

Buyer needs to provide the valid purchase invoice or shipment waybill to verify the date of purchase.

If Buyer fails to provide the valid purchase invoice or shipment waybill, the standard Warranty period for Products starts from 90 days after manufacture date.

Warranty Coverage and Void Conditions

Quarelex warrants that the LiFePO4 battery will retain at least 80% of its rated capacity for 5 years, provided that: a) the user manual is strictly followed, and b) all original seals, fasteners, and warranty labels remain intact, unaltered, and legible.

Parts	Warranty Period	Warranty Coverage	Warranty Remedies	Warranty Void Conditions
Whole Battery Unit	60 Months	<ul style="list-style-type: none"> ● Quality defect due to manufacture fault. ● Battery damaged during manufacturer-responsible shipping. ● Battery is fully charged and discharged of maximum one cycles per 24 hours, or the annually total cycles not exceeding 365. ● Never charge and discharge the battery with current and voltage exceeding the limits listed in the user manual. ● Never use the battery in temperature exceeding the required temperature range of Charge: 0~50°C/Discharge: -20~50°C/Storage: -20~45°C ● Fully charge the battery to 100% at least once per 3 months 	<ul style="list-style-type: none"> ● Replace parts or the whole battery unit. 	<ul style="list-style-type: none"> ● Physical damage to the battery, including drop, crush, puncture, and any dents in the casing will void the warranty. ● The battery is not recharged to above 90% SOC within 7 days after SOC drops to below 10%. ● The battery warranty is voided if discharged to 0% SOC three or more times in a 30-day period. ● If the battery remains unused for more than 30 days, it must be charged to above 90% SOC at least one time per 30-day period. Failure to do so will void the warranty. ● Use lead-acid battery charger to charge the battery. ● Battery being flooded by water or burned by external fire. ● Exceeding maximum charge and discharge Current/Voltage in the manual book. ● User opens the battery without authorization from quarelex company. ● Damage in handling, including damage encountered during shipment by customer. ● Case damaged due to improper installation and storage by customer. Improper Installation, including, but not limited to the following: <ul style="list-style-type: none"> ▸ Loose terminal connections, ▸ Under-sized cabling, ▸ Mismatched cable sizes or lengths, ▸ Incorrect wire termination, ▸ Incorrect wire connections, ▸ Reverse polarity connections, ▸ Short circuit the battery ▸ Improper series or parallel connections ● Environmental damage due to inappropriate storage or operating conditions, exposure to extreme hot or cold temperatures, fire or water damage. ● Acts of God, including lightning, floods, earthquakes, fire, and high winds.

How To Make Warranty Claim

Note: quarelex reserves the right to reject the warranty claims without the necessary information required as below.

Step 1	Must switch off battery first, and Contact quarelex	When there is any problem happening, user MUST switch off the battery immediately. And contact quarelex technical support team immediately by Phone/Messenger/Whatsapp/Email, etc.
Step 2	Take picture of the nameplate sticker of the product	Customer must take clear picture of the name plate sticker of the product that clearly shows the SN code of the product.
Step 3	Take pictures and videos of the problem	Customer must take clear pictures and videos to record the problem, including but not limited to: <ul style="list-style-type: none"> ● Battery BMS detailed data on the battery LCD screen. ● Measure the voltage between battery terminals with multi meter when battery switch turned on under instructions of quarelex company.

Freight Cost

Note: If the products can only be repaired by quarelex or need to be replaced by quarelex, freight cost will be shouldered as below.
If the products can be repaired or replaced by local distributor, the local freight cost between customer and distributor depends on local distributor policy.

Buyer-to-quarelex shipping cost	Within warranty period, Buyer will bear the Buyer-to-quarelex shipping cost of the returned products covered by warranty. quarelex will NOT receive any returned product in freight collect shipping term.
quarelex-to-Buyer shipping cost	Within warranty period, quarelex will bear the quarelex-to-Buyer shipping cost.
Customs Clearance Cost	Buyer shoulder the customs clearance cost of replacement parts or units if there is any.

No Liability for Damages

To the maximum extent permitted by applicable law, in no event shall quarelex or its suppliers be liable for any damages whatsoever (including without limitation, special, incidental, consequential, or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use this product, even if the company has been advised of the possibility of such damages. In any case, quarelex and its suppliers' entire liability under any provision of this warranty shall be limited to the amount actually paid by you for the product. Because some jurisdictions do not allow the exclusion of limitation of liability for consequential or incidental damages, the above limitation may not apply to you.