

LIMITED WARRANTY AGREEMENT

WARRANTOR INFORMATION:

1. Entity: ONECHARGE INC.
2. Address: 12472 Industry St, Garden Grove, CA, 92841.

ELIGIBILITY:

3. This warranty coverage (referred to as "coverage") is exclusive to the original purchaser (referred to as the "Purchaser") of a Covered Battery and is non-transferable and cannot be assigned to another user or entity.

COVERAGE OF BATTERIES (all must match simultaneously):

4. Territory of coverage: the United States, Canada.
5. Purchase requirements for coverage: Only purchased directly from the Warrantor or through an authorized dealer of the Warrantor.
6. Application: Batteries can only be used in accordance with the specifications provided to get the coverage.
7. Amount: the total (including all the related direct or indirect expenses) of Warranty coverage cannot exceed the price for the battery received by the Warrantor minus taxes and transportation expenses.
8. All batteries bought from the Warrantor come as they are, unless explicitly stated otherwise in this document. This means there's no guarantee they'll work perfectly or be suitable for specific uses unless we've stated so. If the law says we can't exclude these guarantees, then any such guarantees will only last as long as the warranty period. If something goes wrong because of the battery, the most we'll offer is a refund of what you paid for it (Amount – p7). We won't cover any other costs or damages. This applies no matter the reason for the claim, whether it's due to a contract issue, a fault in the battery, or any other reason.
9. Battery is covered if it adheres to the "Battery Operational Conditions" specified herein during its lifespan.

BATTERY OPERATIONAL CONDITIONS:

General Usage & Handling:

10. Battery operation should not exceed 18 hours within a 24-hour period.
11. Do not operate batteries with damaged external cables, connectors, and communication harnesses.
12. Avoid cleaning batteries with pressure washers, pressurized air, or aggressive chemicals without proper written authorization from the Warrantor.
13. Ensure batteries are not exposed to conditions with humidity exceeding 98%. If frequently moved in/out of cold environments or exposed to such humidity, order with special protective features.
14. When stored, batteries should maintain an 80% charge, be discharged and charged every 6 months, and have their battery management system turned off or in sleep mode.
15. Compromising/tampering of the warranty sticker on the battery voids all warranties.
16. The safe operating temperature for batteries is between 60°F and 100°F measured on busbars. Exceptions require Warrantor's written approval.
17. Batteries utilized in rental fleets across various lift trucks and applications fall outside the purview of this agreement. A separate written agreement is required for such coverage.

Charging & Discharging:

18. Charging current shouldn't exceed 50% of the battery's nominal capacity unless specified on the battery label. Charges/discharges above 280 Amperes need Warrantor's written authorization.
19. Avoid charging via the load connector without the Warrantor's consent, with the exception of recuperation. Recuperation is permissible if the battery's State of Charge (SOC) is below 97% and the current does not exceed 450 amperes for a duration of 30 seconds.
20. Details of charge/discharge/recuperation peaks and continuous current are defined on the battery spec's label.

Equipment & Accessories:

21. Only use chargers sold or recommended by the Warrantor. Any charger changes need Warrantor's written approval during warranty period.
22. Batteries come with a current sensor for overcurrent protection. If it's not functioning, avoid charging or discharging above specified limits.
23. The Warrantor is not responsible for damages caused by operator negligence or other issues unrelated to the battery.
24. Even if drive-away protection is functioning, operators should ensure the charging plug is disconnected before leaving the charging station.

COVERAGE DURATION & START DATE:

25. The warranty coverage commences on the delivery date of the Covered Battery. However, this is contingent upon the Warrantor's receipt and approval of a properly completed "Pre-Delivery Inspection" (PDI) report. You have 3 months to complete the PDI or ask and receive an extension in writing. Failure to submit a PDI will not extend the coverage beyond the stipulated five years from the delivery date.
26. The warranty extends for a duration of either five (5) years from the delivery date or up to three thousand (3,000) charge/discharge cycles, whichever is reached first. This "Warranty Period" is contingent upon maintaining an average Depth of Discharge of 70% or less.
27. The repaired or replacement battery will be covered for the remainder of the original Warranty Period and any battery replaced under this limited warranty will become the property of Warrantor.

EXCLUSIONS & LIMITATIONS (Items not covered under the warranty):

28. Damage to outer components, including cables, connectors, terminals, and communication harnesses.
29. Aesthetic damages that don't impair battery function.
30. Battery disposal, transportation for replacement, or recycling.
31. Failure to adhere to Battery Operational Conditions and the provided manual.
32. Damage resulting from uncontrolled charging practices (e.g., jump-starting the battery).
33. Switching batteries from CAN mode to non-CAN mode, and vice versa, unless required for service repairs.
34. Altering battery parameters or updating software unrelated to repair needs.
35. Mishandling, such as improper installation, misuse, or accidental impacts.
36. Utilization of parts neither approved nor supplied by the Warrantor.
37. Incidents like natural disasters, unforeseen events of different nature, theft, vandalism, or public unrest.
38. Usage beyond the battery's prescribed purpose and application.
39. Damage incurred during transit or while in the possession of the Dealer or Purchaser.
40. Warranty becomes void if a battery's shock sensor is activated.
41. Warranty does not cover the replacement of the blown protective fuses.
42. Any modifications or repairs not explicitly listed, conducted without the Warrantor's written consent.

PROCEDURE TO OBTAIN WARRANTY SERVICE:

43. To begin a warranty claim, contact ONECHARGE INC. either by calling (833)-895-8624 or emailing service@onecharge.biz. Ensure you provide evidence of purchase and relevant battery specifics.
44. Notify the Warrantor of any defects within a ten (10) day window from their discovery.
45. Retain the battery for the duration of the claim process.
46. The Warrantor holds the authority to decide on returns, repairs, or replacements.
47. Actively assist in the warranty evaluation process by granting access to the battery, sharing required documentation, and potentially returning the battery to the Warrantor.

GENERAL PROVISIONS FOR THIRD PARTIES WARRANTY WORK REQUIREMENTS:

Travel Limitations:

48. Warrantor's coverage extends up to a two (2) hour round-trip and a total of one hundred (100) miles.
49. Additional costs, such as tolls, bridge fees, and travel by air, boat, or ferry, won't be compensated unless authorized by Warrantor.

Cost Provisions (chargers to the Customer):

50. Repairs and replacements under warranty are provided at no cost for both parts and labor.
51. Should expedited shipping be required, any related expenses will be borne by the customer.

Parts Replacement & Labor:

52. The Warrantor undertakes to repair or replace any components found to be defective due to flaws in materials or workmanship within the warranty period.
53. Parts will be shipped via UPS regular GROUND.
54. Labor costs are covered only when services are performed by an authorized Warrantor service agency. Repairs undertaken without authorization fall under the customer's liability.
55. Labor charges adhere to standard business hours and set rates. Costs for overtime, premium services, or emergency services are not covered unless approved in advance.
56. For warranty compliance, only genuine OEM replacement parts procured from the Warrantor are to be utilized. The warranty becomes void with the use of generic parts.
57. Depending on Warrantor's decision or that of its authorized agent, replacements might consist of either new or refurbished components.

NAME OF ORIGINAL PURCHASER

SIGNED

DATE

MODEL

SERIAL NO

ADDRESS

CITY

STATE, ZIP

TELEPHONE