



Version Jul 2023

Neutron Power 12.8V Lithium (LiFePO4) Slimline Series WARRANTY STATEMENT

YHI POWER PTY LTD (YHIP) will provide the following warranty to the original purchaser subject to the terms and conditions stated herein. The warranty 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. Furthermore, 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

YHIP offers a Limited Warranty for the following Neutron Power Lithium Slimline Series batteries that covers free replacement or repair against defects within a specified period from the date of initial purchase.

Battery Module	Warranty Period
NPL12-100SL	60 Months
NPL12-200SL	60 Months

YHIP warranties that the Product retains eighty percent (80%) of Usable Energy within warranty period.

This limited warranty is not transferable to any other person or entity. Proof of purchase and return of goods(s) in question must accompany any request for warranty. The repaired or replaced product will continue the original remaining warranty period. In either case, it shall not justify as the renewal of the warranty period.



YHI POWER PTY LTD
Battery Power You Can Rely On

YHI POWER PTY LTD

HEAD OFFICE 20-22 Venture Way, Braeside VIC 3195
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ABN 59 063 419 849

TEL 1300 722 028
www.yhipower.com.au

Claims Procedure:

1. Contact the original point of purchase for instructions ASAP after discovering the defect battery. Fill the warranty claim form at the bottom of this warranty statement and return to the seller.
2. Request return authorization. No returns will be credited without an authorization.
3. The battery(s) must be packed with sufficient padding and in the appropriate cartons to eliminate the risk of damage in transit.
4. The battery(s) must only be returned in compliance with the transport and packaging regulations ruling at that time. Failure to do so may result in the carrier refusing 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. YHIP has the option to credit or replace Products deemed defective under warranty.

For critical warranty issue, YHIP reserves the right to investigate the battery operating conditions and make decisions. The purchaser must assist for site access for the technicians appointed by the manufacturer or YHIP.

Warranty Exclusions

Warranty excludes from the following conditions, including but not limited to:

1. Exceeding the warranty period of 5 years from purchase date.
2. Damage caused from the mishandling of the product from shipping and/or the user.
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, insufficient space for airflow, or unauthorized disassembly or repair etc.
4. Product not stored in adherence to the manufacturer's storage guidelines.
5. Environmental damage, including exposure to direct sunlight, fire, extreme temperatures, and water. Appropriate documentation proven that a controlled environment was maintained will be required for all claims.
6. Damage caused during operation; by collision or over-discharging the product as defined by the manufacturer.
7. 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.
8. Product that has been opened, modified, or tampered with.
9. Tampering or removal of manufacture date codes.
10. Product that was used for applications other than which it was designed and intended for, including under bonnet use or with starting applications.
11. Product that was under-sized for the application.



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- Warranty replacement or repair will only occur after batteries are returned to seller to be tested and battery failure deemed to be a genuine claim.
- YHIP will deal with the faulty battery during warranty period based on faulty block(s), not whole string(s)
- YHIP 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.
- YHIP does not cover the cost of transport of batteries, labour for removal and replacement of the batteries.
- YHIP is not liable for any consequential loss or damage caused by an event of force majeure.

Note: Manufacturer reserves the rights to alter, amend the design, model, and specification without prior notice. If you have some special technical problems which were not mentioned above or applications other than those described in this statement, please kindly call 1300722028 or visit YHI Power website <https://www.yhipower.com.au/>

This Neuton Power Warranty statement is only applicable for Neuton Power LFP Slimline Series distributed by YHIP across Australia, including the NPL12-100SL and NPL12-



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WARRANTY CARD

Please complete the following details and keep this warranty card with the original purchase invoice.

Product Serial Number	<input type="text"/>
Date of Purchase: ___/___/___	Invoice Number: _____
Customer Name: _____	
Address: _____ _____	
City: _____	
Postcode: _____	Phone Number: (____) _____
Email: _____	

Please send the completed form to your battery supplier. Thank you!



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Neuton Power Lithium Battery Warranty Claim Form

Client		Tel :		Invoice No:	
Contact Person name:		Email:		Invoice Date:	

Model		Series No./ Datecode		Total. Batteries (Qty)	
Failed Qty		Installation Date		Cyclic/Float	
Connection	<input type="checkbox"/> Only one battery <input type="checkbox"/> Only one string (Pcs) <input type="checkbox"/> () strings parallel connection, (Pcs) per string				

Question	What's the problem of the battery(s) being noticed? When's the last time the battery was used, and when the customer first noticed the battery failure. Please provide details of the application, environment and what problems were noticed.
Answer:	
Question:	How often and when the customer charged the battery. Describe in further details of the application and charging/discharging habits and approximate the number of cycles the battery has gone through before it failed.
Answer:	<i>Example: Charging the battery during the day and discharging through the night is one cycle. If used daily for a month, it has gone through approximately 30 cycles.</i>

According to the problems of the battery, please provide the related information:

Problem	Need detailed description	Attachment Required
Appearance	<i>Example: bulging, scratches & debris on battery, discoloration, terminal corrosion</i>	Photos
Abnormal voltage	<i>Example: low OCV, voltage difference between the batteries connected in series/parallel, etc.</i>	Test data, Photos
Low capacity	<i>Example: low capacity, less run time when discharging the battery</i>	Test data, Photos



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Charging problem	<i>Example: could not be charged, or could not be charged to a full state</i>	Test data, photos
Others problems		Previous maintenance & test records

Charger Details	Charger type(s) used <i>Example: DC-DC, AC, Solar etc</i>		LiFePO4 Profile Selected	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Brand		Model	
Charger Specs	Charging voltage (Bulk charge)		Charging Current (Bulk charge)	
	Charging voltage (Absorb charge)		Current limited (Absorb charge)	
Control System	Device used to control DOD (inverter/bat monitor/others)	<i>(i.e. Inverter brand & model)</i>		
	Discharge Cut-Off Voltage			
	Discharge current		Total Discharge time	
	Max Current (Watts)		In-Rush Current (Watts)	

Operation Areas	<input type="checkbox"/> Outdoor <input type="checkbox"/> Operation Temp. (°C)			
	<input type="checkbox"/> Indoor Enclosure Room <input type="checkbox"/> Indoor AC room		<input type="checkbox"/> Indoor Ventilated Room <input type="checkbox"/> Operation Temp. (°C)	
Extra Condition Info If Applicable	Ventilated Room [Yes/No]		Duration of power outage /Weekly	
	Air-conditioned room [temp in ° C]		Frequency of Power off/ Weekly	
	A/C Run time duration in a day		Date of Battery Failure:	

Application Details	Was the battery used in an under-bonnet application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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	Was the battery(s) used in a starting or cranking application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Was the battery exposed to extreme temperatures or under direct sunlight?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	What application was the battery(s) used in?	<input type="checkbox"/> 4WD <input type="checkbox"/> Boat <input type="checkbox"/> Caravan <input type="checkbox"/> Others (Please specify:

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