



## TOTAL BATTERY'S LIFEPO4 BATTERIES 2 YEAR LIMITED WARRANTY FOR SMART BATTERY SOLD IN CANADA.

### WHAT IS COVERED BY THIS LIMITED WARRANTY

This Limited Warranty is to the original purchaser of the product and is not transferable to any other person or entity.

Batteries eligible to be covered by this Limited Warranty are warranted from the invoice date of sale. 1<sup>st</sup> year is a Free Replacement Period and the 2<sup>nd</sup> year is Prorated. Should the battery fail within the free replacement period or the prorated period, **due to a defect in materials and/or workmanship** (not merely discharged), it will be replaced with the same model battery free of charge in the free replacement period or for a prorated fee in the 2<sup>nd</sup> year of warranty. Full warranty will not apply to the replacement battery and the free replacement or prorated warranty continues from the original battery's date of purchase and does not extend to the original warranty period on the replacement battery. In the event your battery has exceeded the warranty period repair services and discounted replacement batteries are available for a fee, please note that special order parts can take over 3 months to arrive from the factory. Customers are encouraged to explore this option when their 2 year warranty expires as the design life of LiFePo4 batteries exceeds 10 years on average.

2<sup>nd</sup> year prorated warranty is calculated as follows:

(Invoice price/24=Cost per month), (number of months in service - 24= **Warranty Service**), (**Warranty Service X Cost per month**=prorated warranty credit applied to Invoice price of replacement battery)

### NOT COVERED BY THIS WARRANTY

This warranty does not apply to: discharged batteries that can be recharged and returned to service; labour costs for battery removal and installation; labour costs for other damage or repairs caused by the battery; batteries that have been opened, frozen, or damaged due to neglect or abuse including fire, flood, wreckage, or explosion; batteries that fail as a result of a faulty electrical system or other components; batteries of an electrical size or capacity smaller than the one specified by the application manufacturer; batteries used in applications for which they were not designed; nor in cases where the battery was installed and/or charged incorrectly.

Total Battery is not obligated to warrant the Smart Battery if defects are related to damages caused by abuse/neglect, or from the following: - Damage from shipping, loose terminal bolts or corroded hardware - Manufacturer codes tampering or removal - Failure to properly install the battery, in addition to keeping the battery properly charged and maintained - Breakage from collision, fire or freezing—which includes damage from extreme heat or cold, improper storage, water damage, Smart Battery warranty does not cover spent or worn out batteries or tampering. All bolts must be firmly tightened with a torque wrench and NOT by hand to avoid overheating caused by loose connection.

### WARRANTY DISCLAIMER

The customer is responsible for all shipping charges.

The warranty does not cover failures that occur outside the United States or Canada, service calls, towing charges, loss of time, inconvenience, loss of use of the vehicle, lost wages or lost profits, installation or removal, electrical system tests, battery charging ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE HEREBY SPECIFICALLY EXCLUDED FROM THIS WARRANTY. Customers should adhere to all Smart Battery documentation and product guidelines. There are no returns or exchanges accepted

### HOW TO OBTAIN WARRANTY SERVICE

You must keep the original purchase invoice or a reasonable copy and present it, along with the battery for testing and inspection to the Total Battery Branch when seeking a replacement battery under this warranty. Please note that testing procedures require the battery to be left with Total Battery and it could be up to 48 HRS before test results are complete, we do not offer "loaner" batteries.

If you do not have a copy of your invoice we may be able to find your purchase information on our system if you provided a name and phone number when you purchased your battery.