

Enirgi Power Storage Limited Product Warranty Limited Warranty Statement*

Enirgi Power Storage Pty Ltd, ABN 91 002 915 326 (EPS), warrants the products listed below as supplied by it (Products), against defects in materials and/or workmanship, in the correct applications, under the manufacturers' prescribed conditions of use and service, for the periods as stated below and subject to the conditions contained herein (Conditions).

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 goods repaired or to receive a refund. For further information about the consumer guarantees please refer to the Australian Competition and Consumer Commission website.

The liability of EPS under this Warranty shall be limited to the repair or replacement of the Products, at its sole discretion, within a reasonable period, and in accordance with these Conditions.

EPS does not accept any battery test performed by another battery repairer or manufacturer in determining whether a battery supplied by it has failed under this warranty.

If EPS finds that a Product has failed during the warranty period due to defects in material and/or workmanship, it will either repair such failed Products or replace them with Products from one of its branches within Australia. If a product is replaced, the old product will become the property of EPS, to be returned to EPS, free from third party claims.

Battery Limited Warranty Period

Enirgi Power Storage warrants any battery which becomes unserviceable (not merely discharged) due to defect(s) in material and/or workmanship within the periods stated below:

BRAND	WARRANTY
Trojan (excluding the Industrial Range)	<ul style="list-style-type: none"> Floor Machines – 6 months All other applications – 12 months
Enirgi E Range	<ul style="list-style-type: none"> Private Use – 12 months (E1000) Private Use – 24 months (E2000) Private Use – 36 months (E3000+) Commercial or Heavy Equipment – 12 months Marine, RV – 12 months (DC Series) Marine, RV – 24 months (XV, CV Series) Taxi – 3 months
Ritar AGM & Gel	<ul style="list-style-type: none"> Standby Use (UPS) – 12 months Fire & Security – 12 months Cyclic (Scooter, EV etc) – 3 months Cyclic (Marine) – 3 months Marine Starting Applications – 12 months

BRAND	WARRANTY
Ritar Deep Cycle	<ul style="list-style-type: none"> • Solar – 12 months ** • Industrial / Commercial – 6 months • Cyclic (Scooter, EV etc) – 6 months • Cyclic (Marine/Campervans) – 12 months • Marine Starting Applications – 12 months
Enirgi Premium **	<ul style="list-style-type: none"> • 24 months + 36 months Pro Rata
Enirgi Advance **	<ul style="list-style-type: none"> • 36 months + 24 months Pro Rata
Raylite **	<ul style="list-style-type: none"> • 36 months + 24 months Pro Rata
Motobatt	<ul style="list-style-type: none"> • 12 months

** Refer to the Solar Resellers Warranty document for this product for detailed conditions

Exclusions and Limitations

The provisions of this limited warranty shall NOT apply to failures due to:

- Abuse or neglect such as:
Loose wiring, rusted or corroded connection hardware, improper installation, neglect, breakage, cracked covers and cases, bulged cases from heat, freezing, fire, explosion, wreckage, exposure to excessive temperatures, and the like.
- The addition of any chemicals, incorrect charging (undercharging or overcharging), use of the battery in an uncharged condition.
- Batteries not installed, and/or operated, and/or maintained in strict compliance with the manufacturer's recommendations and instructions.
- Over discharging and/or improperly sized batteries.
- Valve Regulated Sealed batteries that have been opened at any time.
- Batteries damaged from faulty loads or chargers.
- If the manufacturing or date codes have been destroyed or tampered with.
- If there is no credible record of purchase.
- If there is no credible proof of operation and maintenance according to the manufacturer's recommendations and instructions.
- Operation in an application 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.

Consequential Damages

EPS or its authorised battery supplier will not be liable for any indirect, incidental or consequential losses or damages arising out of the provision or failure to provide any benefits and services whether as a result of the negligence of EPS or howsoever otherwise.



Warranty Claim Procedure

1. CONTACT US within 2 working days of discovering the failure, either by:
Visiting your nearest Enirgi Power Storage Branch, or
Calling 1300 783 879, or
E-mailing support@enirgipower.com.au
2. Provide your proof of purchase, and where required by the EPS representative, proof of correct operation and maintenance.
3. The battery may need to be taken to the nearest EPS site for testing to determine the cause of failure. Depending on the type of battery this test can take up to 5 working days, and may involve destructive analysis, the cost of which reverts to EPS only if the claim is found to be valid.
4. You may be contacted should we have further questions relating to the application or usage of the battery.
5. You will be notified by an EPS representative of the outcome of your claim within 2 working days after completion of testing and adjudication.

Note*: This document contains the standard Limited Warranty as applicable to the Products listed herein. For further details please contact your nearest EPS.