



ENERPAK

Packing Renewable Energy for the Bright and Clean Future



# Limited Warranty Policy

ENERPAK warrants to the original customer that its products shall be free from defects in materials and workmanship. This warranty will be valid for a period of

- **Two (2) years for Lithium Iron Phosphate (LiFePo4) Solar Energy Storage Battery;**
- **Five (5) years for Solar Charge Maximizing (SCM) Controller;**

from the ENERPAK invoice date. During this period, ENERPAK will, at its option, repair or replace the defected product free of charge. This warranty will be considered void if the unit has suffered from any physical damage or alteration, either internally or externally. This warranty does not cover any damages arising from improper use like:

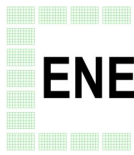
- \* Reverse of battery polarity, Inadequate connection.
- \* Mechanical shock or deformation.
- \* Contact with liquid or oxidation due to condensation.
- \* Use in inappropriate environment (dust, corrosive vapor, humidity, high temperature, biological infestation...).
- \* Breakage or damage due to lightning.
- \* Connection terminals and screws destroyed or other damages, like overheat, due to insufficient tightening.

This warranty will not apply where the product has been misused, neglected, improperly installed, or repaired by anyone else other than ENERPAK or one of its authorized Qualified Service Partners. In order to qualify for the warranty, the product must not be disassembled or modified.

The original consumer purchaser must retain original purchase receipt for proof of purchase as a condition precedent to warranty coverage. To receive in-warranty service, the defective product must be received by ENERPAK no later than two (2) weeks after the end of the warranty period. The product must be accompanied by proof of purchase and Return Authorization (RA) number issued by ENERPAK. For a RA number, contact ENERPAK. Purchasers must prepay all delivery costs or shipping charges to return any defective ENERPAK product under this warranty policy. Except for the warranty that the products are made in accordance with, the specifications therefore supplied or agreed to by customer.

ENERPAK MAKES NO WARRANTY EXPRESSED OR IMPLIED, AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEEDS THE FOREGOING WARRANTY IS HEREBY DISCLAIMED BY ENERPAK AND EXCLUDED FROM ANY AGREEMENT MADE BY ACCEPTANCE OF ANY ORDER PURSUANT TO THIS QUOTATION. ENERPAK WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES, LOSS OR EXPENSE ARISING IN CONNECTION WITH THE USE OF OR THE INABILITY TO USE ITS GOODS FOR ANY PURPOSE WHATSOEVER. ENERPAK'S MAXIMUM LIABILITY SHALL NOT IN ANY CASE EXCEED THE CONTRACT PRICE FOR THE GOODS CLAIMED TO BE DEFECTIVE OR UNSUITABLE.

Email: [services@enerpak.ca](mailto:services@enerpak.ca)



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Products will be considered accepted by customer unless written notice to the contrary is given to ENERPAK within SEVCEN (7) days of such delivery to customer.

As a general policy, ENERPAK does not recommend the use of any of its products in life support applications where failure or malfunction of the ENERPAK's product can be reasonably expected to cause failure of the life support device or to significantly affect its safety or effectiveness. ENERPAK does not recommend the use of any of its products in direct patient care. ENERPAK will not knowingly sell its products for use in such applications unless it receives in writing assurances satisfactory to ENERPAK that the risks of injury or damage have been minimised, the customer assumes all such risks, and the Liability of ENERPAK is adequately protected under the circumstances.

Repair or replacement are our sole remedies and ENERPAK shall not be liable for damages, whether direct, incidental, special, or consequential, even caused by negligence or fault. ENERPAK owns all parts removed from repaired products. ENERPAK uses new or reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If ENERPAK repairs or replaces a part of a product, its warranty term is not extended. In case of replacement the new component has a warranty of 6 months, without effect on the initial warranty period. All remedies and the measure for damages are limited to the above. ENERPAK shall in no event be liable for consequential, incidental, contingent or special damages, even if having been advised of the probability of such damages. Any and all other warranties expressed or implied arising by law, course of dealing, course of performance, usage of trade or otherwise, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are limited in duration to a period of two (2) years from the date of purchase for batteries and five (5) years from the date of purchase for all other products.

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