

Enirgi Power Storage UPS Battery Warranty

Enirgi Power Storage Pty Ltd, ABN 91 002 915 326 (EPS), warrants that the Products supplied by it for application in uninterruptible power systems (UPS's) and as detailed below are free from defects in material and/or workmanship, under the correct application and conditions of use and service, for the Period stated below and subject to the conditions contained herein.

The Application: Energy storage under charge to power a UPS in the event of mains power failure

The Products: Ritar RA, FT, DC, and DG series.

The Period: Obligatory period of 12 months, plus a pro rata period of 36 months, totaling 48 months

Preamble: Australian Consumer Law

Our Products come with guarantees that cannot be excluded under the Australian Consumer Law. For a major failure in the Products you are entitled, at your election, to a replacement, repair, refund or compensation for the drop in value caused by the major failure and in some cases compensation for reasonably foreseeable loss or damage that you may suffer as a result of the major failure. Where there is a minor failure, you are entitled, at our election, to have the Products repaired or replaced or to receive a refund. For further information about the consumer guarantees please refer to the Australian Competition and Consumer Commission website.

General Conditions of Warranty

This warranty is in lieu of any warranties (express or implied) or conditions implied by law, which are hereby specifically excluded and no warranties, representations or undertakings of whatever nature have been made or given by EPS or on its behalf, other than as stated herein.

EPS, its distributor, reseller or agent excludes all liability for damage, loss, injury, expenses or costs (whether of a direct, indirect, consequential, incidental or other nature) howsoever suffered and by whomsoever suffered which may arise out of, or relate to, the use or inability to use the Products or services, or any failure whatsoever by EPS, its employees, contractors or associates for whatever reason, to meet this warranty. It is the responsibility of the Purchaser to ensure that the Products are selected, applied, operated and maintained in strict accordance with the operating instructions for the Products.

This includes ensuring that the size, capacity, design and technology of the Products are correct for the intended application. Where the Purchaser is able to select and set parameters that may impact the performance and/or life of the Products, the Purchaser will comply with the relevant Products' instruction material, record the settings so selected and refrain from changing or modifying same for the duration of the warranty period. These may typically include charge and discharge parameters of battery chargers, renewable energy regulators, inverters, UPS units and the like.

It is incumbent upon the Purchaser to prove to EPS that it has complied in every respect to the conditions of this warranty. This includes compliance with the installation, operating and maintenance instructions for the Products as available at time of purchase and updated from time to time by EPS or Ritar on www.enirgipower.com.au or www.ritarpower.com respectively.

In the event that EPS finds that a claim is valid, and elects to replace a product, title to the failed product will revert to EPS.

Specific Operational Conditions of Warranty

The following specific conditions apply to this limited warranty:

- The battery must be selected for and applied in the duty it was designed to perform. A battery designed for float duty will fail prematurely if used in a UPS connected to an unstable grid.
- The battery shall be of the correct size, design and capacity for the application. This sizing must allow for capacity drop off to end of life, derating for diversity in systems comprising parallel strings, as well as strings of 40 units or more in series. As a minimum, a margin of at least 25% in power drawn is to be included.
- Installation and commissioning shall be completed, and the battery put on float charge within three months from date of delivery.
- The battery must be installed, operated and maintained in strict compliance with the manufacturer's written instructions as available at time of delivery, and as updated from time to time. It is incumbent on the Purchaser to ensure these instructions are readily available and applied at all times to facilitate full compliance with this condition. These include but are not limited to:
 - Quarterly inspection and recording of pilot battery temperatures and all battery voltages
 - Quarterly equalization charging in accordance with Ritar's instructions
 - Limiting all discharges to the following minimum end of discharge voltages:

Minimum end of discharge voltages versus C_{10} rates of discharge				
Discharge Current I (Ampere)	$I \leq 0.1C_{10}$	$0.1C_{10} < I \leq 0.5C_{10}$	$0.5C_{10} < I \leq 1.0C_{10}$	$I > 0.1C_{10}$
End Voltage (V)	1.80 V/cell	1.75V/cell	1.70 V/cell	1.60 V/cell

- Records of regular battery inspection, including battery temperature, overall and per battery float voltage, and corrective charge readings are to be kept for at least the warranty period.
- The battery temperature on float shall not exceed 25°C.
- The battery shall at all times be operated with a current limited, constant voltage charger, with the applied charging voltage smoothed to a ripple creating no more than 3% of the C10 current reversal across the full charge cycle.
- Batteries of different capacities, technologies and brands will not be used in the same UPS system.
- Batteries of which the lids, containers, seals, terminals or safety valves have been tampered with will be void of warranty.

Limitations

EPS's sole obligation in the event of a valid warranty claim is limited to the repair or replacement of the warranted Products, in its sole discretion, within a reasonable time period and in accordance with the conditions stated herein.

This warranty shall, further, not apply where the Product is used in applications for which it was not designed.

This warranty is limited to Products supplied at standard EPS prices current at time of purchase. It does not apply to products offered at discounted or special prices as EPS may elect to offer from time to time. In such cases, conditions different from this warranty will apply as EPS considers appropriate at the time.

Exclusions

This warranty will be invalidated when:

- i) The conditions of this warranty in general and in particular the application, operation and maintenance of the Product as contained herein have not been met; and/or
- ii) The Product is unserviceable due to fire, wreckage, neglect, physical damage as a result of an external force, acts of God, misuse, abuse or otherwise; and/or
- iii) The Product's manufacturing date code has been damaged or tampered with to the extent that it has ceased to be clearly legible or reliable; and/or
- iv) If the Product:
 - has been under-charged or over-discharged, or
 - has been charged using an incorrect or faulty charger; or
 - has been opened up or repaired by an unqualified person; or
 - is maintenance free and has been topped up; or
 - additives have been put into the product; or
 - terminals have been damaged by using the wrong torque; or

- manufacturing date code has been removed, damaged or tampered with; or
 - user fails to submit a complete claim, including photographs of the site and the failed Product.
- v) the application of the Product is changed whereby the new operating conditions may result in the premature failure of the Product.

Further to the above, unless expressly denoted as “guaranteed characteristics”, all details presented on the Products are not guaranteed, but only descriptive features.

Procedural Conditions

Any claim in terms of this warranty must be made by notice in writing to EPS within 5 working days after the Purchaser becomes aware of the defect, in any event no later than 21 days after the failure has occurred. This notice must include a full description of the Product, the reason why it's considered a claim, and accompanied by clear photographs of the Product on site in the application.

The Purchaser must, upon being so requested by EPS, return the defective Product to EPS, together with satisfactory proof of purchase of the Product from EPS, and proof that the conditions stated or referred to in this warranty have been met for the life of the Product and up to the date that the Product was returned to EPS. The defective Product shall be analysed by EPS within a reasonable time, and EPS's decision shall be communicated to the Purchaser. This analysis may require destructive testing of the Product, which risk vests with the Purchaser.

In the event that a Product failure creates an unsafe or potentially unsafe condition, it is the responsibility of the Purchaser to immediately act to render and keep the condition safe.

The warranty on the repaired or replaced Product shall apply from the original date of purchase of the first Product.

Products replaced under warranty will be supplied ex works. In the event that EPS has the necessary facilities available at the time, loading onto the Purchaser's transport will be included.

For further information please contact EPS on 1300 883 643, or email warranty@Enirgibatt.com.au