

## Enirgi Power Storage Limited Product Warranty *Limited Warranty Statement*

Enirgi Power Storage (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). We recognise that our Products may come with some guarantees that cannot be excluded under Australian Consumer Law.

The liability of Enirgi Power Storage 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.

Enirgi Power Storage 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 Enirgi Power Storage 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 of 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
<b>Trojan</b> (excluding the Industrial Range)	<ul style="list-style-type: none"> <li>Floor Machines – 6 months</li> <li>All other applications – 12 months</li> </ul>
<b>Enirgi E Range</b>	<ul style="list-style-type: none"> <li>Private Use – 12 months (E1000)</li> <li>Private Use – 24 months (E2000)</li> <li>Private Use – 36 months (E3000, E3000+)</li> <li>Commercial – 12 months</li> <li>Heavy Equipment – 12 months</li> <li>Marine – 12 months</li> <li>Recreational Vehicles – 12 months</li> <li>Taxi – 3 months</li> </ul>
<b>Ritar AGM &amp; Gel</b>	<ul style="list-style-type: none"> <li>Standby Use (UPS) – 12 months</li> <li>Fire &amp; Security – 12 months</li> <li>Cyclic (Scooter, EV etc) – 3 months</li> <li>Cyclic (Marine) – 3 months</li> <li>Marine Starting Applications – 12 month</li> </ul>
<b>Ritar Deep Cycle</b>	<ul style="list-style-type: none"> <li>Solar – 12 months</li> <li>Industrial / Commercial – 6 months</li> <li>Cyclic (Scooter, EV etc) – 6 months</li> <li>Cyclic (Marine/Campervans) – 12 months</li> <li>Marine Starting Applications – 12 months</li> </ul>
<b>Enirgi Premium</b>	<ul style="list-style-type: none"> <li>24 months + 36 months Pro Rata</li> </ul>
<b>Enirgi Advance</b>	<ul style="list-style-type: none"> <li>24 months + 36 months Pro Rata</li> </ul>
<b>Raylite</b>	<ul style="list-style-type: none"> <li>24 months + 36 months Pro Rata</li> </ul>
<b>Motobatt</b>	<ul style="list-style-type: none"> <li>12 months</li> </ul>

## 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 manufacturers' 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.

## Consequential Damages

Enirgi Power Storage 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 Enirgi Power Storage 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 Enirgi Power Storage representative with the outcome of your claim within 2 working days after completion of testing.

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