



StratoForse

Start Battery

Sodium Ion Technology

Warranty Term v1.0

We understand when your vehicle or generator doesn't start, it is very inconvenient and frustrating. We are constantly working to improve our battery technology and quality, but if there is an issue, we will try to resolve it as quickly as possible. Answers can be found in our product documentation such as datasheets, user manuals and this warranty to help you get going fast and avoid any future problems.

The First Step

for any warranty enquiry is always to contact the retailer/reseller where you purchased the product. They are responsible to assist you to get back up and running. They can provide fault finding or testing services for the quickest and easiest solution. We will process the warranty through your retailer/reseller.

IMPORTANT: Please note, the most common cause of problem for any type of battery is incorrect or under charging of the battery. This is easy for an expert to determine with testing and is not covered by warranty.

Aeson Power Pty Ltd (henceforth known as Aeson Power) warrants its products against defects due to faulty manufacturing and materials during the specified warranty period. The benefits under this warranty are in relation to legal rights as stated in the Australian Consumer Law and Consumer Guarantees Act (CGA) of New

Zealand. In Australia, our goods and services come with guarantees that cannot be excluded under Australian Consumer Law.

Warranty Period

The warranty period begins from the date of purchase and is dependent on the type of application:

Type of Use	StratoForse	
Private or Personal	36 months	
Commercial or Business	18 months	

Warranty Coverage

This warranty covers:

- a) and is limited to the repair or replacement of the battery only. It does not cover the cost of transport of battery, labour for removal and replacement of the battery from and into the vehicle, or any other consequential damages and costs incurred.
- b) batteries that become unusable or unserviceable due to manufacturing defects during the warranty period stated in the actual product or any valid contract, where applicable, commencing from the date of purchase.
- c) batteries must be sized correctly, used in the application for which it was intended, and properly charged with an approved charging profile.
- d) NOTE: Extended warranty covers only those batteries registered under the Aeson Power extended warranty offer.

Warranty Conditions

- a) Without exemptions, proof of purchase is required to claim under this warranty.
- b) For extended warranty, proof of registration is required.
- c) This warranty is not transferable and is only offered to the original end-user of the Aeson Power product.
- d) The warranty period for the replacement battery begins on the original purchase date of the defective battery.
- e) The warranty period is not renewed or extended as a result of a warranty repair or replacement subject to your rights under the Australia and New Zealand consumer laws.
- f) No employee or agent of Aeson Power is permitted to amend any warranty terms.
- g) The warranty only applies to Aeson Power batteries purchased from an authorised reseller in the country of purchase.
- h) The claim under this warranty may be refused if the claimant fails to provide Aeson Power with information reasonably requested in respect to the use and application of the battery, including, but not limited to, registration details of the vehicle in which the battery was used (if applicable).

Warranty Exclusions

This warranty does not cover:

- a) A flat battery
(FYI: Aeson Power Sodium Ion can be charged from 0.0V if the charger is capable)
- b) Normal wear and tear, e.g. battery cannot be left below 6V (0% SoC) for more than 1 week.
- c) Physical Damage, abuse or neglect
- d) Under-charging or Over-charging (voltage and current)

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- e) Freezing, fire or explosion
 - f) Damage to excessive load
 - g) Incorrect battery sizing for the vehicle (e.g. under-sized battery)
 - h) Incorrect Application (e.g. Stop-Start battery for deep cycle use)
 - i) Incorrect Installation (e.g. not properly secured to the vehicle)
 - j) Faulty Charging System (e.g. shorts, terminal – loose, corroded, loose flayed, or reversed polarity)
 - k) Incorrect Maintenance (e.g. long storage period with correct charging)
 - l) Negligence (before or during use)
 - m) Modifications, alterations or repairs without written consent
 - n) Batteries used for motorsport or racing activities
 - o) Operating outside the parameters set in the series Datasheet
 - p) Operating outside the instructions in the series User Manual

Warranty Claim Process

Many times the battery can be recovered and does not need replacement as a warranty claim. Replacing the battery can be a lot of lost time. Refer to the Datasheet and User Manual for information. With a bit of extra knowledge you can often get operational quicker, and with a lot less fuss. If not...

Follow this process:

1. Contact the retailer/reseller that sold you the battery and let them know the situation. They will need the following to help you:
 - a) Proof of Purchase (FYI: Proof of Purchase is the customer's responsibility under Australian Consumer Law)
 - b) Proof of Vehicle Registration to confirm type of application
 - c) Photographs of the battery in situ to insure model and size (from different angles if possible)

- d) Photograph of battery voltage reading on a multi-meter when battery is at rest (not charging or discharging for lead-acid – 12hrs, lithium - 1 hr, sodium ion – 1 hr).
 - e) Photograph of the battery voltage reading on a multi-meter when operating the connected charging device (alternator or charger).
 - f) Photograph the charger to get make and model.
 - g) Summary of typical product use.
 - h) Your contact details: Full name, mobile number, email, delivery address
2. If you cannot get a solution remotely, please return the battery to the original point of purchase or a Aeson Power Authorised Battery Retailer, Distributor, Branch or Agent, along with proof of purchase and a full description of the problem, for warranty evaluation and/or repair.
3. The battery will be examined and tested with the Aeson Power testing procedure. Allow 10–20 business days for testing and evaluation.
4. If it is found to be defective, due to a minor issue, and is within the specified warranty period, then Aeson Power may choose to repair the battery free of charge.
5. If it is found to be defective, due to faulty manufacturing or material, and is within the specified warranty period, then the battery will be replaced with the same or equivalent battery free of charge.
6. If the battery is not found to be defective, due to faulty manufacturing or material, and not a valid warranty claim, you will be provided a report.

Contact Details

This warranty is offered by Aeson Power Pty Ltd (ABN: 94 631 781 121) of

63/67 Smeaton Ave, Dandenong South, Victoria, AUSTRALIA 3175.

If you have any queries in relation to this warranty, you can contact Aeson Power:

Website: www.aesonpower.com.au

Email info@aesonpower.com.au

Phone +61 3 9545 5993

