



HAB-XL

WARANTY BOOKLET

IMPORTANT – PLEASE READ FIRST!

PLEASE RETAIN THIS BOX, FOAM PACKAGING AND BAG

1. Due to transportation regulations shipment of lithium batteries need to be done in very specific shipping crate. We ask that you save the crate, foam packaging and the plastic bag your KiloVault HAB-XL came with, in case there is a need to return.
2. Each battery must be individually charged to exactly a voltage between 56V before placing it into operation with other batteries. Otherwise, the batteries will independently hit "full" or "empty" and shut off before others in the same battery bank.
6. When turning on breakers to inverter, charge controller, battery monitors, etc. connected to the batteries wait 45-60 seconds between powering up each device. The KiloVolts battery management system has special circuitry to detect short circuits and protect itself. Many brands of inverters, charge controllers and battery monitors will present a very high but very brief surge that can be interpreted as a short. The KiloVault can handle one of these "Shorts" every 45-60 seconds.
7. Be sure to tighten the battery terminals before operating. Failure to do so will lead to the terminals overheating, melting the case and potentially causing a fire.

10 YEAR 6000 CYCLE LIMITED WARRANTY

KiloVault® HAB-XL Series Lithium Batteries

The KiloVault HAB-XL Deep Cycle Batteries are supplied with a 10-year 6000 CYCLE limited warranty from the date of purchase (please keep your proof of purchase) or 6000 battery cycles, whichever comes first. The 10-year limited warranty period assumes no more than one full cycle per 24hr period. In the event of a valid warranty claim KiloVault will, at its discretion, supply a new or reconditioned battery dependent on how many years have passed since the date of purchase or how many cycles the battery has undertaken. All batteries must be registered within the first 30 days from the original purchase date or the original purchaser must provide a copy of the original receipt in order to be eligible for a warranty claim. Within the Warranty Period, subject to the exclusions listed below, the Manufacturer will credit, replace / repair or offer a prorated discount towards the purchase of a new HAB-XL series battery, if serviceable, the product and/or parts of the product, if the components in question are determined to be defective in material or workmanship. All warranty claims are handled by KiloVault directly. Returns will only be accepted from the original Purchaser.

REGISTERING YOUR BATTERY.

You must register your KiloVault HAB-XL series Battery in order to validate the Limited Warranty. You can register the product Online at our Registration page.

<https://kilovault.com/register/>



Pro-Rated Warranty Schedule for HAB-XL Series Batteries:

Prorated warranted products manufactured by KiloVault (the "Warrantor") are warranted to be free from defects in workmanship and materials under normal use and service. The warranty is in effect from the date of purchase by the user (the "Purchaser"). This limited warranty covers substantial defects in material or workmanship and performance and follows the guidelines of the Limited Warranty with the addition of the following table detailing exchange costs for warranty replacements for prorated warranty items.

Months After Purchase	Depreciated Value of Purchase Price
0-12	100% Repair / Replace
13-24	100% Repair / Replace
25-36	100% Repair / Replace
37-48	Repair / Replacement / (80% Prorated Discount) Equivalent value discount towards the purchase of any KiloVault product.
49-60	Repair / Replacement / (60% Prorated Discount) Equivalent value discount towards the purchase of any KiloVault product.
61-72	Repair / Replacement / (40% Prorated Discount) Equivalent value discount towards the purchase of any KiloVault product.
73-84	Repair / Replacement / (20% Prorated Discount) Equivalent value discount towards the purchase of any KiloVault product.
85-102	Repair / Replacement / (10% Prorated Discount) Equivalent value discount towards the purchase of any KiloVault product.
Beyond 102	0%

Warranty (Non-Transferable)

With respect to any defective product during the last two years of the Warranty Period, we will, at our sole discretion, either: (a) repair or replace such product (or the defective part) free of charge or (b) provide a new product discount prorated depending on the use of the battery. You will have thirty (30) days from the date we notify you that the product is irreparable to use your discount to purchase a replacement product. We will pay for shipping and handling fees to return the repaired product to you.



Note:

This limited warranty starts on the date your purchase is shipped to you, and lasts for ten years or 6000 cycles (the "Warranty Period"). The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive. The warranty is no transferable.

In order to provide the warranty, KiloVault may require the ability to upgrade the battery firmware or provide data logged information. Any failure to install firmware upgrades when provided or to provide data logged information upon request will void the warranty.

If KiloVault determines that the problem with the product(s) is not due to a manufacturing defect in the Warrantors Workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the product(s).

The Warrantor will not be responsible for expenses related to installation/removal, electrical system tests, loss of time or other expenses considered incidental damages.

This Limited Warranty does not cover a Product that has reached its normal end of life due to usage which may occur prior to the Warranty Period. A battery can deliver only a fixed amount of Energy over its life which will occur over different periods of time depending on the application. The Manufacturer reserves the right to deny a warranty claim if the Product is determined, upon inspection, to be at its normal end of life even if within the Warranty Period.

The Limited Warranty also does not cover a Product and its use with software applications, provided by the manufacturer or otherwise.

Products will be considered accepted by the customer unless written notice to the contrary is given to the Manufacturer within ten (10) days of such delivery to the customer. The Manufacturer is not responsible for loss or damage to products owned by customers and located on KiloVault's premises caused by fire or other casualties beyond the Manufacturer's control. This warranty is in lieu of all other warranties expressed or implied.

WARRANTY EXCLUSIONS AND LIMITATIONS

The Manufacturer has no obligation under this Limited Warranty for Product subjected to the following conditions (including but not limited to):

- Damage caused during shipping or mishandling of the Product
- Damage due to improper installation; loose terminal connections, under-sized cabling, interconnect cables of non-equal lengths/voltage drops, incorrect connections (series and parallel) for desired voltage and amp-hour requirements, reverse polarity connections or insufficient space for airflow
- The battery bank is configured with mixed makes and/or models, incorrect series and/or parallel connections.
- The battery is charged with charging algorithms and/or charger settings that do not comply with the requirements set forth in the user manual and/or datasheet.
- The battery is not properly protected from inrush currents with circuit breakers, fuses, and/or disconnects.
- The communication ports on the battery (if applicable) are damaged or altered.
- Environmental damage; inappropriate storage conditions as defined by the Manufacturer; exposure to extreme hot or cold temperatures, fire or freezing, or water damage
- Damage caused during operation; by collision, over-charging or over-discharging the Product as defined by the Manufacturer.
- Damage caused by lightning, fire, water or Acts of God.
- Damage due to improper maintenance; under- or over-charging the Product, lack of cleaning resulting in corroded terminal connections or build-up of dirt, debris, organic matter, fossil fuels or chemicals on the Product casing.
- Product that has been opened, modified or tampered with.
- Tampering or removal of manufacture codes
- Warranty will be voided if the battery has been opened or security seal has been altered in any way or broken. Unless approved by KiloVault.
- Product that was used for applications other than which it was designed and intended for.
- Product that was under-sized for the application
- Product not charged to exactly equal state-of-charges before commissioning
- Product has not been cycled or recharged at least once every 3-6 months to prevent over discharge.
- Product used with charging or discharging devices that exceed the continuous current rating for which it was designed for.
- Product not stored in adherence to the Manufacturer's storage guidelines.
- Product used without appropriate overcurrent protection.
- Incidental or consequential damage caused by other components of the power system Including but not limited to inverters, charge controllers, breakers, bypass switches, fuses, etc.

LEGAL RIGHTS

Some countries and/or states do not allow limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, which may vary from country to country and/or state to state. This warranty shall be governed by and interpreted in accordance with the laws of Massachusetts. This warranty is understood to be the exclusive agreement between the parties relating to the subject matter hereof. No employee or representative of Manufacturer is authorized to make any warranty in addition to those made in this agreement.

NON-KILOVAULT WARRANTIES

This Limited Warranty does not cover Product sold by the Manufacturer or any authorized distributor or dealer to an Original Equipment Manufacturer ("OEM"). Please contact the OEM directly for warranty claims regarding such products.

SUBMITTING A WARRANTY CLAIM

To submit a warranty claim, please contact the original place of purchase. The Product may be required to be shipped back to the Manufacturer for further inspection. The Product must be shipped in compliance with UN38.3. Please note that DOT requires all persons shipping batteries to be Hazmat certified.

Purchasers must prepay all delivery costs or shipping charges to return any defective KiloVault HAB-XL series battery under this warranty policy. Except for the warranty that the products are made in accordance with, the specifications therefore supplied or agreed to by the customer.

To receive in-warranty service, the defective product must be received no later than two (2) weeks after the end of the warranty period.

THE MANUFACTURER ALSO EXPRESSLY LIMITS ITS LIABILITY IN THE EVENT OF A PRODUCT DEFECT TO REPAIR OR REPLACE IN ACCORDANCE WITH THE TERMS OF THIS LIMITED WARRANTY. ANY AND ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR THE MANUFACTURER'S PRODUCT(S) NOT BEING AVAILABLE FOR USE OR LOST REVENUES OR PROFITS, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF THE POTENTIAL FOR SUCH DAMAGES, ARE EXPRESSLY EXCLUDED FROM THIS LIMITED WARRANTY. SOME STATES (OR JURISDICTIONS) MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN WARRANTIES OR DAMAGES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. EXCEPT FOR THE WARRANTY SET FORTH ABOVE, KILOVAULT MAKES NO WARRANTY EXPRESSED OR IMPLIED, AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEEDS THE FOREGOING WARRANTY IS HEREBY DISCLAIMED BY KILOVAULT AND EXCLUDED FROM ANY AGREEMENT MADE BY ACCEPTANCE OF ANY ORDER PURSUANT TO THIS QUOTATION. KILOVAULT WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES, LOSS OR EXPENSE ARISING IN CONNECTION WITH THE USE OF OR THE INABILITY TO USE ITS GOODS FOR ANY PURPOSE WHATSOEVER. KILOVAULT MAXIMUM LIABILITY SHALL NOT IN ANY CASE EXCEED THE CONTRACT PRICE FOR THE GOODS CLAIMED TO BE DEFECTIVE OR UNSUITABLE.



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