

**RENTECH (BAK) RESERVE POWER LITHIUM BATTERY LIMITED WARRANTY TERMS
AND CONDITIONS and CLAIMS PROCEDURE**

Product Warranty

Auto-X (PTY) Ltd (“Auto-X”) only warrants that its Rentech/BAK Reserve Power, Solar Lithium Batteries are free of material and workmanship defects from the date of original purchase for the periods shown below, provided that:

1. The Battery is correctly installed, operated, maintained and used for standby power or solar application in accordance with the manufacturer’s user manual and the following specifications:
 - a. Charging voltage: 55.2V
 - b. Low voltage disconnect: 44.0V
 - c. Charging current: 0.2C
 - d. Maximum discharge current: 1C
 - e. Working temperature: 0°C to 50°C charging and discharging.
 - f. NOTE: The above specifications supersedes all figures in user manuals and data sheets.
2. The warranty period is 5 (five) years and the battery capacity warranty is pro-rated from 100% at the start of year 1 to 80% remaining capacity at the end of year 5.
3. The warranty period can be extended by a further 5 (five) years to 10 (ten) years, pro-rated from 80% capacity at the start of year 6 to 50% remaining capacity at the end of year 10, provided:
 - a. The battery warranty registration is completed on the Auto X website within two weeks of purchase: <https://auto-x.co.za/battery-warranty-registration/> (Out of vehicle battery product).
 - b. Battery part number and serial number;
 - c. Copy of invoice;
 - d. Purchaser name, surname, ID number and telephone number;
 - e. Registration number, make and model the battery charger or inverter or UPS with which the Battery is installed;
 - f. Date of installation of the Battery;
 - g. Installer’s name, surname and telephone number;
 - h. Copy of the yellow Certificate of Compliance certificate for the installation. Dept. of Labour OHS Act 1993, Certificate of compliance in accordance with regulation 7(1) of the Electrical Installation Regulations of 2009.
 - i. Auto-X may request battery health and usage data at any time.
4. The 5-year capacity warranty is 3500 cycles or 3500 times the battery’s 5-year pro-rated useable Ah rating in cumulative energy throughput and the 10-year capacity warranty is 4000 cycles or 4000 times the battery’s 10-year pro-rated useable Ah rating in cumulative energy throughput, whichever is reached first, period or performance.
5. The warranty on the Battery is for the original purchaser only and for the territories listed below. The territories are South Africa, Namibia, Botswana, Lesotho, Swaziland, Zimbabwe.
6. The warranty is for material and workmanship defects on the Battery only and excludes any accessories provided with the Product, consequential damage and transport costs, unless otherwise agreed between the parties. Auto X’s liability in terms of the warranty provided by it shall under no circumstances exceed the invoiced selling price of the goods.
7. For South Africa, the warranty undertakings given by Auto-X are in addition to the terms of the Consumer Protection Act 68 of 2008 (“CPA”). If the CPA is applicable to the purchase, it will only be to the original Purchaser and only for applicable warranty period or performance warranty after the purchase of the battery and prior registration as per clauses 2 to 4 above. Should Auto-X repair or replace the Battery during warranty period under a CPA claim, the warranty on the repaired or replaced Battery will be the remaining

warranty period of the original battery. Any remedy provided for the Purchaser under the CPA is still subject to the validity of the Battery warranty claim under the terms and conditions of this Battery warranty.

8. The warranties contained in these clauses 1 to 8 are the sole and entire warranties applicable to the Goods and no other warranties, express or implied by conduct or common law, shall apply.

Warranty Claim Terms and Conditions and Procedure

In the event that the Battery becomes defective, malfunctions or fails during the warranty period, Auto-X undertakes at its sole discretion to repair, recharge or replace the Battery subject to the following terms and conditions:

1. A potential warranty claim must be lodged by the Purchaser within 2 days of the Purchaser becoming aware of the suspected defect in the Battery. The Purchaser must follow the Auto-X claims procedure, available at any Auto-X branch or authorised dealer, or at www.auto-x.co.za, and take the battery with a copy of the original invoice to an Auto-X branch or authorised dealer for inspection and return of the suspected defective Battery together with the claim documentation.
2. For the 5 to 10 years extended warranty, the battery must have been registered as per point 3 in the Product Warranty conditions above.
3. Once the Battery has been returned to any of the Auto-X branches or the dealer, a representative of Auto-X will inspect the product, claim documentation and dealer inspection results and collect the product in order to determine whether the product is in fact defective and has in fact malfunctioned or failed and/or send it for laboratory inspection.
4. Based on the Battery inspection results, Auto-X in its sole discretion will determine the validity of the warranty claim and inform the Purchaser if it is a valid claim or not. If Auto-X considers it a valid claim, Auto-X may repair or recharge the battery or replace it with a new battery. Should the Battery be replaced, the remainder of the original warranty period will be applicable to the replaced Battery.
5. Any warranty claim will be null and void if any one of the following conditions were/are applicable:
 - a) The Battery was not used for its intended purpose and/or the battery charger, inverter or UPS was not of correct capacity or type for the Battery, incorrect installation, and/or the electrical installation not done or maintained in accordance with regulation 7(1) of the Electrical Installation Regulations of 2009;
 - b) The Battery failure or non-conformance was due to abuse or neglect, improper and/or incorrect charging and/or maintenance and/or failure to keep the Battery properly charged, charging system failure, degradation due to over discharging, overheating, freezing, tampering, damaged terminals, damage due to the Battery not being properly secured or incorrectly mounted, and/or damage resulting from external events such as water, fire and Acts of God.
 - c) The Battery was used for applications other than solar and/or renewable energy power systems, reserve power standby applications or in a UPS and/or the BMS factory settings were changed.
 - d) The Battery can be recharged, tested and returned to service.
 - e) Proof of purchase cannot be provided, and/or the Battery was not registered with Auto-X for warranty purposes and/or false information was provided.
 - f) The Battery serial number is incorrect and does not match Auto-X's manufacturing records and/or the serial number was tampered with and/or Auto-X's original markings and labels are not on the Battery and/or the Battery is not an authentic Auto-X manufactured and supplied battery.
 - g) The date of claim is out of the warranty period.