

### **REDEI Limited Battery Warranty**

REDEI provides a Limited Warranty for all its batteries including 12V, 24V and 48V batteries. REDEI warrants that the battery will provide a usable discharge Ah capacity of greater than 70% of its new capacity when discharged at 20°C and 0.1CA discharge rate, during the warranty period. REDEI requires that suitable battery protection and operation within the specification limits is maintained throughout the operating life of the battery. If any battery is not being used or installed as required, it will be in violation of the terms and will render the battery void of any warranty.

Please check the REDEI website [www.redei.io](http://www.redei.io) for the latest warranty terms and conditions.

Please note REDEI does not cover warranty or any liability for damages or defects caused or from the following:

- Incorrect storage or transportation
- Incorrect installation and wiring
- Installed outside requirements of the battery specification and installation and maintenance manual
- Incorrect operation of the system the battery bank supports
- Inappropriate environmental conditions
- Failure to follow safety requirements
- Tampering of the battery
- Unauthorised repairs or modifications
- External influences such as physical damage, over charging, over discharging or electrical damage
- Used outside of warranty terms and conditions

### ***Warranty coverage***

REDEI will cover the costs incurred for repairs and/or replacement parts during the defined warranty period as part of these conditions from the date the warranty period begins. Warranty starts from the date of battery manufacture, unless otherwise agreed with the end client. Each battery is warranted to provide 4000 cycles at 80% depth of discharge or 10 years whichever comes first when:

- installed within an approved cabinet or container that can maintain the general internal operating temperature between the range of 0 °C and +40 °C. Transient occasional temperatures according to cell manufacturers data allowed (refer to REDEI battery datasheets). Notably max. charge temperature +55°C and max. discharge temperature +60°C.
- The batteries are kept free from direct sunlight, water, dust, insects, and excessive humidity.
- The battery has a REDEI approved battery on-line monitoring, over charge and over discharge protection, and an approved battery balancing unit.

**Limitations:**

- The warranty only applies to the original installation site.
- The warranty does not cover accidental damage, misuse, or normal wear and tear.
- The warranty does not cover failure to operate or installations that are not according to the manufacturer's instructions.
- The warranty does not cover workmanship by others, the installation, or the suitability of the product for an application.
- The warranty does not cover damage to external equipment, installation, removal, shipping and reinstallation by others.
- The warranty does not cover direct or indirect consequential damages, or damage due to Force Majeure events such as flood, fire, theft, earthquake.

**Claims for defective products:**

If a device becomes defective during the defined warranty period, the device will be (at the discretion of REDEI), either:

- replaced with a battery of equivalent value with regard to battery type and age; or
  - repaired on-site by REDEI or a service partner appointed by REDEI if practical.
- Note: When REDEI reasonably concludes that the geographical area in which the system is operated is deemed too risky to render on-site services, REDEI's obligations to render these services for the said area are suspended for the period in which such risk is reasonably deemed to exist, or
- returned to REDEI premises or service partner appointed by REDEI for fault testing, repair (if appropriate) and return to site, or
  - For batteries with a limited warranty of 5 or more years, the appropriate market value of the defective battery (which is determined by REDEI based on the market value that the battery would have if it were not defective) will be reimbursed if an equivalent battery is not available.

**Warranty Claims**

- Email the Model number, Serial number, Purchase Invoice with date of Purchase and return address with a description of the fault and we will forward a Return Goods Authority for tracking.
- Battery charging settings and any available downloadable system usage history will be requested, along with installation photos.
- Send the faulty battery back to REDEI in the original packaging or suitable substitute packaging to protect the battery from damage in transport. The battery is the responsibility of the customer and insurance is recommended.
- REDEI Pty Ltd will repair or replace the faulty battery.
- The balance of the original warranty will apply to the repaired or replaced battery.