

Ritar Renewable Energy Product Resellers Limited Warranty

Enirgi Power Storage Pty Ltd, ABN 91 002 915 326 (EPS), warrants that the Ritar Renewable Energy Products as listed below (Products) and supplied by it are free from defects in material and/or workmanship, under the correct application, conditions of use and service, for the Periods stated below and subject to the Conditions contained herein. The sole obligations of EPS in terms of this warranty shall be to repair or replace the Products, within a reasonable time period and in accordance with these Conditions.

The Application: Cyclic battery storage for a solar system.

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.

Specific Operational Conditions of Warranty

The warranty periods for the product lines are given below:

Battery Range ¹	Period (months)	Working Conditions ²
DC	12	Daily cycling duty at 25°C, to maximum DoD ≤ 40% with generator backup, or in a grid connect system
DG	18	
OPzV	36	

Notes

1. DC: Deep Cycle, Absorbent Glass Mat (AGM) range; DG: Deep Cycle, Gelled electrolyte range; OPzV: Tubular plate, Gelled electrolyte range.
2. Note that this warranty is based on average operating temperatures of 25°C. If the average operating temperatures exceed this temperature, the warranty period will be reduced proportionally by 30% for every 10°C above 25°C.

Batteries in cycling duty must be recharged within 24 hours after a discharge, or if stocked, at least every three months

Batteries in cycling duty must be given a complete equalizing charge at least once every 63 (sixty-three) days.

The final voltage during any discharge may not be lower than that listed below:

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

Any failures must be reported within 5 working days of such failure occurring together with proof of failure.

A battery will not be considered failed, defective or unserviceable unless it fails to deliver 70% or more of its rated capacity (corrected to 25°C) during the warranty period.

Discharging deeper than 50% of its rated capacity will nullify the warranty. One cycle is defined as the change in the state of charge of the battery from having been charged, to any state of discharge, and then back to charged. In cycling duty, the battery must be given a full charge to 100% state of charge every 14 days. The battery charge and discharge controls must be set, and maintained at the parameters provided by Ritar (Manufacturer) or EPS from time to time.

Limitations

EPS's Storage sole obligation in the event of a valid warranty claim is limited to the repair or replacement of 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.

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 in writing to EPS within a maximum of five working days after the Purchaser becomes aware of the defect. This notice must include a full description of the Product, the reason why its considered a claim, and accompanied by clear photographs of the Product on site and 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 in this warranty have been met for the life of the Product 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.

Should a Product failure create an unsafe or potentially unsafe condition, it is the responsibility of the Purchaser to immediately render and keep the condition safe.

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 at time of its replacement.

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

Where a claim is valid, the pro rata Compensation value for the failed batteries will be calculated as follows:

$$= \frac{\text{(Number of months of Remaining Warranty)} \times \text{original Price}}{\text{Total Warranty Months}}$$

Or the replacement quantity (pcs) = above Compensation value / original price

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

For further information please contact EPS on 1300 783 879.