



5 YEAR DEFECT AND PERFORMANCE WARRANTY

iVolt Lithium Battery Technologies (Pty) Ltd. extend this limited warranty only to the consumer who originally purchased the product. It does not extend to any subsequent owner or other transferee of the product.

In the unlikely event you are having an issue with one of our batteries, your iVolt battery has a 5-year manufacturer's defect and performance warranty from the date of purchase. This warranty starts on the date your purchase is collected or shipped to you, and lasts for 5 years. The warranty period is not extended if we repair or replace the product. Proof of purchase as well as the product serial number will be required to process a warranty claim.

DEFECT WARRANTY

With respect to any defective product during the first 2 years of the Warranty Period, iVolt will replace the defective product with a new or similar battery. Thereafter for the last 3 years of the Warranty Period we offer a loan unit battery for the duration of the repair or until replacement. Replacement batteries under warranty in the 3-5 year period of the warranty will be replaced with a similar battery within tolerance in relation to the age of the purchased battery. This warranty does not cover negligence or misuse of the battery. If it is deemed that the battery was used improperly, you will be subject to a repair charge plus parts and shipping.

PERFORMANCE WARRANTY

Our performance warranty guarantee's less than 10% loss of capacity within the first 2-year period and less than 20% performance loss in the 3-5 period of the warranty.

Our LiFePO₄ batteries use cells with a half-life of 6,000 recharge cycles (half-life is 50% depth of discharge), this is approximately 12 to 15 years at regular use. 12 to 15 years is the expected usable lifespan possible under optimal conditions and customer care.

iVolt advertises the minimum expected lifespan of 5 years, or roughly 2,000 recharge cycles at regular use. Batteries that do not meet this performance or lifespan of 5 years will be repaired or replaced with a similar unit within tolerance in relation to the age of the purchased battery.



WHAT DOES YOUR WARRANTY NOT COVER

This warranty does not cover any damage due to the following:

Damage due to improper installation; loose terminal connections, under-sized cabling, incorrect connections (series and parallel) for desired voltage and AH requirements, or reverse polarity connections.

Environmental damage; inappropriate storage conditions as defined by the Manufacturer; exposure to extreme hot or cold temperatures, fire or freezing, or water damage including submersion.

Storage - Battery that has not been charged for over 1 year. Battery not stored in adherence to the Manufacturer's storage guidelines, including storage of the Battery at low state-of-charge (charge your battery to full before storing).

Over Cycling - To ensure longevity and maximum performance batteries should not be completely discharged down to 0% SOC (state of charge) and re-charged to 100% SOC more than 3 times per week, or a maximum of one discharge cycle down to 20% SOC more than once daily. Usage exceeding this results in the cells being over cycled beyond what is considered normal use and will void the performance warranty of the battery.

Damage caused by collision

Modifications

Unauthorized repair

External causes such as accidents, abuse, or other actions or events beyond our reasonable control.

This warranty does not cover any shipping costs of batteries or loan units, these costs will be the responsibility of the purchaser. Alternatively, the purchaser can return the unit under warranty from the distributor where the unit was purchased.