

WARRANTY POLICY

1. Warranty Coverage

Tesson Energy warrants that its lithium batteries products (NMC/LFP) are free from defects in materials and workmanship under normal use and service for a period of 3 years from the date of purchase by the original purchaser.

1.1. Capacity Retention

The Product is guaranteed to retain at least 70% SOH of its original capacity after 500 cycles or 3 years whichever comes first. Tesson Energy gives a three-year free service warranty, but the battery pack's 10% degradation retention per year is acceptable.

1.2 What is Covered

- Original Invoice along with duly filled complaint form and fault details.
- Defects in materials or workmanship.
- Premature failure of the Product under normal use.
- Capacity loss beyond the specified threshold during the warranty period.
- The battery pack should not be damaged.
- There should be no signs of physical damage, such as connector breakage, wire cuts, or wire melting.

1.3 What is Not Covered

- Damage caused by misuse, abuse, or improper handling (e.g., overcharging, deep discharging, exposure to extreme temperatures, or physical damage).
- Failure due to improper installation or use with incompatible devices.
- Normal wear and tear, including gradual capacity loss over time.
- Unauthorized repairs, modifications, or alterations.
- Damage caused by acts of nature, accidents, or external events.
- Products purchased from unauthorized resellers or without proof of purchase.
- Damage caused by corrosion as a result of environmental pollution, including soot, chemical vapors, acid rain, direct contact with saltwater, immersion in water, whether caused by flooding or otherwise, and any form of Mold.

2. Warranty Claim Process

The Customer must provide a valid proof of purchase (e.g., receipt or invoice) showing the date of purchase and the Product's serial number. The Customer may be required to return the Product to the Company or an authorized service center for inspection. The Company will determine if the issue is covered under this warranty. If the claim is approved, the Company will, at its sole discretion: Repair or replace the Product with a new or refurbished unit. The Customer is responsible for shipping costs to return the Product unless otherwise stated by the Company.

3. Environmental and Usage Guidelines

- Long-Term Storage: 10°C to 25°C (50°F to 77°F) For extended storage, maintain a cool, stable temperature to minimize degradation.
- Avoid overcharging or fully depleting the battery. Maintain a SOC level between 20% to 80% for optimal lifespan.
- Humidity: 5% to 95% RH, non-condensing.
- Store batteries in a cool, dry place, ideally at 40% to 50% charge, to minimize degradation.
- Avoid exposure to water, fire, or corrosive substances.
- If the battery overheats, swells, or catches fire, evacuate the area and contact emergency services immediately.
- Do not dispose of lithium batteries in regular trash. They contain hazardous materials and should be recycled through certified e-waste recycling programs.

By adhering to these guidelines, you can maximize the performance, safety, and lifespan of lithium batteries while minimizing environmental impact. Always refer to the manufacturer's instructions for specific recommendations.

