation decision, the product must be evaluated by a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge. (Unless your claim is proven to be valid, in which case Gan Feng will be responsible for the testing costs)

If any testing of the Products capacity is required, the testing must occur in the following conditions:

- a)The test is based on a single module.
- b)The ambient temperature of the Battery Module must be $[25C \pm 2C]$
- c)The initial temperature of the battery modules pods must be $[25C \pm 2C]$
- d)50A constant current charge to 3.65V for cell, then switch to constant voltage (54.75/58.4Vdc), charge until charge current declines to 5A
- e)Constant current (50Amps) discharge till all the cell voltages are below 2.50Vdc.