

## **ACES ENERGY GENERAL TERMS AND CONDITIONS OF WARRANTY ON PRODUCTS.**

### **1. SCOPE**

ACES Energy BV or ACES Energy SP BV, hereafter stated as ACES, offers manufacturer's guarantee as described in this document.

The prerequisite for a warranty claim is a defect or a malfunction that affects the intended use of the battery is no longer possible or is disproportionately restricted.

The guarantee period is not extended due to the granting of Services under this guarantee, in particular not for replacement or repair. In this case, the guarantee period does not start again.

This warranty does not limit legal provisions of the customer and are valid for all ACES lithium batteries with a purchase date from 01/01/2018. Accessories, consumables and other accessories are excluded.

The geographical scope of guarantee protection is Europe-wide and place of jurisdiction is the Netherlands.

### **2. IDENTIFICATION**

All batteries and chargers delivered are uniquely identified with a serial number printed on a label attached to the product.

If the label is not clearly readable or removed it causes loss of warranty on the product.

### **3. PERIOD OF WARRANTY FOR ACES PRODUCTS**

- The period of warranty for HP Series Lithium Battery is 60 months starting from the moment it is invoiced.
- The period of warranty for HF Series or Lithium Battery is 36 months starting from the moment it is invoiced.
- The period of warranty of custom designed LiFePO4 Batteries is 36 months starting from the moment it is invoiced.
- All other ACES products have 24 months of warranty starting from the moment it is invoiced.
- At the end of the above mentioned period, the warranty will automatically expire without any notice
- The eventual repair or substitution does not extend the period of warranty.
- For distributors and OEM customers the warranty is extended for 6 months from the date of the invoice.

### **4. WARRANTY**

Only manufacturing faults are covered by the warranty.

The warranty is limited to the original paid purchase price.

ACES liability under this guarantee is limited to the exchange, repair, reimbursement of the product.

The guarantor is solely responsible for the choice of an exchange, repair or reimbursement of costs.

Is this defective product no longer in the delivery program, so the guarantor reserves the right to replace it with a technically equivalent one from the current range.

Not covered by the warranty are listed below:

- Damages, defects or malfunctions caused by force majeure, like lightning, overvoltage, severe weather, flood, immersion, fire.
- Procedures described in the installation manual are not followed.
- Using the batteries or products outside the specifications and safety precautions as stated in the manual.
- Incorrect installation or commissioning, malfunction of other devices
- Failures caused by Hardware or Software design of parts that are not designed under responsibility of ACES
- Changes to and/or dismantling of the battery or product

### **5. WARRANTY MANAGEMENT AND RETURN CONDITIONS**

- As soon as a problem is noticed, ACES ENERGY must be informed within 7 days.
- Provide a filled out service intake form(attachment of this document), and include the form in the return package.
- The warranty may be not applicable if it is not possible to define the condition in which the battery is used.
- Customers shall arrange the return of the products at their own expenses.
- Batteries will be checked in less than 10 labor days from their arrival at ACES.
- After analysis, repair or replacement they will be shipped back to the customer.
- Defective batteries or products arriving within the warranty period and excepted for warranty, will be repaired or replaced, and shipped back to the client under warranty.
- Return transport of the products; which are covered by warranty, ACES will arrange at its own expense to the

customer of ACES (original purchaser of the ACES products). After mutual agreement, the product can be sent within the Netherlands to the end customer/user.

## **6. CHARGES IN CASE OF NO WARRANTY**

In case of batteries or products returned are not defective or out of warranty, repair cost will be offered to the customer before repair.

If products are have damage, are modified or opened by non-qualified persons no warranty can be granted. The Analysis cost of 100 Euros is always invoiced to the customer.

## **7. TRANSPORT**

The sender will be liable for the quality of the packaging.

ACES, will not be liable for damages on products during the shipping, following the shipment conditions at the expenses of the sender.

Transport damages at receival at ACES of returned products will be reported by ACES to the sender within 24 hours.

The carriage of lithium batteries is subject to special restrictions. For defective batteries special rules apply.

At delivery of the returned product by ACES , the customer shall immediately check on damages and make sure to make a written note to the transporter in case of damages.

All damages at delivery must be reported to ACES ENERGY within 24 hours after delivery.

ACES ENERGY is not liable for eventual direct or indirect damages to people or things by the damage of the product or caused by the improper use or transport of the product itself.

## **8. RETURN ADDRESS**

ACES-ENERGY B.V.  
Ambachtstraat 36  
7622 AP Borne  
The Netherlands  
Tel. +31 74 7857701

<h2 style="margin: 0;">Service Intake Form– EN</h2>			
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### 1 Guidance.

This form must be completed to accompany products that are offered to Aces Energy for service or repair. Enclose this form with/in the packaging of the product to be offered..

### 2 General information:

**Contact details:**

Name: .....

Address: .....

.....

.....

Telephone number:.....

Item	Data	Explanation
Date:		Date sent to Aces Energy
Serial number of product:		Number to be found on product. - Battery number starts with "AL" - - Number charger starting with "ABC"
Application:		For example, built into vehicle/vessel/machine and type.
Purchase date:		Provided with invoice/packing slip if possible
Use intensity:		For example daily/weekly/2 times daily
Operating hours/mileage/cycles		If possible, indicate readings of, for example, km position / operating hours / number of cycles. If not read out to be estimated.
Environment:		For example: dry / wet / damp / dusty / combination of moisture and dust
Use temperature:		Estimation of use conditions between x and y degrees Celsius
Description complain:		What is the complain?
Comments:		What are any special circumstances that need to be mentioned?

#### 2.1 In case of Charger:

Item	data	explanation
Soort montage:		For example: mobile in application / on wall / loose

#### 2.2 In case of Battery:

Item	data	Uitleg
Soort montage:		For example: stand-alone / parallel to X batteries

### 3 To be completed by Aces:

File tracking number:	SIF
Date of entry:	

**Transport of batteries must be in its original packaging and/or in accordance with the regulations for the transport of lithium batteries.**