

"Maxvolt Energy Industries Pvt Ltd"

Lithium Battery Service Warranty

"MEIPL" (Maxvolt Energy Industries Pvt Ltd) warrants each Maxvolt Energy branded battery, sold by MEIPL or any of its authorized distributors or dealers, to be free of defects for the period as listed in the Warranty Period, from the date of sale as determined by either the customer's sale receipt, the shipping invoice and/or the battery serial number, with proof of purchase. Within the Warranty Period, subject to the exclusions listed in the warranty exclusions.

Warranty Terms:

- 1) We grant warranty for Two wheeler Lithium Ion Battery packs commencing from the date of sale as per below terms:
 - **36Volts:01 year for all Two Wheeler Battery Pack models (for non-commercial use only)**
 - **48V/60V/72V: 03* years or 25,000 kms whichever earlier for all Two Wheeler Battery Pack models (for non-commercial use only)**
- 2) We grant warranty for Three wheeler Lithium Phosphate Battery packs commencing from the date of sale as per below terms:
 - **48V/60V/72V: 80Ah Battery pack: 03* years or 60,000 kms whichever earlier.**
 - **48V/60V/72V: 100Ah Battery pack: 03* years or 80,000 kms whichever earlier.**
 - **48V/60V/72V: 120Ah Battery pack: 03* years or 90,000 kms whichever earlier.**

(*03yrs will be calculated first 2yrs complete repair & replacement and remaining 1 year only repair, under repairable conditions only)
- 3) We grant warranty for Energy Storage Lithium Phosphate Battery packs commencing from the date of sale as per below terms:
 - **48V/60V/72V/96V/120V: 80Ah/ 90Ah/ 100Ah/ 120Ah & above capacity Battery pack: 05* years (*05yrs will be calculated first 3yrs complete repair & replacement and remaining 2yrs only repair, under repairable conditions only)**
- 4) Batteries are like fuel for electric vehicles(2W/3W) and start getting consumed with time e.g. the mileage on day One will be the highest and day 90 will be comparatively low , and day 120 will be lower as compared to day 90 and so or this is a natural phenomenon of the of the electric 2W/3W batteries.
- 5) The mileage depends on many variable factors such as road conditions, temperature, traffic density, tyre pressure grade ability, load, driving style and the condition of vehicle and battery maintenance. The mileage will reduce as battery is consumed. The mileage will also reduce as battery grows old which is a normal decay phenomenon.

Battery Capacity Degradation Table

S.No.	Time Period from the date of sale	Ah of battery cell below which it will be considered as failed (calculation based on 1kwh battery pack)	Remarks
1	0-6 months	Less than 90% (0.9 kwh)	Battery pack will replaced with an equivalent or higher battery pack in accordance with their nominal consumption pattern.
2	07-12 months	Less than 80% (0.8 kwh)	Battery pack will replaced with an equivalent or higher battery pack in accordance with their nominal consumption pattern.
3	13- 24 month	Less than 70% (0.7 kwh)	Battery pack will be replaced with a 0.7kwh or higher capacity battery pack.
4	25-36 month	Less than 50% (0.5 kwh)	Battery pack will be replaced with a 0.5kwh or higher capacity battery pack

- 6) The battery warranted against manufacturing defects only and not against normal deterioration in the mileage and the condition of your electric 2W/3W batteries can deteriorate more if any of the

steps mentioned in battery health tips card to you at the time of delivery of Maxvolt Energy Industries Pvt Ltd. electric 2W/3W also, reproduced the manual is not carried out properly.

- 7) The product warranty is not intended to be a durability warranty as end user conditions and usage shall tend to be variable. Buyer is deemed to have read, understood and agreed to these conditions at the time of purchase.
- 8) Within the warranty period we will repair any defects in the battery pack resulting from faults in material or workmanship, either by repairing or replacing the complete battery pack at our discretion.

Warranty Authorization

We're sorry to hear about this unexpected issue you are encountering with our products. Please carefully read the information below to begin the process of for warranty repair.

End user must have to contact through our online channel for Customer Service Support warranty scanning QR code to claim the warranty.



Warranty Guidelines

Manufacturer's Limited Warranty: We Guarantee every battery sold by us or any of our authorized dealers or distributors—nationwide, to be free of defects from the date of sale. Subject to the issues listed below, we will repair or replace the battery and/or parts of the battery if the components in question are defective in materials or workmanship.

To obtain the service within the warranty period, follow the below steps for faster & smooth service/repair:

Step 1: Do contact with Dealer you purchased battery from, Dealer Support person will coordinate with our service engineer on video call specifying the issue, our service engineer will try to resolve the issues on call if possible.

Step 2:a) Service location within the 50kms of service centre - If complaint cannot resolved on phone Call then Our Service Engineer will visit the dealer location.

b) Service location outside the 50kms of service centre - If complaint cannot be resolve on call then the battery pack has to ship to our nearest Service centre. Our service team will get it repaired the battery pack in maximum 04 working days (excluding transit time).

Step 3: If the battery pack is non repairable as per warranty term then "MEIPL" will give a replacement Battery in maximum 10 working days (excluding transit time).

- Above timings may get delayed depends on distance from client & service centre location or due to any diplomatic/political issue, natural calamities, strikes & riots or any situation which are uncertain/uncontrollable.)
- **For freight charges:** Maxvolt will bear both side (To & fro) freight for battery/charger replacement for first year from the billing however customer will bear both side freight from second year onwards from the billing date.
- 9) Any batteries damaged in the act of delivery back to MEIPL factory will not be replaced under the free replacement warranty program. It is the customer's responsibility to package the item so that it will not be damaged during the shipping process and to insure it. We recommend keeping the original boxing. However we will try our best to do our best to minimize loses.
- 10) Once a customer's product has been warranted the replacement item only holds the warranty until the expiration of the original purchase date of item. The warranty does not start over on the replacement item.
- 11) Maxvolt will repair/replace faulty batteries in warranty period for manufacturing faults. Display meter, Input/ Output Cables, Charging/ Discharging Socket & other consumable components are not included in warranty and will be charged for repairs/ replacements. *(Please note: If any*

Maxvolt Energy Industries Private Limited



H-192, FIRST FLOOR, SECTOR - 63, NOIDA - 201301



www.maxvoltenergy.com



+91 120 4291595

problem/fault found in the battery aroused from mishandling of above accessories then Service charge & handling will be applicable will be paid by end user on the spot to retain the warranty.)

- 12) The cost of material, cost of installation, cost of labour for repair, cost of shipping and service charges shall be revised time to time and communicate to the customer at the time of complaint logging.

WARRANTY EXCLUSIONS

The Manufacturer has no obligation under this Limited Warranty for Product subjected to the following conditions (including but not limited to):

- Damage caused during shipping or mishandling of the Product.
- Damage caused due to water or any liquid seepage, short circuit, dismantle, crush, excess heat.
- Warranty does not cover plastic parts & accessories such as battery case, connectors, handle & attachments.
- Damage due to improper installation, loose terminal connections, under-sized cabling, incorrect connections (series and parallel) for desired voltage and AH requirements, reverse polarity connections or insufficient space for airflow.
- Environmental damage: inappropriate storage conditions as defined by MEIPL, exposure to extreme hot or cold temperatures, fire or freezing, or water damage.
- Damage caused during operation by collision or over-discharging the Product as defined by the Manufacturer.
- Damage due to improper maintenance; under- or over-charging the Product, lack of cleaning resulting in corroded terminal connections or build-up of dirt, debris, organic matter, fossil fuels or chemicals on the Product casing.
- Our authorized dealers and distributors may offer an additional warranty to the “MEIPL” Limited Warranty. “MEIPL” is not responsible for dealer or distributor created warranties or any claims that may arise from said warranties
- Product that has been opened, modified or tampered
- Tampering or removal of manufacture date codes
- Product that was used for applications other than which it was designed and intended for
- Product that was under-sized for the application
- Product not stored in adherence to the Manufacturer’s storage guidelines
- Maxvoltage authorised Service Centre’s judgement on violation of warranty conditions will be final and binding on the customer.

Typical conditions when the warranty may become void

- Continuous use or leaving the battery at very high temperature conditions of above 50 degrees (for example, Strong direct sunlight or a vehicle is in extremely hot condition)
- Reversing the positive and negative terminals.
- Disassembling or modifying the battery pack.
- Not using battery charger meant specifically for the purpose of Lithium Batteries.
- Directly soldering the battery and piercing the battery with nail or other sharp object.

Warranty Procedure: In the unlikely event your battery cannot be woken up, shipping can be arranged to our headquarters once a Service Request number has been created. If the battery is repairable, it will be repaired at no cost and returned to you. If it is not repairable and the issue was caused by a manufacturer defect, we will replace the battery at no cost within the first 2 years. After 2 years, we will repair your battery at no cost to you if the battery is repairable. In the unlikely event it is not repairable, we will prorate the cost of a new replacement battery for you at 50% off the cost of a new one. Warranties are non-transferrable and stay with the original purchaser of our products. MAXVOLT ENERGY™ is an approved hazmat shipper which is required to ship lithium ion batteries. All of our products are delivered in packaging that meets or exceeds federal and international standards for shipping lithium ion batteries.



Please do not attempt to ship your battery back to us without proper packaging or if you are not an approved shipper for hazardous material.

Important Point to remember while sending battery pack back to factory

Packaging

All lithium batteries are required to be shipped in accordance with UN38.3 certification and must meet or exceed international and federal regulations for lithium ion batteries. If you do not have your original packaging, MAXVOLT ENERGY™ can send you the proper packaging for a small fee including shipping costs.

UN3480 PACKING TASKLIST

Foam Packing

When packing a lithium ion battery for shipping, you will need to have foam on all 6 sides of each battery. The foam must be at least 1 inch thick and the battery cannot be loose when you close the lid. (Please be sure there is foam supporting the battery from moving around in the box. MAXVOLT ENERGY™ will send enough foam to make the necessary packaging requirement if we are sending you packaging.

Tape

Once you have the battery properly packaged, you can close the lid and tape it down. The tape needs to be at least 2" past the seam which is a requirement. (IMPORTANT) Do not allow the tape to cover any of the markings on the packaging or labels.

Class 9 Label

Please be sure the class 9 label is clearly marked on each box.

UN3480 LITHIUM ION BATTERIES Marking

Please be sure the box is labelled with a UN3480 LITHIUM ION BATTERIES marking. The marking cannot be covering any other letters or numbers on the package. No labels should be covering any part of the marking.

Air Cargo

Lithium Ion Batteries being returned for warranty repair should NEVER be shipped by air.

Warranty Disclaimer:

Customers should adhere to all documentation and guidelines. Manufacturer will not be responsible for any expenses related to installation/removal, electrical system tests, battery charging, loss of time or other expenses which should be considered incidental damages, including all shipping charges after the first 30 days of warranty.

Authorization

If you believe your products have failed due to a manufacturer defect, please sign and return your items in accordance with this RMA. Please note, if your items are returned to us and we cannot identify any defects or the problem is not related to a manufacturer defect such as water damage or any accessories broken you will be responsible for all shipping charges. We will provide you with a detailed invoice of your claim that we will require to be paid prior to us returning the items to you.

WARRANTY DISCLAIMER

This limited warranty is in lieu of, and manufacturer disclaims and excludes, all other express warranties. Manufacturer further limits the duration of all, whether statutory, express or implied warranties, including, without limitation, any warranty of merchantability or fitness for a particular purpose, to the warranty period. Manufacturer's exclusive liability for breach of any warranty on the Battery shall be to replace the Battery within the warranty period in accordance with the terms of this limited warranty. In no event shall Manufacturer be liable for any loss or damages of any other kind, whether direct, incidental, and consequential including lost profits, exemplary, special or otherwise, including any lost profits or removal, shipping, or installation expenses.

