



Protea Lithium Iron Phosphate Battery Warranty

This limited warranty specified below applies to the battery packs and the Components (hereinafter "Products") supplied by 'Protea Lithium Batteries' to the buyer.

Product type

1. Protea 51.2V104Ah 5.3Kwh LFP Wall Mounted Battery Pack
2. Protea 25.6V100Ah 2.56Kwh LFP Wall Mounted Battery Pack

Warranty Initial Date

The initial date of the warranty shall be the date of the 'Protea Lithium Batteries' invoice to the buyer. i.e. Invoice date. ***The invoice must reflect the serial number of the unit on the Seller's invoice.***

Warranty Period

The Protea Lithium Batteries are intended to have a design life of +- 15 years.

The Products warranty period is 8 years or at least 3000 cycles @100% Depth of Discharge, whichever occurs first.

This warranty period can be extended to 10 years if the customer registers the product on the official Protea Lithium Battery website (www.protealithiumbatteries.co.za)

The BMS is also intended to have a design life of +- 15 years. However, 2 years warranty is provided for the BMS.

Warranty Terms and Conditions:

1. If the products are not installed by a qualified/accredited installer and according to the instructions in the official PROTEA user manual, the warranty will be rendered void.
2. The products mentioned above are intended solely for the use as backup power in UPS and Inverter systems. Other unintended uses for the battery will not be covered by this warranty.
3. This warranty only applies to the original buyer of the batteries and is nontransferable to other parties.
4. If the model number and serial number on the battery have been removed or tampered with, the warranty will not be valid.
5. The battery will not be considered defective unless it fails to retain 70% or less of its rated capacity during the claimed warranty period.



6. The battery is not to be used outdoors. It is to be installed only indoors and on a flat, level surface.
7. The batteries must be kept away from flammable items, corrosive materials/gases, dusty areas and places where water could penetrate the equipment.
8. This warranty does not cover damage due to lightning, fire, floods, neglect or abuse to the equipment or any acts of nature.
9. Any damage caused by force majeure (causes of natural disaster, government intervention, act of war or terrorism, riots and other external events) which are out of the control of Protea Lithium Batteries, is not covered by this warranty.
10. The Protea batteries are not intended to be connected or paired with any other brand of battery. If done so, the warranty is void.
11. The Protea batteries are only intended to be connected in parallel as per the specification sheet and NOT in series. If it is found that the batteries have been connected in series, the warranty will be deemed void.
12. Spikes or power surges that may cause damage to the battery is not covered by this warranty.
13. If the product is transported, it should be done so in the original packaging provided by the Seller to ensure that no damage is done due to improper packaging.
14. Any type of deliberate tampering of the firmware or BMS so as to alter the data for warranty evaluation purposes will render this warranty as void.
15. Any damage to the batteries due to use with an incompatible device i.e., rectifier, inverter etc. will not be covered by this warranty.
16. The battery is to be used according to and within the parameters set out in the specification sheet. If it is detected that the battery has been overloaded through large current draws above what is intended in the specification sheet or stored in temperatures outside of what is stipulated in the specification sheet, the warranty will be deemed void.
17. If the batteries are installed for fully off-grid use, the batteries need to be fully charged at least once every 2 weeks in order for effective cell balancing to take place by the BMS cell balancer. The cell balancer only kicks in when the battery is charged to 100% and if this does not happen for a long period, could cause unbalanced or undercharged cells. This may result in the performance of the cells to deteriorate and affect the overall cell cycle life. Hence, if the battery is not fully charged as mentioned in this clause, the warranty will be void.
18. If the battery is required to be in storage for long periods, then it should be fully discharged and charged up every 6 months.
19. If the battery needs to be moved and reinstalled at a new location, this may only be done by an authorised reseller or accredited installer.



20. The recommended maintenance functions in the user manual should be adhered to. If it is found that battery damage occurred due to not completing the required maintenance the warranty will be void.
21. Only suitable DC breakers and fuses are to be used when connecting the battery pack to the inverter. If it is found that an incorrect/unsuitable rated fuse or DC breaker was installed, the warranty will be deemed void.
22. If it has been found that the Protea battery has been tampered with, opened, modified, repaired by an unauthorized person, the warranty will immediately be void.
23. The operating temperature for the battery is designed to be 0 to 50 degrees Celsius. However, it is recommended to keep the battery below 30 degrees Celsius to maximise the cycle life of the battery. If it is found that the battery operating temperature regularly exceeded 30 degrees, this will result in the warranty being void.

Warranty Claims Process:

PROTEA reserves the right to refuse product warranty claim for lacking proper documentation and information.

Claims under this Warranty must be made **within seven days of the appearance of the defect** by notifying the Seller from whom the Product was purchased.

For a Warranty Claim to be processed, it must include but not limited to the following items:

- (1) Proof of the original purchase made i.e. Invoice showing Serial Number
- (2) Description of the alleged defect(s) from an authorized person/accredited installer.
- (3) The Product's Model number, Serial number and the initial date of the warranty.

In the event of a possible warranty claim, the following steps should be taken:

1. Report the issue to your authorized seller / accredited installer
2. If the issue cannot be solved on site by the installer, the end user must arrange collection and delivery of the battery to the Protea Service Center. This will be at the cost of the end user.
3. The service center will evaluate the battery and may also request additional information from the end user to decide if the claim falls within the scope of the warranty.
4. If the claim has been approved, the required repairs will be done and the replaced parts will become the property of Protea Lithium Batteries.