

2 Year Limited Warranty details

Xplorer 12V 75ah, 110ah, 120ah, 190ah & 220ah

This Limited Warranty is designed to protect you against manufacturing defects. It does not cover:

- Damage due to improper installation; loose terminal connections, under-sized cabling, incorrect connections (series or parallel where not specifically supported), short circuits or reverse polarity connections
- **Loss of Capacity and running time** within the limited warranty period. The suggested capacity and cycle life is based on laboratory test conditions. The amount of usable energy and cycles over the course of time will vary due to applicational factors, usage pattern, discharge time, charging, maintenance & climatic conditions. **We do not guarantee your energy capacity and running time over the course of the limited warranty**

For example, cycling the battery more than 1 time daily, may cause the normal end of life to occur before the end of the Warranty Period. Alpha Batteries reserves the right to deny a warranty claim if the Product is determined, upon inspection, to be at its end of life even if within the Warranty Period. Upon inspection, an industry recognised MK International capacity tester will be used and the results emailed to you.

We can only accept the deemed cyclic usage the battery has placed under via detailed battery monitor and shunt data which records your cyclic demand. We can not accept subjective verbal, written or suggested patterns of usage over the period of limited warranty

- Environmental damage; inappropriate storage conditions; exposure to extreme hot or cold temperatures, fire or freezing, or water damage
- Discharging or an open circuit voltage reading below 10.5v (fully discharged)

- Damage caused by incorrect charging including the use of unsupported lead acid only chargers and split chargers that are not optimised for wet lead acid charging or charged at a voltage or current that exceeds or falls below the recommended parameters as described. **Mains charging of the product is required periodically using a suitable and compatible charger (matching charge profile) with at least 10% of charge current to battery capacity. For example, 10 amps of charge current for a 100ah Battery.**
- Damage due to improper maintenance; under- or over-charging the Product, dirty terminal connections, impact damage or collision
- Sulphation which is the chemical reaction caused by batteries left in a state of discharge for a period of time. The key example of this is swollen sides on the battery and a raised positive terminal. **Such instances will be immediately rejected under the warranty. This is not a fault with the product**
- Any product returned or remotely diagnosed below **10.5v** will be immediately rejected under the warranty. Batteries below **10.5v** is an indication of over discharge and abuse. Batteries can not self discharge below 10.5v and can only be caused by over discharge via an electrical drain when idle or insufficient charging. Modern smart chargers will not recover batteries below 10.5v as they require a minimum voltage in the battery to operate. **This is not a fault with the battery.**
- Incorrect shunt value capacity. C20 capacity values to be used only. Details of C discharge values can be found on the product specifications.
- Thermal Runaway caused by overcharging or poor connection which will manifest itself by swollen cells and lids
- Product that was used on an over-sized inverter/charger (any inverter/charger that is rated to 3200 Watts or greater) without the use of a Manufacturer-approved current surge limiting device or shunt
- Product that was under-sized for the application, including an Air Conditioner or similar device having a locked rotor start-up up current that is not used in conjunction with a Manufacturer-approved surge-limiting device or shunt
- Product not stored in adherence to the Manufacturer's storage guidelines, including storage of the Product at low state-of-charge, 100% state of charge, at temperatures exceeding 40 degrees C or placed on a continual float charge. **Permanent float charge is not necessary and will cause premature failure which is not covered under this warranty**

Warranty Process

The period of limited warranty is as shown on the product page and is from the date of shipment. Faults and manufacturing defects can occur with any electrical device and we aim to make the process as simple and pain free as possible. Alpha Batteries guarantees to give a free repair or replacement with defects proven to be due to manufacturing process (instead of customer abuse and misuse, loss of capacity and running time or general wear and tear).

The warranty in non- transferable

It is important that you contact us as soon as you notice a fault with your battery. We can talk you through a few simple tests that will help identify any issues. If we cannot resolve the problem remotely then we will arrange to collect the battery from you, or you can arrange the return yourself and return to our warehouse for testing. **Any shipping fees incurred for approved warranty returns will not be covered by Alpha Batteries until the product is found to have a manufacturing defect in which any return shipping costs will be refunded to you**

Alpha Batteries advise that the average turnaround time for a warranty claim will be between 7-14 days. We can not be held responsible for downtime or costs incurred due to being without the product.

At the time of writing example courier return costs can be found below

75ah, 110ah, 120ah £19.98 per battery including Vat. Batteries must be suitably packed and secure for transport. We accept no liability for damaged returns that are not packaged securely. Please contact us if you are unsure

190ah & 220ah £64.98. Such items need to be returned via commercial network due to size and weight.

In the event of a proven manufacturing defect or battery failure that meets the above warranty terms and conditions, we will either repair the battery (usually by reconditioning) or replace the entire battery with an equivalent (or better) product from our current range. **The warranty is an exchange warranty only and no cash refunds can be provided after 30 days.** If we are unable to provide a like for like replacement then we will refund the original purchase price.

If we cannot reproduce the problem, there is a loss of capacity but the battery holds charge or if the defect or failure is found to have been caused by customer abuse or misuse then we will return the battery to you, or if you prefer, we can recycle the battery. Depending on the state of the battery, we may be able to offer a credit towards an upgrade. **Any shipping costs incurred as a result of a rejected warranty claim will be charged to you.**

This limited warranty is in lieu of, and manufacturer disclaims and excludes, all other express warranties. Manufacturer further limits the duration of all, whether statutory, express or implied warranties, including, without limitation, any warranty of merchantability or fitness for a particular purpose, to the warranty period.

Manufacturer'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.

EXCEPT FOR THE WARRANTY SET FORTH ABOVE, SELLER MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE GOODS, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; OR (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.

Some countries do not allow limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, which may vary from

country to country. This warranty shall be governed by and interpreted in accordance with UK law. This warranty is understood to be the exclusive agreement between the parties relating to the subject matter hereof. No employee or representative of Manufacturer is authorised to make any warranty in addition to those made in this agreement

To make a warranty claim a valid order number must be provided

Please email us at sales@alpha-batteries.co.uk

Call us on 01706356356