

# WARRANTY STATEMENT

*Battery Model:  
LBS-48110-S15-CB80*

All products, systems and components (the goods) sold by Lithium Battery Systems (LBS) in Australia are covered by a Limited Warranty (the warranty). There is no other warranty, other than that described herein.

All goods supplied by LBS or via an agent are backed by Lithium Battery Storage Pty Ltd trading as Lithium Battery Systems, ACN 608 590 503.

Warranty claims for all goods sold directly by LBS should follow the steps outlined herein. Consumers who have LBS products supplied by a third party such as a dealer, wholesaler, builder or installer should firstly contact the third party who supplied the LBS product and ensure that the third party actively pursue the warranty claim on their behalf with LBS.

LBS offers this limited warranty and does not exclude, restrict or modify the consumers rights under Australian Consumer Law specifically Schedule 2 of the Competition and Consumer Act 2010.

## 1.0 Limited Warranty Inclusions

This warranty only covers goods supplied by LBS directly. Complete systems that encompass goods from other manufacturers and installed by a 3<sup>rd</sup> party should pursue any warranty claim of other components in the system via the 3<sup>rd</sup> party and those other manufacturers.

### 1.1 LBS Manufactured Products

Products manufactured or supplied by LBS specifically the LBS-48110-S15-CB80 and associated, cables, connectors, isolating switches and cabinet enclosures.

1. LBS-48110-S15-CB80 48V Batteries are covered for manufacturing defects for a period of 10 years.
2. LBS-48110-S15-CB8 48V Battery also have a performance guarantee in retaining greater than 80% battery capacity for a period of 5 years (1 cycle per day).

Note: that both the warranty and performance guarantees rely on the installer and consumer strictly following all installation and usage guidelines contained in the **LBS-48110-S15-CB80 Installation and Operation Manual**.

### 1.2 Warranty Conditions

The battery is warranted, to the consumer, to be free of defects in materials and workmanship in the manufacturing of the battery for ten years from the invoice date.

The LBS 48V battery must be installed and operated during the warranty period in accordance with the **LBS-48110-S15-CB80 Installation and Operation Manual** which is supplied with the product and available on [www.lithiumbatterysystems.com.au](http://www.lithiumbatterysystems.com.au)

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### 1.3 Battery Management System (BMS)

The LBS Battery Management System (BMS) is in-built and is standard with every battery manufactured by LBS and is designed and programmed to suit the battery configuration.

The battery shall not be used with any BMS other than the one supplied by LBS. Any changes that are made to the battery BMS, its pre-configuration or programming will void all warranty of the battery and system.

Likewise, any attempts to bypass the BMS, or otherwise use the battery without the BMS, will void the warranty.

### 1.4 End of Life

This warranty does not cover a battery reaching its normal end of life which may occur prior to the warranty period stated above. Depending on the application a battery can reach its normal end of life before the end of the warranty period.

End of life may be reached earlier than the warranty period of 10 years if one or more of these conditions are met during the normal operation of the battery:

- 2000 cycles where the battery is operated to a point below 20% SOC (80% DOD)
- 5000 cycles where the battery is operated to a point below 50% SOC (50% DOD)
- The battery is neglected and reaches 0% SOC or below 40V
- Where the operating temperature is commonly outside 0-45 degrees Celsius

Therefore, LBS reserves the right to deny a warranty claim if it determines the battery to be at its normal end of life, even if the claim is lodged within the applicable warranty period.

### 1.5 General Provisions

The battery is **NOT** designed or warranted in the following applications:

- Any life-support applications.
- Any aviation aircraft applications.
- As a cranking/starter battery for internal combustion engines.
- Marine applications unless the operating environment is specifically declared to LBS.

### 1.6 Care & Maintenance

In addition to the guidelines in the **LBS-48110-S15-CB80 Installation and Operation Manual**, it should be noted that the battery has a small self-discharge rate due to a very small current draw from the BMS, and display (if supplied). If a battery system is not used for a prolonged period even with no loads present, the battery will slowly discharge. If the voltage is allowed to go below 40V then this would be considered negligence by the consumer and would void the warranty.

It is the responsibility of the end user to maintain the battery in a partially charged state (defined as being > 20% full). The battery should not be left for more than 3 months without checking its charge state. LBS recommends that a battery left in a "storage state" should be

checked (and charged if necessary) at least once every 3 months to maintain maximum life expectancy of the battery.

The battery does not need to be fully charged for long term storage – in fact it will last longer if it is left in a partially charged state (with the power switch off). Therefore a “trickle charger” is not recommended, unless the battery is required to stay on to support a load that needs to remain connected.

Failure to follow these requirements may result in a premature failure of the battery which is not covered under this warranty.

### 1.7 Limitations

LBS has no obligation under the limited warranty herein in the event the manufactured battery is damaged or destroyed because of one or more of the following:

- Not adhering to all recommendation in the **LBS-48110-S15-CB80 Installation and Operation Manual**
- Normal wear and tear (including chips, scratches, abrasions, dis-colouration or fading due to normal exposure to sunlight)
- Accidents and damage during shipping and transporting of the goods.
- Unauthorised use or repair.
- Any drilling or holes inserted into the enclosure
- Failure to follow instructions for care and maintenance outlined in the **LBS-48110-S15-CB80 Installation and Operation Manual**
- Abuse, misuse, physical damage, alterations, neglect to the aluminum enclosure
- Acts of God, natural forces such as wind, lightning, hail, damage due to fire, collision, explosion, vandalism, theft, penetration or opening of the battery enclosure in any manner.

### 1.8 Exclusions

Repair or attempted repair of the battery by anyone other than an authorised LBS representative shall void this warranty. Under these circumstances LBS may declare the warranty is void and any costs associated with their repair or replacement will be borne by the consumer should they choose to do so.

Prolonged storage of the battery with either no charge or a parasitic consumption load that allows the battery voltage to drop below 40.0V A battery with an open circuit voltage (OCV) of less than 40.0V will be deemed as over discharged and void warranty due to misuse and/or neglect.

## 2.0 How to Report a Warranty Claim

1. Notify the agent, reseller or installer from the battery was originally sourced
2. Notify LBS by email on [support@lithiumbatterysystems.com.au](mailto:support@lithiumbatterysystems.com.au)

At this time, you will be given a warranty claim number. The consumer should use the warranty claim number on all correspondence and logistics associated with this warranty claim.

## 3.0 Process for a Warranty Claim

LBS may be able to remedy the warranty claim by instructing the user or a third party to clear a fault remotely and LBS would pursue this option in the first instance. If this is not appropriate or does not fix the warranty claim, then the process to remedy on site or to arrange transport of the goods back to LBS will be followed as described below.

Once a claim number is given to you, within 24 hours LBS will either:

1. Remedy the fault remotely.
2. Book an onsite appointment to remedy the issue in-situ where the system is located;  
or
3. Instruct the goods to be returned to LBS manufacturing workshops in Queensland.