



## NEUTON POWER OPZVs SOLAR BATTERY - WARRANTY STATEMENT -

YHI Power Pty Ltd guarantees to the original user that all Neuton Power OPZVs solar batteries will be free from defects in material or workmanship for 36 months full replacement, 24 months pro rata from the invoice date of the goods. The user should promptly report any alleged defects to YHI Power in writing and allow inspection if requested. If YHI Power finds the batteries to be defective as a result of material or workmanship, YHI Power may, at its own option, either repair the batteries or replace at no charge to customer FOT Brisbane, Sydney, Melbourne, Adelaide or Perth metro area.

### Warranty Conditions

- A battery will not be considered defective unless it fails to deliver 60% or less of its rated capacity during the warranty period.
- Each battery must be the proper size, design, and the capacity for its intended application at 25±5 degree Centigrade (in energy storage application, Battery daily cycle no more than 50% DOD (Depth of Discharge), and no more than one cycle per day.) Deep discharges of more than 50% DOD are to be avoided.
- Parameter setting must be according to manufacturer's user guide.
- Battery must be fully charged after discharging or periodic boost fully charging.
- Each battery must be charged, discharged, stored and serviced in accordance with the manufacturer's written instructions.
- User agrees to YHI Power shall have access to equipment furnished hereunder for purpose of inspection at reasonable hours and intervals.
- The warranty period shall be adjusted based on actual operating conditions such as temperature and frequency of discharge as published by YHI Power. The warranty period will be reduced 50% for every 8 degree Centigrade increase in operating temperature above 25 degree Centigrade (base temperature).
- The limited warranty is rendered void if the battery becomes unserviceable due to fire, wreckage, freezing, neglect, abuse or if it has been serviced by other company than YHI Power.
- Installation of the batteries must be performed by qualified technicians and in accordance with proven acceptable practices or the warranty will be voided.



**YHI POWER PTY LTD**  
Battery Power You Can Rely On

### YHI POWER PTY LTD

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## Warranty Exclusions

- Failure to follow proper installation, charging, operation or maintenance of the product.
- Battery failure due to mechanical or electrical defects, which restrict the function and safety, like leaks etc. in the warranty period.
- For critical warranty issue, YHI Power reserve right to investigate battery operation conditions and make conclusion, buyer must support for site access, local engineer accompany and local transportation for YHI Power engineers.
- YHI Power reserve right to reclaim faulty battery/(s) back, and buyer must help to collect faulty battery/(s) to YHI Power.
- If Seller determines that a Product for which warranty service is claimed is not defective or nonconforming, buyer shall pay or reimburse Seller for all costs of handling, inspecting, testing, disposal, and transportation, and, if applicable, traveling and related expenses.
- YHI Power shall not have any liability for installation, recharging, system checking, time losses, transportation, goods or equipment and any other expenses which would be considered as incidental or consequential damages.

## How to Make a Warranty Claim

If you believe your products is faulty due to improper manufacturing or construction, please follow these to make a claim:

- Warranty claims must be sent to YHI Power within three (3) days from failure by buyer.
- Buyer need to provide sufficient battery performance information to YHI Power, YHI Power shall replace faulty battery/(s) accordingly if the complaint is verified.
- For warranty claim, YHI Power only provide brand new battery/(s) on ex-works basis for replacement.
- Any storage and maintenance of this battery shall in accordance with manufacturer's user manual.
- YHI Power will also take actual environment and power conditions for reference if needed.
- All claim/(s) shall be dealt between YHI Power and buyer directly, YHI Power can support buyer for investigation if needed.
- Battery backup performance test is the unique method to judge if battery faulty. If any other judgment method is used by buyer, it must be approved by YHI Power in advance.
- The battery bank voltage, pilot cell voltages, all connections and temperature must be recorded and checked accordingly every six months.
- YHI Power will arrange replacement of faulty battery/(s) on ex-works basis. All claim/(s) will be dealt between YHI Power and buyer directly.
- For critical warranty issue, YHI Power reserve right to investigate battery operation conditions and make conclusion, buyer must support for site access, local engineer accompany and local transportation for YHI Power engineers.

If user claims, there must be claim report provided to YHI Power to verify the results. The claim report could indicate all concerning information which YHI Power required for recognizing the claim. After the reception of the claim report, YHI Power decides if remedy or replacement actions and then return to the original user. YHI Power has the right to get the claimed product for examination.

### **\*pro rata explanation:**

Pro Rata Warranty Price = Current List Price X (1 - [ Number of Years of Unused Warranty] / [ Number of Years of Total Warranty]).



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## Neutron Power Solar Battery Warranty Claim Form

Claim Basic Information				
Customer Name		Contract No.		Invoice No. with Supplier
Operation Field		Site Address		Battery Type
Claim Problem		Claim Qty.(Pcs)		Claim Batt. Serial No
Installation Date		Claim Date		Under Warranty?

Battery Operation Condition				
Operation Area	<input type="checkbox"/> Outdoor <input type="checkbox"/> Operation Temp. (    °C)	Power Mode	<input type="checkbox"/> Battery+ Grid <input type="checkbox"/> Battery+ Solar <input type="checkbox"/> Battery+Grid+Solar <input type="checkbox"/> Battery+ Grid+DG <input type="checkbox"/> others (                    )	
	<input type="checkbox"/> Indoor Enclosure Room <input type="checkbox"/> Indoor Ventilated Room <input type="checkbox"/> Indoor AC room <input type="checkbox"/> Operation Temp. (    °C)	Solar Panel	<input type="checkbox"/> Total Output Power (    KWp) <input type="checkbox"/> Maximum Output Current (    A) <input type="checkbox"/> Maximum Output Volt. (    V)	<b>DG start Mode and conditon</b> <input type="checkbox"/> Manual <input type="checkbox"/> Auto (Start under the condition of (                    ))
Battery installation	<input type="checkbox"/> Only one string(    Pcs) <input type="checkbox"/> (    ) strings parallel connection, (    Pcs)	Grid Failure Frequency	<input type="checkbox"/> (    ) times per day <input type="checkbox"/> (    ) hrs per time	<b>Load</b> <input type="checkbox"/> Load Name (                    ) <input type="checkbox"/> Load Power (           A) <input type="checkbox"/> Load Working Duration (                    )

Charge controller Details				
Controller Brand & Type		Battery Protection (SOC/ LVD)	Remaining Capacity < (    %)	Discharge Voltage < (    V)
Charge Voltage & Current	<input type="checkbox"/> Float Charge Voltage(    V) <input type="checkbox"/> Boost Charge Voltage / Duration(    V) / (    hrs)	<input type="checkbox"/> Maximum / Average Charge Current (    A) / (    A) <input type="checkbox"/> If there is difference between the display voltage value and measurment voltage value <input type="checkbox"/> Yes (                    ) <input type="checkbox"/> No		
Discharge Voltage& Current	<input type="checkbox"/> For one string the real time battery discharge current (    A) <input type="checkbox"/> For parrell connection:Str1:(    A)、 Str2:(    A)、 Str3:(    A)	<input type="checkbox"/> If there is difference between the display value and measurment value <input type="checkbox"/> Yes (                    ) <input type="checkbox"/> No		
Battery & Accessories Conditon	<input type="checkbox"/> Battery container crack <input type="checkbox"/> connection cable length(    )m, connection cable sectional area(    ) Sq.mm	<input type="checkbox"/> Battery buldge <input type="checkbox"/> Battery loose connection cable & bolt	<input type="checkbox"/> Battery leakage <input type="checkbox"/> Battery heating (Position:                    )	

DischargeTest Datasheet							
Battery Batch No.	Voltage before discharge(v)	Voltage at the beginning of the discharge	Voltage after discharge (    ) minutes	Voltage after discharge (    ) minutes	Voltage after discharge (    ) minutes	Voltage after discharge (    ) minutes	Dischage end voltage(V)

Customer Service & Technical Engineer's comment or initial diagnostic results of the claim before sharing with YHI POWER.

Remark: 1. Once receive the claims from end user, Customer complete this form and submit it to YHI POWER for claim analysis and solution. 2. For low back-up claim, the discharge test report must be provided, battery charger & controller settings details is also needed. 3. The proof of purchase such as the original invoice is needed.