



## 10-year Limited Warranty

**Pure Energy USA** warrants each Pure Energy LiFePO4 Lithium battery to be free of manufacture defects for a period of 10-years from the shipment date determined by the battery serial number and/or invoice from purchase date.

As listed below PURE ENERGY USA'S prorated description of our 10-year limited warranty. The warranty described is exclusively written for PURE ENERGY USA. All repairs or replacements will always be at the sole discretion of PURE ENERGY USA. 1-year on all accessories & complimentary products (chargers, cables, SOC (state of charger meter), Solenoids, voltage reducers, etc.)

Year	Warranty in Months from Original Purchase Date	10 Year Warranty in Months	Total Out of Pocket Repair/Replace
6	0-71	119	\$0
7	72-83	119	60% of Retail Price
8	84-95	119	70% of Retail Price
9	96-107	119	80% of Retail Price
10	108-119	119	90% of Retail Price

### NON-TRANSFERABLE

This Limited Warranty is to the original purchaser of the Product and is not transferable to any other person or entity. Please contact the place of purchase regarding any warranty claim. The battery **MUST** be registered through our website (PUREENERGYBATTERY.COM) within 30 days of purchase (PUREENERGYBATTERY.COM). If battery isn't purchased from an approved Pure Energy USA dealer. There will be no warranty.

### WARRANTY EXCLUSIONS

**Pure Energy** has no obligation under this Limited Warranty for Product subjected to the following conditions

*(including but not limited to) :*

- Damage due to improper installation; loose terminal connections, under-sized cabling, incorrect connections (series and parallel) for desired voltage and AH requirements, or reverse polarity connections.
- Environmental damage: inappropriate storage conditions as defined by the Manufacturer; exposure to extreme hot or cold temperatures, fire or freezing, or water damage.
- Damage caused by collision.
- Damage due to improper maintenance; under- or over-charging the Product, dirty terminal connections.
- Product that has been modified or tampered with.
- Product that was used for applications other than which it was designed and intended for, including repeated engine starting.
- Product that was used on an over-sized inverter/charger without the use of a Manufacturer-approved current surge limiting device.



- Product that was under-sized for the application, including an Air Conditioner or similar device having a locked rotor startup current that is not used in conjunction with a Manufacturer-approved surge-limiting device.
- Product not stored in adherence to the Manufacturer's storage guidelines, including storage of the Product at low state-of-charge.

This Limited Warranty does not cover a Product that has reached its normal end of life due to usage 4000 charge cycles or above which may occur prior to the "Warranty Period". A battery can deliver only a fixed amount of Energy over its life which will occur over different periods of time depending on the application. For example, cycling the battery more than 1 time daily, will cause the normal end of life to occur before the end of the Warranty Period. This warranty does not cover normal performance drop over time.

Pure Energy reserves the right to deny a warranty claim if the Product is determined, upon inspection, to be at its normal end of life even if within the Warranty Period.

#### **WARRANTY RETURNS**

In the event buyer's battery needs to be returned to Pure Energy USA for any reason, it must be shipped in an approved lithium-ion hazardous materials UN3480 box with all the proper labels and packaging. Pure Energy USA recommends customer/dealer to fully insure any return shipment in the case of loss or damage in transit. Customer/dealer shall use a carrier that provides tracking and proof of delivery. Pure Energy USA can help customer/dealer with arranging return shipping for a fee. Any shipment which arrives damaged or without an RMA will be refused or held at the Pure Energy USA for customer/dealer to file a claim if needed. PURE ENERGY USA suggest storing your box/crate that your products arrived in. This will help you if their return warranty claim. Customer can request "PEUSA" to send a crate/box to return battery back to them for a warranty. There will be a crate charge of \$150.00 plus the freight to customer.

Shipping to PURE ENERGY USA for diagnoses, repair or replacement but not limited to will always be the customers responsibility. If PURE ENERGY USA has deemed the warranty claim to be valid, PURE ENERGY USA will pay the return shipping to the customer for the full 10 years.

#### **WARRANTY DISCLAIMER**

Pure Energy's exclusive liability for breach of any warranty on the Battery shall be to replace the Battery within the warranty period in accordance with the terms of this limited warranty. In no event shall Manufacturer be liable for any loss or damages of any other kind, whether direct, incidental, consequential including lost profits, exemplary, special, or otherwise, including any lost profits or removal, shipping, or installation expenses.

#### **LIFETIME TECHNICAL SUPPORT**

All customers covered under this warranty shall receive lifetime technical support, including advice on charging, use, storage, and general questions about PURE ENERGY USA batteries. Technical support is available for as long as the customer owns and is using the PURE ENERGY USA battery and may be longer than the 10-year warranty period. Technical support is available at: [PUREENERGYBATTERY.COM](http://PUREENERGYBATTERY.COM).



### **NON-WARRANTY REPAIRS**

Pure Energy USA will do everything in their means to support their products after the warranty period has expired whenever possible. Customer/dealer costs will include shipping, parts, and labor. The battery may be required to be shipped back to Pure Energy USA. An RMA (Return Merchandise Authorization) must be obtained from Pure Energy USA before any products can be returned. Any battery that arrives without an RMA will be refused and all shipping charges will be the sole responsibility of the customer. The RMA must be clearly marked on the outside of the shipment, or it will be refused. Once buyer has obtained an RMA, all warranty shipments should be shipped to:

#### **Pure Energy USA**

529 Seaside Rd SW Ocean Isle Beach, NC 28469

### **Our unparalleled 10-year warranty on all our batteries**

For all returns or warranty claims contact [PUREENERGYBATTERY.COM](http://PUREENERGYBATTERY.COM)

The best battery and warranty on the planet:

- A. Pure Energy USA always uses premium grade materials and craftsmanship. Pure Energy USA has completed 1000's of hours of R&D (research and development) to build the most quality, performance energy storage products in the industry. We continue to always stay ahead of the market curves so we can continue to bring you the best. R&D is our ongoing commitment to our customers to be the best.
- B. PUREENERGYUSA offers a 10-year manufacturers defect warranty from the date of purchase. The average lifespan of a PURE ENERGY USA LiFePO4 battery is 4000 recharge cycles, or approximately 8-12 years with regular use that is appropriate to what the battery is designed for (see the specifications of the battery). This warranty does not cover negligence or misuse of the battery or normal wear and tear. If PURE ENERGY USA deems the battery accessories were used improperly, this warranty will be voided.
- C. To submit a warranty claim, please contact the original place of purchase. The battery may be required to be shipped back to Pure Energy USA for a complete inspection.  
1 year warranty on all accessories & complimentary products (chargers, cables, SOC (state of charger meter), Sole noids, voltage reducers, etc)
- A. Warranty only applies to original owner(non-transferable).
- B. If you have any issues with our products, please contact your place of purchase. If you need additional help, contact us at [PUREENERGYBATTERY.COM](http://PUREENERGYBATTERY.COM)

### **Energy Products Headquarters**

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