Rolls BATTERY ENGINEERING

WARRANTY

ROLLS BATTERY MANUFACTURER WARRANTY

Rolls deep cycle & LiFePO4 lithium batteries are backed with comprehensive, non-transferable warranties that lead the industry in length of coverage. We're confident that our batteries will perform time after time, year after year. However, should a problem arise, you may be assured that you're covered better than any other battery warranty in the business.

Rolls Battery, herein referred to as the Company, warrants to the original purchaser that batteries sold by Authorized Distributors and Dealers are merchantable and free of defects in workmanship and material at the time they are shipped from the Company's factory.

All warranties detailed below are non-transferable. If the Company makes a drop shipment to a Distributor's Customer, that Customer must be instructed to perform an inspection of the goods **BEFORE** signing the delivery slip. The Company is not responsible for damaged product reported after shipment has been signed "Received in Good Condition".

NOTE: ALL SHIPMENTS SHOULD BE THOROUGHLY INSPECTED FOR DAMAGE BEFORE SIGNING THE DELIVERY SLIP.

TYPE	SERIES	APPLICATION	WARRANTY
FLOODED	FS	MOTIVE POWER / INDUSTRIAL	12 MONTHS | 1 YEAR
	4000	MARINE, RAILROAD RENEWABLE ENERGY	36 MONTHS | 3 YEARS
	4500	MARINE, RENEWABLE ENERGY	48 MONTHS | 4 YEARS
	5000	RAILROAD	48 MONTHS | 4 YEARS
	5000	MARINE, RENEWABLE ENERGY	60 MONTHS | 5 YEARS
	5000 - 5 TO 7 PLATE	INDUSTRIAL	12 MONTHS | 1 YEAR
	5000 - 9 TO 33 PLATE	INDUSTRIAL	36 MONTHS | 3 YEARS
VRLA AGM	AGM-HL	BACKUP / STANDBY	36 MONTHS | 3 YEARS
	AGM-R	ALL	12 MONTHS | 1 YEAR
	AGM-S	RENEWABLE ENERGY	36 MONTHS | 3 YEARS
		MARINE, RV	24 MONTHS | 2 YEARS
		OTHER	12 MONTHS | 1 YEAR
OPzV & VRLA GEL	S-SERIES	BACKUP / STANDBY, MARINE RENEWABLE ENERGY	36 MONTHS | 3 YEARS
		OTHER	12 MONTHS | 1 YEAR
LiFePO4 (LFP) LITHIUM*	R-SERIES	ALL	36 MONTHS | 3 YEARS
	S-SERIES	ALL	60 MONTHS | 5 YEARS
	S-SERIES ESS	ALL	84 MONTHS | 7 YEARS

Product warranty is non-transferable. Within the warranty period, the Company will replace, or at its option, repair any warrantable battery with an equivalent in-kind replacement, where available. After a battery has been repaired or replaced, the warranty term shall continue with respect to the repaired or replaced battery for the balance of the original warranty period on the original product.

* Rolls R-Series and S-Series & ESS $LiFePO_4$ (LFP) lithium batteries are designed for deep cycle energy storage including marine storage banks, grid-connected backup power, off-grid systems and motive power applications. These models are NOT suitable for use in repeated heavy discharge and high cranking applications such as engine starting.

WARRANTY COVERAGE

Warranty coverage for Rolls flooded, VRLA AGM, OPzV & VRLA GEL batteries is initiated at the time of purchase and/or the documented date placed in service and shall not be honoured or extended beyond the terms as outlined above.

Warranty coverage for Rolls R-Series & S-Series LiFePO4 (LFP) batteries is initiated at the time of purchase and/or the documented date placed in service for the term outlined above, beginning up to a maximum of 6 months from the factory date of manufacture. Batteries purchased and/or placed in service 7 months or more from the date of manufacture shall be limited to coverage for the term outlined above, plus a maximum of 6 months from the date of manufacture only.

Application and actual usage of the battery supersedes the terms associated with a battery type and/or model where the battery is used for an alternative or unintended purpose.

Warranty periods are limited by battery type and model, as outlined above, and will not be extended beyond the terms associated with that type or model, regardless of usage.

Freight charges for replacement product shipped from the factory and/or Distributor, Dealer or Installer's location are not covered under Rolls Battery manufacturer warranty. Documentation, including proof of purchase or confirmation of installation is required.

WARRANTY EXCLUSIONS

Any costs for transportation, duties and/or taxes, installation/removal, recharging, system tests, loss of time or use of equipment, service calls or rentals will **NOT** be covered by the Company.

The warranty protects against manufacture defect. The warranty does not cover repair or replacement in incidents where the battery is damaged or fails due to improper installation, incorrect or inadequate charging, excessive discharging, failure to perform the required maintenance, improper storage, neglect and/or use in an application for which it was not designed. Failure to adhere to the requirements as outlined in Company documentation will void the manufacturer warranty.

The customer is required to read and understand warning labels and perform any work on or around the battery with the appropriate level of responsibility and care.

The warranty does not apply or extend to any batteries that have been subjected to the following conditions:

- Shipping damage, loose wiring, rusted or corroded hardware
- Abuse, neglect or accidental damage
- Damage from electrical equipment
- Batteries that have had date codes destroyed, altered or tampered with, where proof of purchase is not available
- Failure to install, operate, maintain or remove the battery according to the Company's instructions
- Operating the battery in ambient temperatures outside of the recommended temperature range
- Exposure to excessive hot or cold temperatures; bulged or otherwise damaged cases from heat
- Batteries installed outdoors, operating in direct sunlight or in a non-ventilated space
- Breakage, freezing, explosion, fire, wreckage, charging or installing in reverse polarity, melted and/or broken terminals

- Operating conditions or applications above the rated capacity of the product
- Improperly sized batteries or over/undersized battery sets, improperly sized charging systems
- Insufficient charging (undercharging, overcharging or lack of periodic equalization charges as required)
- Connecting and operating the batter(ies) with another make or model, regardless of manufacturer
- Connecting the batteries in series and/or parallel connections that exceed the quantities specified for the particular model
- Use of the battery in an uncharged condition; discharged batteries
- Discharging beyond the recommended depth-of-discharge as outlined in Company literature
- Under/over watering of flooded lead-acid batteries; addition of any chemical or solution
- Failure to recharge a battery placed in storage for extended periods (more than 3 months)
- Failure to recharge a battery consistent with the Company's requirements & specifications
- Failure to report the discovery of an alleged defect for 14 or more days
- Attempts to access the case internals or evidence of tampering without prior authorization from the Company

WARRANTY SERVICE & INITIATING A CLAIM

To address issues with a battery covered by warranty, contact the Distributor, Dealer or Installer from which the battery was purchased to verify (establish) the battery condition/defect. Alternatively, contact Rolls Battery Customer Service (1-800-681-9914) or Technical Support (support@rollsbattery.com) for instructions and procedures to proceed with a warranty claim directly and/or assistance with troubleshooting.

To claim a manufacturing warranty, a Rolls Battery Battery Test Sheet & Warranty Claim Form must be completed. The battery model and manufacture date code must be noted, accompanied by a copy of the proof of purchase showing the date of purchase and/or documented date of installation. Service/maintenance records may also be requested, including $LiFePO_4$ (LFP) battery log files (where applicable) submitted via the mobile app.

The Company may require that the battery be inspected and/or tested by an authorized battery outlet or the Company (manufacturer) for actual defect. Only persons with applicable training or experience should service batteries.

In these cases, freight would be the responsibility of the customer and acceptance of batteries by the Company or an Authorized Battery Outlet for testing/inspecting does not guarantee approval of the warranty claim. Batteries that do not meet the requirements outlined to qualify for replacement under the manufacturer warranty, or are determined to be in usable condition, will be returned to the customer at their expense and a testing fee may be charged.

The Company makes no warranty with respect to its batteries other than the warranty stated above. All implied warranties of merchantability and all expressed and implied warranties of any other kind are hereby excluded.