RITAR BATTERIES WARRANTY STATEMENT

SuperCharge Batteries is a **Ritar Distributor**.

In Australia, the *Australian Consumer Law*, and in, New Zealand, the *Consumer Guarantees Act 1993* (NZ) may guarantee certain conditions, warranties and undertakings in relation to these batteries. In Australia, our goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In New Zealand, you have similar remedies under the *Consumer Guarantees Act 1993* (NZ).

These statutory rights and remedies cannot be modified, restricted or excluded by our warranty below. Our warranty and the terms and conditions set out below are in addition to the rights and remedies available to you under the *Australian Consumer Law* or *Consumer Guarantees Act 1993* (NZ).

Our General Warranty Statement

SuperCharge Batteries warrants its Ritar batteries are free from defects during the warranty period specified below on the terms of this Warranty Statement.

Warranty Coverage

Our warranty covers batteries purchased from SuperCharge Batteries or its authorised resellers, under normal consumer use during the applicable warranty period specified below, subject to the Warranty conditions, limitations and exclusions and our claims procedure set out in this Warranty Statement.

WARRANTY PERIOD

The Warranty period for the relevant Ritar batteries are specified in the table below commencing from the date of purchase.

Series	Warranty Period			Application
	Small size Capacity ≤28Ah	**Medium size 33Ah≤Capacity≤260Ah**	**Large size Capacity≥300Ah**	
2V EV & DC Series	-	-	2 years	*Deep Cycle Application Maximum DOD 80% at 25˚C*
6-12V EV & DC Series	-	1 year		
DG Series	1.5 years			
RT Series	1 year	2 years	3 years	*Standby Application Maximum DOD≤80% at 25˚C Discharge frequency ≤ 3 times per month*
RA Series	1 year	2 years	3 years	
RL Series	1 year	2 years	3 years	
DG Series	1.5 years	2.5 years	3.5 years	
FT Series	-	3 years	-	
HR Series	1 year	3 years	-	
HR Series ≥ 380W	4.5 years			*Special application for UPS project at standby usage with ≥ 1x equalization charge every 6 months*
2V DG Series	5 years			
2V OPzV Series	3 years for Deep Cycle use, 5 years for standby use			

Notes:

When installed, operated, charged, stored, and maintained in accordance with the product manual and guidelines, the product is designed to provide reliable performance throughout the applicable warranty period. Failure to follow the instructions, including incorrect installation, improper storage, under or overcharging, excessive discharge, misuse, or operation outside the specified guidelines, may reduce the product's service life and, to the extent permitted by applicable law, may affect warranty coverage.

- *Equalization charge must be carried out at least once every 6 months – refer to series specific user manual for details.*
- *Battery systems in float charge strings must undergo equalization charge every 3 months.*
- *Warranty period gets reduced by 30% for every 10˚C increase in temperature above 25˚C for all Ritar batteries.*

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WARRANTY CONDITIONS

To be eligible for coverage under our warranty:

- ***proof of purchase*** must be presented;
- the battery must be presented to SuperCharge Batteries or its authorised representative for inspection and assessment;
- the battery must have failed due to a manufacturing defect;
- this warranty is available only to the original end-user of the battery;
- the warranty period for any replacement battery continues from the original purchase date of the defective battery;
- the claimant must provide SuperCharge Batteries with information reasonably requested regarding the use and application of the battery;
- the battery must be correctly sized, and used only, for its intended application;
- the battery must be installed and operated in accordance with the relevant user instructions and installation manual;
- the battery must be charged and maintained in accordance with the approved charging profile and battery maintenance guidelines;
- the battery must be used with compatible charging systems and equipment approved for the battery type;
- the battery must be operated within the battery's published specifications and operating conditions, including voltage, temperature, load requirements, and intended duty cycle;
- the battery must not have been altered, modified, repaired, or tampered with by any person that is not authorised by Supercharge Batteries;
- the battery must not have been subjected to misuse, neglect, improper handling, overcharging, undercharging, or excessive deep discharge;
- the battery must retain original identification labels, serial numbers, date codes, and other product markings.

WARRANTY LIMITATIONS AND EXCLUSIONS

Our Warranty does not cover a battery:

- that still has at least 70% of its rated capacity;
- that is flat or discharged, and the cause is not a manufacturing defect;
- sold to THIRD-PARTY ORIGINAL EQUIPMENT MANUFACTURERS (OEMs) – Please contact the OEM for Warranty Information;
- exhibiting defects resulting from normal wear and tear, including chips, scratches, abrasions, discolouration or fading due to usage or exposure to sunlight;
- where the issue is caused by external factors, such as water damage, excessive vibration or exposure to extreme temperatures outside recommended limits, misuse or accidental damage.

Our Warranty will be void, if the battery:

- shows evidence of after-sale physical damage, abuse, neglect, or poor handling;
- is damaged due to improper mounting or installation;
- has sustained damage caused by an accident;
- has been subjected to overcharging, undercharging, freezing, excessive heat, fire, or explosion.
- has been wired in series or in parallel with other batteries of different voltage, capacity, and technology;
- has been wired in series or in parallel with other battery brands;
- has been discharged due to excessive or faulty electrical loads leading to sulphation;
- has been used with a faulty charging system or faulty terminal connection (corroded, loose, flayed, or reversed);
- has been stored for an extended period without maintenance and reconditioning;
- has been damaged due to mould, insects or animals, adverse environmental conditions, or extreme weather events;
- has been damaged due to contamination by foreign matter, material, or other products;
- has markings that have been tampered or vent plugs that have been broken or removed;
- has been repaired or modified by a third party, without SuperCharge's consent.

WARRANTY CLAIM PROCEDURE

- The battery, together with the sales invoice or receipt as proof of purchase, must be presented to Supercharge's State or Territory office or your nearest Supercharge authorised reseller for warranty evaluation and validation. This can be done by delivery in person.
- If SuperCharge, by itself or through an authorised reseller, finds upon examination that the battery is defective due to faulty manufacturing and is within the specified warranty period, then the battery will be replaced with an equivalent battery free of charge.

This warranty is given by SuperCharge Batteries Pty Ltd (ABN 99 002 848 580 | NZBN 9429036021925) located at **AU: 1A Reconciliation Rise, Pemulwuy NSW 2145 | NZ: 5 Neilpark Drive, East Tamaki, Auckland 2013**. SuperCharge Batteries can be contacted through email **info@supercharge.com.au** or by phone **AU: 1300 228 888 | NZ: 0800 188 122**.