



VISION SP SERIES LITHIUM BATTERY WARRANTY STATEMENT

Hi-Tec Batteries (HTB) will provide the following warranty to the original purchaser subject to the terms and conditions stated herein. The guarantee that comes with our goods are bound by Australian Consumer Law. Where a major failure caused by faulty materials and/or workmanship occurs within the Specified warranty period, the consumer purchasers are entitled to a replacement or refund and compensation for any other reasonably foreseeable loss or damage. Further, if the goods are of unacceptable quality does not cause a major failure, you are entitled to a repair or replacement of the goods.

Warranty Period

HTB provides a Limited warranty for Vision SP Series Lithium Iron Phosphate batteries against defects for the following periods from the date of the initial purchase:

Application	Free Replacement or Repair Period (months)
Energy Storage	36
Deep Cycle	36
UPS	36

Claim Conditions:

This warranty covers the battery types with requirements on the table above, batteries must be used in the application for which they were intended, and were properly sized, installed and maintained in accordance with Vision latest SP series user manual posted in the HTB website. Battery compartment is designed to maintain all batteries at similar temperature.

Installation of the batteries must be performed by qualified technicians and in accordance with proven acceptable practices or the warranty will be voided.

Proof of purchase and return of good(s) in question must accompany any request for warranty.

Battery backup performance test is the unique method to analysis if battery faulty. If any other method is used by the buyer, it must be approved by the manufacturer in advance.



Non-Transferable

This Limited Warranty is not transferable to any other person or entity. Please contact the place of purchase regarding any warranty claim.

Warranty Exclusions

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

1. Exceeding the warranty period
2. Damage caused during shipping or mishandling of the Product
3. 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, or unauthorized disassembly or repair etc.
4. Environmental damage such as inappropriate storage conditions as defined by the Manufacturer, exposure to fire or freezing, or water damage, impact, or collision. Appropriate documentation proven that a controlled environment was maintained will be required for all claims.
5. Damage caused during operation; by collision or over-discharging the Product as defined by the Manufacturer.
6. Damage due to improper maintenance; lack of cleaning resulting in corroded terminal connections or build-up of dirt, debris, organic matter, fossil fuels or chemicals on the Product casing.
7. Product that has been opened, modified, or tampered with
8. Tampering or removal of manufacture date codes
9. Product that was used for applications other than which it was designed and intended for.
10. Product that was under-sized for the application.
11. Product not stored in adherence to the Manufacturer's storage guidelines.
12. Warranty replacement or repair will only occur after batteries are returned to base, tested and battery failure deemed to be a genuine claim.
13. HTB will deal with the faulty battery during warranty period based on faulty block/(s), not whole string/(s)
14. HTB is not responsible for and will not be bound by any additional warranties provided by resellers and does not authorize any other person to make or assume any obligation or liability in connection with any of the batteries.
15. HTB shall not have any liability for any damage rooted out of natural disaster and /or force majeure or the consequential damages.
16. Use in starting applications or under the bonnet.



Claims Procedure:

1. Contact the original point of purchase for instructions within **5 days** after discovering the defect battery.
2. Request return authorization. No returns will be credited without an authorization.
3. In the case of returned product the batteries must be packed with sufficient padding and in the appropriate cartons to eliminate the risk of damage in transit.
4. The battery must only be returned in compliance with the transport and packaging regulations ruling at that time. Failure to do this may result in the carrier refusing the shipment.
5. Incorrectly identifying the content of such packages is illegal and the shipment could possibly be subject to substantial fines and confiscation of the goods in accordance with Federal and State laws.
6. HTB has the option to credit or replace products deemed defective and under warranty.
7. Cost of freight, installation, transportation shall be borne by the purchaser.

HTB suggest user to keep and provide the following monthly log:

- Record of DOD and cycle numbers.
- Battery ambient temperature.
- The manufacturer will also take actual environment and power conditions for reference if in need.

For critical warranty issue, HTB reserve right to investigate battery operation conditions and make decision, the purchaser must support for site access for the technicians appointed by the manufacturer or HTB.

As per Australian Consumer Law if the battery usage is not for personal, domestic, or household use, then HTB will not be responsible or liable for any consequential or incidental expense or loss.

Note: Manufacturer reserves the rights to alter, amend the design, model and specification without prior notice.

If you have some special technical problems which not mentioned above or applications other than those described here, please contact HTB immediately.

This Vision SP series warranty statement is not applicable for Vision REVO series which also has SP series batteries. Please refer another warranty statement for Vision REVO series.