



# OutBack Batteries

## Limited Warranty

OutBack Power Technologies, Inc. ("OutBack") provides a limited warranty ("Warranty") against defects in materials and workmanship for its EnergyCell PLC battery products ("Product"). This Warranty does not apply to a Product used in applications other than those described here.

**Table 1 Warranty Term**

Location	Warranty Term
United States and Canada	6 years (72 months)
European Union and United Kingdom	5 years (60 months)
Other countries and areas	4 years (48 months)

The Product will be free of defects in material and workmanship for the period specified above according to rated capacity range, commencing on the date stamped on each Product. OutBack must be notified immediately upon suspicion of any possible defects **within 30 days** after receiving Products and must be allowed to inspect any questionable installations.

If OutBack determines the Product(s) to be defective due to material or workmanship, it will repair or replace them, at its option, without charge. A Product will not be considered defective unless it fails to deliver 70% or less of its rated capacity during claimed warranty period after fully charging.

This Warranty applies to the original Product purchaser, and is transferable only if the Product remains installed in the original use location. This is in lieu of all other warranties, expressed or implied including any warranties which extend beyond the description of the face hereof. In no event shall OutBack be liable for consequential or incidental losses or damages.

Registration, installation and periodic inspection reports are to be maintained by the end user and made available to OutBack on request as required to support any warranty claim. At least once every six months, the user shall complete an inspection report recording readings and record information of surface temperatures, charging/discharging profile, and internal ohm reading of each Product under fully charged conditions. These records must be maintained for warranty claim purposes.

All Product maintenance functions must be performed as recommended in the *EnergyCell PLC Owner's Manual*.

All Product(s) must be audited every six (6) months if stored above or below 77°F (25°C). Product(s) must be given a freshening charge before dropping below 2.05 volts per cell (12.3 Vdc for 12V pure lead carbon batteries), or after twenty-four (24) months of storage or whichever occurs first. Product(s) should be given a freshening charge before final installation.

# Warranty Terms

All claims are subject to the operating & warranty conditions below. The warranty does not apply to any Product that has been modified or damaged by the following:

- installation or removal;
- normal wear and tear;
- accident, abuse, or neglect;
- shipping or transportation;
- lightning, fire, freezing, floods or acts of God;
- average temperature exceeding 77°F (25°C), or temperatures in excess of 86°F (30°C) for more than a 30-day period, or temperatures in excess of 113°F (45°C) for any length of time (**NOTE:** every 15°F [8°C] in excess of the average noted above will reduce battery life by 50%);
- operation with temperature variation more than 5°F (2.78°C) between cells;
- routine or daily discharge of more than 50% of capacity;
- discharge below 2.05 volts per cell;
- failure to charge within 48 hours of discharge;
- continuous AC ripple in excess of 1.5% peak-to-peak, or in excess of 4% peak-to-peak at any time;
- charging, discharging, or commissioning contrary to instructions;
- incidental or consequential damage caused by other components of the power system;
- alteration, disassembly, or service by an unauthorized facility;
- any other make/model in the same battery bank as the Product;
- incidents not foreseeable by OutBack

## Liability

OutBack's liability for any defective Product, or any Product part, shall be limited to the repair or replacement of the Product, at OutBack's discretion. OutBack does not warrant or guarantee workmanship performed by any person or firm installing its Products. This Warranty does not cover the costs of installation, removal, shipping (except as described below), or reinstallation of Products or parts of Products.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO OUTBACK PRODUCTS. OUTBACK EXPRESSLY DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTIES OF ITS PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OUTBACK ALSO EXPRESSLY LIMITS ITS LIABILITY IN THE EVENT OF A PRODUCT DEFECT TO REPAIR OR REPLACEMENT IN ACCORDANCE WITH THE TERMS OF THIS LIMITED WARRANTY AND EXCLUDES ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR LOST REVENUES OR PROFITS, EVEN IF IT IS MADE AWARE OF SUCH POTENTIAL DAMAGES. IF YOU ARE A CONSUMER THAT PURCHASED THIS PRODUCT IN A MEMBER STATE OF THE EUROPEAN UNION, YOU MAY HAVE ADDITIONAL STATUTORY RIGHTS UNDER DIRECTIVE 1999/44/EC. THESE RIGHTS MAY VARY FROM EU MEMBER STATE TO EU MEMBER STATE. SOME STATES (OR JURISDICTIONS) MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF WARRANTIES OR DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.

All defective and replaced Product(s) are subject to return to OutBack at OutBack's option. Freight charges for the return (only) may be billed back to OutBack if they have been confirmed as defective after analysis. Returned batteries become the property of OutBack.

# Warranty Support

## Modifications

No representative, salesperson, agent, distributor, or employee of OutBack is authorized to modify any of the terms of this Warranty, unless modifications are made in writing and signed by an authorized OutBack officer.

This Warranty represents the entire agreement between OutBack and user with respect to the subject matter herein and supersedes all prior or contemporaneous oral or written communications, representations, understandings or agreements relating to this subject.

## How to Register the Product

To register the product, use the online form at the following website location:

**<http://www.outbackpower.com>**

## Arranging for Warranty Service

In the event of a failure, Warranty service is provided by the installer, dealer, or distributor. Defective Product will be replaced under Warranty. In the event that the installer, dealer, or distributor cannot provide support or needs more information, contact OutBack Technical Support **+1.360.618.4363** or direct at **support@outbackpower.com** (or the main OutBack office at **+1.360.435.6030**). To ensure Warranty coverage, this contact must be within the Warranty period beginning on the invoice date. During this period, OutBack Power Technologies will repair or replace a Product covered under this Warranty that is confirmed defective.

## Troubleshooting

One party will need to work with an OutBack Technical Support representative to perform troubleshooting. This is a required step and requires a qualified technician to be present at the site of the Product with a quality DC voltmeter. The OutBack representative will request voltmeter readings and other information. Because Product performance is dependent on temperature, in order to validate the Warranty OutBack may request documentation verifying that the Product was operated in a temperature-controlled environment.

If OutBack determines the Product or Product part is defective and that the defect is covered under this Warranty, OutBack will then and only then ship a repaired or replacement Product or Product part to the purchaser freight prepaid, non-expedited, using a carrier of OutBack's choice, where applicable. The warranty period of any repaired or replacement Product or Product part is ninety (90) days from the date of shipment from OutBack, or the remainder of the initial warranty term, whichever is greater. OutBack reserves the right to request Products to be returned to OutBack for analysis.

This Warranty is void for any Product that has been modified by the customer without authorization by OutBack. A Product with a voided warranty will be treated the same as one with an expired warranty.

## Recycling Information



### **IMPORTANT: Recycle Electronics and Batteries**

Batteries are considered hazardous waste and must be recycled according to local jurisdiction. Inverters and other electronics contain metals and plastics that should also be recycled. The following websites and phone numbers provide additional information for recycling electronic products and batteries.

#### **Environmental Protection Agency, USA**

Website: <http://www.epa.gov/recycle>  
 Address: EPA USA  
 1200 Pennsylvania Avenue NW  
 Washington, DC 20460

#### **Keep America Beautiful, USA**

Website: <http://www.kab.org/>  
 Email: [info@kab.org](mailto:info@kab.org)  
 Address: 1010 Washington Boulevard  
 Stamford, CT 06901  
 Phone: +1.203.659.3000 (Main number)  
 Fax: +1.203.659.3001

#### **OurEarth.org, USA**

Website: <http://www.ourearth.org>  
 Phone: +1.410.878.6485

#### **National Institute of Recyclers, Mexico**

Website: <http://www.inare.mx>  
 Email: [contacto@inare.mx](mailto:contacto@inare.mx)  
[inareinfo@gmail.com](mailto:inareinfo@gmail.com)  
 Phone: +01.55.5785.9160  
 +01.800.841.9750  
 Fax: +01.55.5784.1279

#### **EuroRecycle.net, Europe**

The following website provides general information about recycling in Europe. It also provides a list of companies and organizations that provide recycling information or assistance.

Website: <http://euro.recycle.net>