

Warranty Terms & conditions

The purpose of this Warranty document is to ease the process of repairs and maintenance and to satisfy the customers in best of our working and understanding.

This policy governs the warranty terms and conditions set by Company (CMG) for the repair of Batteries as covered under it. This limited warranty program only effective upon presentation of warranty card and bill of purchase or other proof of purchase as and what applicable in due accordance of terms of transaction. Program must abide by the procedures and requirements set second in policy. CMG may, in its sole discretion, reject the warranty of product if any products not in accordance with this policy.

1. Warranty Claim.

The standard warranty period defined in table below;

Table A Lithium batteries;

Model Name	Total warranty period	BMS	Life Cycle	Remarks
12V100Ah ABS Transparent	3 years	2 years	2 Years Comprehensive warranty and 1 Year performance warranty	Detail about warranty in set 2-L
12V200Ah ABS Transparent	3 years	2 years	2 Years Comprehensive warranty and 1 Year performance warranty	Detail about warranty in set 2-L
51.2V100Ah (5.12KWh)	5 Years	5 Years	6000 @Temp 25C, DOD 90%	
51.2V200Ah (10.2KWh)	5 Years	5Years	6000 @Temp 25C, DOD 90%	
51.2V230Ah (11.77Kwh)	5 Years	5Years	6000 @Temp 25C, DOD 95%	
51.2V280Ah	7 Years	5Years	5 Years comprehensive and 2 years performance warranty	Detail about warranty in set 2-L
51.2V400VA	7 Years	5 Years	5 Years comprehensive and 2 years performance warranty	Detail about warranty in set 2-L

2. Warranty invalid based on following situations.

- a) Exceeding the warranty period.
- b) The warranty period commences from the date of delivery from Crown Micro warehouse (an additional support for dealers/ reseller for 30 days should be applied upon the confirmation & case to case basis)

- c) Failure to follow up instructions such as : operation, wrong wiring, maintain, usage (use in wrong voltage), or unauthorized disassembly or repair caused damage.
- d) The battery is not charged according to the charging requirements, resulting in different battery performance parameters, non-rechargeable and rechargeable.
- e) Battery capacity decreases gradually with the increase of cycle times of charge/discharge, which is a normal phenomenon and acceptable.
- f) Battery storage over 4 months without charging caused low capacity, this is irreversible loss and cannot repair or fixed
- g) Damage caused by the factor of irresistible (such as earthquake, fire, lightning, etc.) or by human action deliberately.
- h) The issues not relate to product design, process, quality of manufacturing.
- i) Use the non-matched power adapter powering product caused damage.
- j) Exceeding system usage conditions (included high/ low voltage, high current, high temperature, low humidity,) caused damage or failure.
- k) Damage caused by the factor of irresistible (such as earthquake, fire, lightning, etc.) or by human action deliberately.
- l) The issues not relate to product design, process, quality of manufacturing.
- m) 3/5/7 years of performance warranty: will (i) retain seventy percent (70%) of its Usable Energy for three/five/seven (3/5/7) years from the Warranty Start Date; or (ii) reach 6000 cycles, whichever comes first, on the condition that the Product is operated under a normal use followed by the manual provided.
- n) The final decision on any dispute will be made by the authority of Crown Micro.