itel Energy

carecare warranty by

Warranty Card

One-stop Residential Energy Storage Solution

Battery

Warranty Form

Note:Signature or Seal stamp required.

itel Energy shall have no obligation for unqualified application such as incorrect information or missing necessary information

Product Model		Serial Number (S/N)	
Company Name			
Contact Person		Contact Number	
Contact Email			
Company Address			
Replacement Deliver Address			
Name of End user			
Date of Installation			

Fault Description

Warranty Authorized signature:

The following information must provide after faulty product been replaced
Replacement Information

Product Model		Serial Number(S/N)	
Replaced by		Replace Date	

Replacement Information Authorized signature:

12. If the battery is interconnected or mixed with other non-Itel batteries the warranty is void.

13.Warranty will be void if the installation or commissioning has not been performed by an Itel approved installer.

14. In the event that the battery needs to be relocated it must be disconnected, moved and re-installed by an itel approved installer.

15.A standard 5-year warranty is provided for the BMS and trip switch. The warranty of the trip switch does not cover excessive manual use or overuse of the trip switch. The trip switch is intended to protect the Lithium Battery.

16.The operating temperature for the battery is designed to be 0 to 50 degrees Celsius,however, it is recommended to keep the battery below 25 degrees Celsius to maximize the design life and life cycle of the battery. The cycle life cannot be guaranteed if the battery is operated in temperatures exceeding 25 degrees Celsius.

Warranty Claim Process

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

1.Claims under this warranty must be within 48 hours of a defect being discovered, notification must be provided to the approved re-seller of a claim.

2.The end user must submit the invoice for the procurement of the Product to the approved re-seller indicating date of delivery.

3.The reseller must send or arrange with the end user to send the battery to one of our service centre.

4.The service centre will evaluate the battery and validate if a claim is substantiated.

5.If a claim has been validated, repair and servicing of the battery will be performed.

6.Any replacement parts will become the property of Itel.

7.It is for the client to arrange delivery and collection of the unit.
If the client wishes to dispute to final evaluation decision, the product must be evaluated by a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge. (Unless your claim is proven to be valid, in which case Itel will be responsible for the testing costs) If any testing of the Products capacity is required, the testing must occur in the following conditions:

a)The test is based on a single module.

b)The ambient temperature of the Battery Module must be [25℃±2℃]

c)The initial temperature of the battery modules pods must be [25℃±2℃]

d)50A constant current charge to 3.65V for cell, then switch to constant voltage (58.4/29.2Vdc), charge until charge current declines to 5A

e)Constant current (50Amps) discharge till all the cell voltages are below 2.70Vdc

Claiming Process

Users can make service requests by creating a work order with itel Energy through the website

https://energy.itel-life.com/h5/#/?eth=aXRlbA%3D%3D

Each time a warranty claim is made for a product that cannot be resolved through the internet, itel Energy promises to conduct on-site inspection and data collection by professional engineers. If itel Energ profession alsinspect, diagnose the issue, and confirm that the fault is from the system itself, itel Energy will arrange for an on-site system replacement/hardware exchange. The users should give access to our people, schedule time, and ensure the safety of itel Energy service technicians. For any inquiries, please contact the itel Energy hotline.

Replacement Policy and Channels

itel Energy's products are sold in many countries. Please scan the QR code or website below for detailed warranty policies and after-sales outlets in your region.

https://energy.itel-life.com/#/supports

Contact Us

Please contact the customer service hotline if you have any questions or inquiries.

Please check the official website for specific hotline numbers (depending on the country). We promise to respond immediately after receiving your request. If the itel Energy professional confirms the replacement, we promise to provide you with service within 24 hours. For remote areas, we will try our best to complete the replacement within three working days, depending on the actual logistics situation.

itel Energy's official website:
https://energy.itel-life.com

Legal Statement

This warranty document does not affect the legal rights of consumers. The company shall not be liable for any indirect or special losses to the extent permitted by applicable law.

itel Lithium Battery Warranty

This limited warranty covers the following itel Rechargeable Li-ion Battery models: IPL and IPW series.

This warranty does not include any accessories and tool kit items provided along with the product.

This warranty only covers the repair or replacement of a defective product.

The repaired or replaced product will continue the original remaining warranty period. In either case, it shall not justify as a renewal of the warranty period.

The warranty period shall commence from the invoice purchase date and the failure must occur within the warranty period to be eligible for free replacement service.

Warranty Conditions

1.The battery is intended to be used indoors only. Outdoor use will render the warranty void.

2.The batteries must have not be contaminated with any foreign corrosive matter.

3.The warranty does not cover the damage due to neglect or abuse such as improper installation, freezing, fire, flooding, or any acts of nature.

4.The warranty does not cover surges or spikes from the inverter or charging device that could damage the battery.

5. If the battery or batteries were not installed correctly and not according to the manual with correct settings, it could result in damage. Incorrect installation and setup will invalidate the warranty.

6. Batteries must be provided with a refresh charge every 5-6 months, while in storage, prior to final installation.

7.Warranty will be void if the firmware or BMS on the device has been deliberately tampered with to try and reset cycle values or any data for warranty evaluation purposes.

8. If it is found that the battery is being overloaded through large current draws outsides of the intended specification parameters (100Amps), it will lead to the warranty being void.

9.The warranty is non-transferable, and only applies to the original purchaser of the equipment.

10.The warranty will be void if the serial number has been tampered with or has been removed from the device.

11.The battery will not be considered effective unless it fails to deliver 50% or less of its rated capacity during claimed warranty period.