

## Warranty conditions for NCM Batteries

The Warranty runs for 24 months and includes all components of the battery, since its first start up, except if any of the below is true. A one extension to 3 years will cost 5% additional.

Unauthorized opening or modification (including cabling)	Being exposed to flame or high heat
Incorrect use	Force majeure
Incorrect transport or handling or storage	Connection of non EPT approved equipment to the HV link
Incorrect charging	Consequential damage
Incorrect installation	Any modification or repair not authorized by EPT
Relocation of the installed batteries without EPT approval	Deliberate or negligent actions that result in needed warranty data loss
Failure to establish contact before sending faulty equipment	Not following the Manual and instructions
Maintenance or repairs done by not EPT authorized personnel	Not following the Warranty claim process

In any of the above cases EPTechnologies (EPT) might refuse warranty services.

The Warranty is fulfilled by repair or by delivery of replacement. It is accepted to use used batteries as replacements, as long as the capacity of the replacement batteries fulfills at least the warranty status of the batteries to be replaced. Removal and installation is not covered by the warranty and the involved technicians must be approved by EPTechnologies. The warranty for replacement batteries is based on the remaining warranty period which the batteries under complaint still had at the time of the complaint.

Place of Warranty is EPTechnologies ApS in Denmark, shipping and handling cost are always on the customer side, EPTechnologies cannot be charged for subsequential cost, like towing, accommodation, loss of income, lost time a.s.o.

Products used for professional or official purposes are excluded from the two-year guarantee, even if just temporarily. For such use, the legal guarantee applies. Any defects must be reported immediately, in any case if not reported within 6 months the warranty is lost, if the time delay in reporting has consequential consequences it is the customer responsibility to cover those.

It is EPTechnologies responsibility that defective parts are replaced or repaired, any EPTechnologies distributor has no right to make such decision.

### Granted Capacity

EPTechnologies ApS, grants that if the below handling instructions are followed, the remaining capacity of the battery is 75% after 6 years.

Like all batteries, also EPTechnologies batteries age, by usage and also by calendar aging, Calendar aging is around 1% per year if kept below 30°C storage temp and if stored at 50 to 60% SOC. With repeated charging and discharging (cyclical ageing). The 6 year capacity guarantee for the batteries is only valid if below restrictions are followed.

We use the Arrhenius equation to calculate average temperature, as a result the higher temperatures have higher impact.

Estimated cycle life assuming that:

- Never above 40°C
- Usually 0.5C discharge
- Usually 0.3C charge

Average battery temperature	80% DOD → 90% to 10% SOC	70% DOD → 85% to 15% SOC
24 °C	3000	3500
28 °C	2300	2400
30 °C	1800	2000

## How to claim Warranty

Dear Customer,

Your product has been designed, tested, and manufactured with the utmost care, precision, and expertise. However, should the product experience any issues in the challenging marine environment, please complete the form below to allow us to assist you as quickly as possible.

Please note that adherence to the warranty claim process is essential.

If the process is NOT followed, EPTechnologies reserves the right to decline the warranty claim.

- As soon as a fault is realized, it is of utmost importance that EPTechnologies is contacted at the earliest possible time, also in order to prevent possible following / subsequential damage.
- EPTechnologies cannot be held accountable for damage that happens during transport or wrong handling / packaging, please only demount equipment upon EPT approval,
- Please contact EPTechnologies to get the Warranty RMA Nr and a reporting form
- Ph. 0045 30209694

Please provide the following data:

<b>Company Name:</b>	
<b>Contact Name:</b>	
<b>Full Address:</b>	
<b>Email:</b>	
<b>Phone:</b>	
<b>If vessel, Name:</b>	
<b>Date of purchase:</b>	
<b>Serial Nr:</b>	
<b>Use profile, run h:</b>	
<b>Dealer Address:</b>	
<b>Description of problem:</b>	

### EPTechnologies ApS

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