



Version Jul 2023

Neutron Power 12.8V Lithium (LiFePO4) Series WARRANTY STATEMENT

YHI POWER PTY LTD (YHIP) will provide the following warranty to the original purchaser subject to the terms and conditions stated herein. The warranty that comes with our goods are bound by Australian Consumer Law. Where a major failure caused by faulty materials and/or workmanship occurs within the specified warranty period, the consumer purchasers are entitled to a replacement or refund and compensation for any other reasonably foreseeable loss or damage. Furthermore, if the goods are of unacceptable quality, and do not cause a major failure, you are entitled to a repair or replacement of the goods.

Warranty Period

YHIP offers a Limited Warranty for the following Neutron Power Lithium Series batteries that covers free replacement or repair against defects within a specified period from the date of initial purchase.

Battery Module	Warranty Period
NPL12-8	36 Months
NPL12-135	60 Months
NPL12-150	60 Months
NPL12-200G2	60 Months
NPL12-100BT	60 Months
NPL12-100BT/FT	60 Months

YHIP warranties that the Product retains eighty percent (80%) of Usable Energy within warranty period.

This limited warranty is not transferable to any other person or entity. Proof of purchase and return of goods(s) in question must accompany any request for warranty. The repaired or replaced product will continue the original remaining warranty period. In either case, it shall not justify as the renewal of the warranty period.



YHI POWER PTY LTD
Battery Power You Can Rely On

YHI POWER PTY LTD

HEAD OFFICE 20-22 Venture Way, Braeside, VIC 3195
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EMAIL inquiry@yhipower.com.au

ABN 59 063 419 849

TEL 1300 722 028
FAX 1300 722 328
www.yhipower.com.au

Claim Conditions

This warranty covers the battery type with requirements on the table above, batteries must be used in the application for which they were intended, properly sized, installed and maintained in accordance with Neuton Power Lithium Series user manual posted in YHI POWER website. Battery compartment is designed to maintain all batteries at similar temperatures. The installation of the batteries must be performed by qualified technicians and in accordance with proven acceptable practices or the warranty will be voided.

Proof of purchase

To submit a warranty claim, proof of purchase and return of good(s) in question must returned to the original point of purchase. This Limited Warranty is not transferable to any other person or entity. Please contact the place of purchase regarding any warranty claim.

Warranty Exclusions

YHI Power (YHIP) is not obligated under this Limited Warranty for the following conditions, including but not limited to:

1. Warranty period exceeded from the date of purchase.
2. Damage caused from shipping or mishandling of the Product.
3. Damage due to improper installation; loose terminal connections, under-sized cabling, incorrect connections
4. Product not stored in adherence to the manufacturer's storage guidelines.
5. Environmental damage, including exposure to direct sunlight, fire, extreme temperatures, and water.
6. Appropriate documentation may be requested to prove that a controlled environment was maintained.
7. Damage caused during operation; by collision or over charge/discharge of the Product as defined by the manufacturer.
8. Product that was under-sized for the application.
9. Damage due to improper maintenance; lack of cleaning resulting in corroded terminal connections or buildup of dirt, debris, organic matter, fossil fuels or chemicals on the Product casing.
10. Product that has been opened, modified, or tampered with.
11. The manufacturer's date code, serial number and/or warranty seal has been tampered with.
12. Tampering or removal of manufacture date codes.



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13. Product that was used for applications other than which it was designed and intended for, including under bonnet use or with starting applications.
- Warranty replacements or repairs will only be fulfilled after the batteries are returned to the seller to be assessed and battery failure deemed to be a manufacturing defect.
 - YHIP will deal with the faulty battery during warranty period based on faulty block(s), not whole string(s)
 - YHIP is not responsible for and will not be bound by any additional warranties provided by resellers and does not authorize any other person to make or assume any obligation or liability in connection with any of the batteries.
 - YHIP does not cover the cost of transport of batteries, labour for removal and replacements of the batteries.
 - YHIP is not liable for any damage rooted out of natural disaster and/or force majeure or the consequential damages.



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Claims Procedure:

1. Contact the original point of purchase for instructions ASAP after discovering the defect battery. Fill the warranty claim form at the bottom of this warranty statement and return to the seller.
2. Request return authorization. No returns will be credited without an authorization.
3. The battery(s) must be packed with sufficient padding and in the appropriate cartons to eliminate the risk of damage in transit.
4. The battery(s) must only be returned in compliance with the transport and packaging regulations ruling at that time. Failure to do so may result in the carrier refusing shipment.
5. Incorrectly identifying the content of such packages is illegal and the shipment could be subject to substantial fines and confiscation of the goods in accordance with Federal and State laws.
6. YHIP has the option to credit or replace Products deemed defective under warranty.

YHIP suggest user to keep and provide the following information and if not available YHIP will request this information to determent if the battery(s) is assured under warranty or not:

- Record of DoD and cycle numbers
- Battery operating and ambient temperatures.
- The manufacturer will also take actual environment and power conditions for reference if needed.

For critical warranty issues, YHIP reserves the right to investigate battery operating conditions and make decisions.

The purchaser must assist with site access for the technicians appointed by the manufacturer or YHIP.

Note: Manufacturer reserves the rights to alter, amend the design, model, and specification without prior notice. If you have special technical problems which were not mentioned above or applications other than those described in this statement, please kindly call 1300722028 or visit YHI Power website www.yhipower.com.au. This Neuton Power Lithium Series Warranty Statement is only applicable for Neuton Power Lithium Series distributed by YHIP across Australia, including the NPL12-8, NPL12-135, NPL12-150, NPL12-200G2, NPL12-100/BT, and NPL12-100FT/BT batteries.



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WARRANTY CARD

Please complete the following details and keep this warranty card with the original purchase invoice.

Product Serial Number

Date of Purchase: ___/___/___ Invoice Number: _____

Customer Name: _____

Address: _____

City: _____

Postcode: _____ Phone Number: (____) _____

Email: _____

Please send the completed form to your battery supplier. Thank you!



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Neuton Power Lithium Battery Warranty Claim Form

Client		Tel :		Invoice No:	
Contact Person name:		Email:		Invoice Date:	

Model		Series No./ Datecode		Total. Batteries (Qty)	
Failed Qty		Installation Date		Cyclic/Float	
Connection	<input type="checkbox"/> Only one battery <input type="checkbox"/> Only one string (Pcs) <input type="checkbox"/> () strings parallel connection, (Pcs) per string				

Question	What's the problem of the battery(s) being noticed? When's the last time the battery was used, and when the customer first noticed the battery failure. Please provide details of the application, environment and what problems were noticed.
Answer:	
Question:	How often and when the customer charged the battery. Describe in further details of the application and charging/discharging habits and approximate the number of cycles the battery has gone through before it failed.
Answer:	<i>Example: Charging the battery during the day and discharging through the night is one cycle. If used daily for a month, it has gone through approximately 30 cycles.</i>

According to the problems of the battery, please provide the related information:

Problem	Need detailed description	Attachment Required
Appearance	<i>Example: bulging, scratches & debris on battery, discoloration, terminal corrosion</i>	Photos
Abnormal voltage	<i>Example: low OCV, voltage difference between the batteries connected in series/parallel, etc.</i>	Test data, Photos
Low capacity	<i>Example: low capacity, less run time when discharging the battery</i>	Test data, Photos



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Charging problem	<i>Example: could not be charged, or could not be charged to a full state</i>	Test data, photos
Others problems		Previous maintenance & test records

Charger Details	Charger type(s) used <i>Example: DC-DC, AC, Solar etc</i>		LiFePO4 Profile Selected	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Brand		Model	
Charger Specs	Charging voltage (Bulk charge)		Charging Current (Bulk charge)	
	Charging voltage (Absorb charge)		Current limited (Absorb charge)	
Control System	Device used to control DOD (inverter/bat monitor/others)	<i>(i.e. Inverter brand & model)</i>		
	Discharge Cut-Off Voltage			
	Discharge current		Total Discharge time	
	Max Current (Watts)		In-Rush Current (Watts)	

Operation Areas	<input type="checkbox"/> Outdoor <input type="checkbox"/> Operation Temp. (°C)			
	<input type="checkbox"/> Indoor Enclosure Room <input type="checkbox"/> Indoor AC room		<input type="checkbox"/> Indoor Ventilated Room <input type="checkbox"/> Operation Temp. (°C)	
Extra Condition Info If Applicable	Ventilated Room [Yes/No]		Duration of power outage /Weekly	
	Air-conditioned room [temp in ° C]		Frequency of Power off/ Weekly	
	A/C Run time duration in a day		Date of Battery Failure:	

Application Details	Was the battery used in an under-bonnet application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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	Was the battery(s) used in a starting or cranking application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Was the battery exposed to extreme temperatures or under direct sunlight?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	What application was the battery(s) used in?	<input type="checkbox"/> 4WD <input type="checkbox"/> Boat <input type="checkbox"/> Caravan <input type="checkbox"/> Others (Please specify:

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