

DELTEC ENERGY SOLUTIONS LEAD CRYSTAL BATTERY WARRANTY

Deltec energy solutions a division of Hudaco trading Pty Ltd is the agent for Betta batteries in Southern Africa and does not carry the warranty for the product it only sells the product and facilitates the claim process on behalf of our clients with Betta Batteries. Lead Crystal battery warranty is carried by Betta Batteries

Deltec will at all times interface with the purchaser and will notify Betta batteries of the claim and forward the required purchaser completed documents to Betta batteries for adjudication and a final decision from Betta Batteries.

BETTA BATTERIES WARRANTY

Betta Batteries warrants to the original purchaser (User) that all Lead Crystal® Batteries will be free of defects in material and workmanship for a period of 36 months from the date of shipment, when installed, used, operated and maintained as per manufacturers Operation and Installation instructions.

The user shall promptly notify Deltec of the claim, who will in turn and as instructed by Betta Batteries arrange an examination by a Betta Batteries representative. If Betta Batteries determines the battery to be defective, it will repair the battery or provide a replacement.

The return of claimed cells requires the confirmation of Betta Batteries prior to shipment. Guarantee and warranty claims will only be recognized if the cells are returned to Deltec who will institute the claim with Betta Batteries.

This warranty applies to the original purchaser (User) and is non-transferrable.

BETTA BATTERIES

Conditions and Limitations of warranty:

- 1 The 3 year warranty period commences on date of shipment, which must be recorded by you as customer against the serial number on the battery.
- 2 Betta Batteries will replace a battery if used within its parameters, the available capacity falls to a level lower than 40% in 10h under no load within 18 months, or if the capacity falls lower than 30% in 10h under no load within 19 to 36 months.
- 3 The guarantee will be null and void in the event the battery is installed incorrectly, misused, used or (dis)charged outside specifications, damaged by external influences (like lightning, fire, current overloads, electrical shorts, power

surges or water), altered, repaired (or attempts for repair were made) by others than Betta Batteries or, if and when, identification data have been tampered with.

4 Betta Batteries shall not be liable for indirect, incidental or consequential damages arising out of the sale or relating to the use of this product, and the purchaser assumes all responsibility for all personal injury and property damage resulting from the handling, possession or use of the product. In no event shall the liability of Betta Batteries for any and all claims, including claims of breach of warranty or negligence, exceed the purchase price of the product.

5 THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER REMEDIES, INCLUDING BUT NOT LIMITED TO ACTIONS FOR BREACH OF CONTRACT OR NEGLIGENCE. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED.

CLAIMS WILL NOT BE ACCEPTED UNDER THE FOLLOWING CONDITIONS:

Proof of purchase cannot be substantiated. The battery is out of the warranty period:

- The battery has been fitted to a system for which it was not intended. The battery was used for the incorrect application.
- The battery was incorrectly installed.
- The battery was allowed to stand for periods with a current draw and has been subjected to long term discharge and has resulted in the battery sulphating.
- Battery terminals are damaged by melting and arcing, or are bent, twisted, chipped or otherwise distorted/damaged and or corroded.
- The battery is flat.
- The battery casing is cracked or otherwise damaged.
- The battery has been damaged due to constant overcharging or system failure which can damage the battery in anyway, loose terminals causing sub-standard connections, defective solar panels or other sources of energy generation equipment or battery management systems
- Non-conforming cable or poor quality cabling is used.
- The battery has constantly been discharged to below the manufacturers' depth of discharge curve.
- The battery is used in a system that does not have automatic protection against over or under charging
- The battery casing is distorted in anyway.
- Deltec has not seen the application where the battery is fitted.
- The battery bank has not been equalized at least bi-monthly.

