



## INTERSTATE BATTERIES WARRANTY POLICY FOR STANDARD SLA / AGM PRODUCT

Interstate Batteries will warrant all direct supplied /shipped product from date of purchase against manufactured defects for 12 months.

\* Interstate All Battery warrants to the original purchaser that the product listed above will be free of defects in material and workmanship for the period specified in this document according to rated capacity range, commencing on the date stamped on the lid of batteries. IBSA must be notified immediately upon suspicion of any possible defects within 30 days after receiving batteries and be given the authority to inspect any questionable sites and/or equipment. If IBSA determines the batteries to be defective due to material or workmanship, it will repair or replace them, at its option, without charge FOB Shipping Point. A battery will not be considered defective unless it fails to deliver 60% or less of its rated capacity during claimed warranty period after fully charging. This is in lieu of all other warranties, expressed or implied including any warranties which extend beyond the description of the face hereof. In no event shall IBSA be liable for consequential or incidental losses or damages. The repaired or replacement battery shall complete the remaining portion of the warranty for the original battery. All claims are outlined in the following operating & warranty conditions:

### Warranty Conditions

- 1) This warranty is non-transferrable and shall apply only to original purchaser of the SLA product used for mobility and does not apply to SLA / DCM / GEL products used in Stairlifts.
- 2) Installation of the batteries must be performed by suitably qualified technicians and in accordance with proven acceptable practices and shall not be mixed with any other make, model, date code, or varying age of product in the same battery bank.
- 3) The batteries should be paired with a suitable charger designated for the technology. Incorrect selection of charger and/or failure to follow the correct charging that conforms with IBSA's charging recommendations will void the warranty.
- 4) Manufactures date code will be used for products age except when a customer's receipt is provided documenting product use less than warranty period above. Full return warranty will be approved within the above stated guidelines based on the specific SKU. Upon request of IBSA, the PURCHASER shall promptly return any product believed to be defective or nonconforming. The PURCHASER must request and receive a Return Material Authorization (RMA) from IBSA for any Product believed to be defective or nonconforming prior to returning the product in question.
- 5) All warranty returned products are tested. Products not meeting the voltage requirement or having less than 60% of the rated capacity will be accepted as a valid warranty during the warranty period. (The determination of actual capacity shall be made in accordance with the IEEE Std 1188 performance test guidelines). Other defects recognized by this warranty include corrosion and leakage.
- 6) The warranty will be voided if the product displays signs of having been subjected to abuse, misuse, fire, freezing, unauthorized repairs, alterations of the product, or any other physical damage (such as results due to an act of God) that have occurred post sale from IBSA. Swelling is not covered as it is evidence of over-charging the battery. If leakage occurs from a swollen battery, it also will void the warranty due to further indication of over-charging.
- 7) The Warranty Period for any Product which has been installed in an environment where the temperature exceeds 77°F (25°C) shall be proportionately reduced by fifty percent (50%) for every 15°F (8°C) increase in temperature above 77°F (25°C). Operation or storage of the Product for any length of time in an environment having a temperature above 122°F (50°C) will void the Warranty.
- 8) The warranty will be void if an SLA battery is used in a non-approved applications.