

## Warranty condition for the EPT Svenner Solid-State Technology Batteries

The Warranty is valid for 24 months after first start-up or a maximum of 30 months from delivery, whichever occurs first, and includes all components of the battery, except if any of the below is true. A one-year extension (for a total of 3 years) will cost 5% additional.

Unauthorized opening or modification (including cabling)	Connection of non EPT approved equipment to the HV link
Incorrect use	Force majeure
Incorrect transport or handling or storage	Being exposed to flame or high heat
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 non EPT authorized personnel	Not following the Warranty claim process

### In any of the above cases EPTechnologies might refuse warranty services.

The Warranty is fulfilled by repair or by delivery of replacement. It is accepted to use used batteries as replacement, 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 continues for the remaining warranty period of the original batteries.

Place of Warranty is EPTechnologies ApS in Denmark, shipping and handling (as well as demounting and or reinstalment) cost are always on the customer side, EPTechnologies cannot be charged for subsequential cost, like towing, accommodation, loss of income, lost time, but not limited to.

Products used for professional or official purposes are excluded from the two-year warranty, even if just temporarily. For such use, the legal warranty 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.

Responsibility for the replacement or repair of defective parts lies with EPTechnologies ApS Sønderborg. Distributors are not authorized to make warranty decisions.

### Granted Capacity and Cycle Life

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 average storage temp and if stored at 40 to 60% SOC.

With repeated charging and discharging (cyclical ageing). The 6-year capacity / cycle warranty for the batteries is only valid if below restrictions are followed.

#### Estimated cycle life assuming that:

- Never above 50°C
- Usually, 0.5C discharge
- Usually, 0.4C charge

**Average battery temperature** (time spent above 29 °C) is calculated using the following weighting factors:

10 °C – 29 °C → × 1.0	30 °C – 34 °C → × 1.2	35 °C – 39 °C → × 1.4
40 °C – 44 °C → × 1.7	45 °C – 49 °C → × 2.1	Above 50 °C → × 2.6

Average Battery Temp.	100% DOD	80% DOD → 90% to 10%	70% DOD → 85% to 15%	60% DOD → 80% to 20%
25 °C	7000	10000	12000	13000
35 °C	5000	7100	8500	9200
45 °C	3200	4700	5700	6100

## How to claim Warranty

Dear Customer,

We have designed / tested / produced your product to our best knowledge and precision. However, should it become faulty in the harsh marine environment, please follow the process below so we can assist you as quickly as possible.

If the Warranty claim process is NOT followed, EPTechnologies holds the right to refuse Warranty.

- As soon as a fault is detected, it is of outmost importance that EPTechnologies is contacted at the earliest possible time, also 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

## We need below data:

Company Name	
Contact Name	
Full Adress	
E-mail	
Phone NR	
If vessel, Name	
Date of purchase	
Serial Nr	
Use profile, run h	
Dealer Adress	
Description of problem	

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