



STARFIRE BATTERY ENTERPRISES LLC LIMITED WARRANTY

Eight (8) Year Limited Lithium Battery Warranty:

Starfire Battery Enterprises LLC (Starfire) provides a limited warranty for every Starfire LiFePO4 battery, in the event of a manufacturer's defect for a period of eight (8) years.

One (1) Year Accessory Warranty:

- Accessories: Chargers, cables, voltage reducer, charge meters etc. shall carry a one-year warranty.

Starfire limited warranty origination date:

- All limited warranty period shall originate on the date of Starfire battery delivery.

Required Starfire Battery Registration:

In order for any Starfire Battery limited warranty to be in effect:

- The battery purchase date and serial number must be registered with Starfire Battery Enterprises LLC via our warranty registration portal that is found online at starfirebatteries.com/registration.
- In order for limited warranty to be valid, all Starfire batteries must be registered within thirty (30) days of purchase.

Starfire battery serial number location.

- The serial number for all Starfire batteries is located on the terminal side of the battery.

Online purchases:

- Starfire batteries purchased online must be registered within thirty (30) days of battery delivery date.
- Any battery repair or replacement shall be at the sole discretion of Starfire Battery Enterprises LLC.

This table details our limited warranty battery replacement policy

Year	From Original Purchase Date Elapsed Time	8 Year Total Warranty 96 Month Limited Warant	Cost to Repair or Replacecost SF48V105	Cost to Repair or Replace SF48V150	Cost to Repair or Replace SF48V230
5	0-59	96 Month Limited Warranty	\$0	\$0	\$0
6	60 - 71	96 Months	1195	1495	1995
7	72 - 83	96 Months	1095	1395	1895
8	84 - 96	96 Months	995	1295	1795

Non-transferable limited warranty:

- Starfire limited warranties are exclusive to the original purchaser and shall not be transferable to any other individual or company.

Authorized point of purchase:

- Starfire limited warranties shall only be conveyed by Starfire Battery Enterprises LLC or an approved Starfire battery dealer.
- Any Starfire battery purchased from an unauthorized Starfire battery dealer shall have no warranty.

Warranty exclusions:

In the event of (but not limited to) the following Starfire Battery Enterprises LLC, shall have no limited warranty obligation.

- Damage arising from loose terminal connections, wrong-sized cabling, incorrect connections (series and parallel) related to desired voltage, Ah requirements, as well as reverse polarity connection errors.
- Environmental damage caused by improper storage conditions as defined by the Manufacturer; battery exposure to extreme hot or cold temperatures, or water damage resulting from humidity or submersion.
- Damage caused by extreme impact such as a collision or being dropped.
- Damage due to improper battery maintenance, including under or overcharging, or corroded terminal connections.

- Any Starfire battery that has been modified or tampered with.
- Any Starfire battery used for applications other than its intended design and use, including excessive over cycling.
- Any Starfire battery connected to an over-sized inverter/charger without the use of a Starfire approved surge limiting protection.
- Any Starfire battery utilized for any under or over-sized application.
- Any Starfire battery not stored as to Starfire battery storage guidelines, including battery storage in a low state-of-charge.
- Starfire limited warranty shall not extend to any battery that has reached normal end of life usage of 3000 charge cycles or more which can occur prior to the actual warranty period.
- Lithium batteries are designed to deliver a relatively fixed amount of energy over their lifespan, and as such customer shall be advised and note that this energy usage timeline can be shortened by cycling the battery more than once per day.
- The Starfire limited warranty shall not cover the expected normal performance drop overtime.

Lithium battery life:

- In the event, it is determined that any Starfire lithium battery has reached the end of its normal life during the limited warranty period any warranty claim shall be denied.

Limited warranty returns:

- In the event a Starfire battery needs to be returned for any reason, battery must be shipped in approved lithium battery hazardous materials UN3480 box with all the proper labels.
- We highly recommend that in the event of a return, the battery shipped be fully insured against of loss, damage or theft in transit.
- Sender is required to use a carrier that provides tracking and proof of delivery.
- Starfire may assist in arranging return shipping for a fee.
- Any shipment arriving in non-complaint packaging, is damaged or without RMA – will be refused.

We suggest retaining possession of the box/crate that your battery arrived in as the original crate will prove helpful in the unlikely event of a battery return.

Should customer request that Starfire provide a crate/box for a limited warranty return claim, there will be a crate charge of \$150.00 plus the freight to be paid by customer.

Shipping to Starfire Battery for, but not limited to diagnosis, repair or replacement will always be the customer's financial responsibility.

In the event Starfire deems the limited warranty claim to be valid, Starfire will send a replacement battery to the customer based on the terms and conditions of the Starfire limited warranty.

Limited warranty disclaimer:

- Regardless of the circumstance, Starfire Battery Enterprise LLC's sole liability shall be the replacement of the Starfire lithium battery itself, including the charger and any accessories provided.
- At no time shall Starfire Battery Enterprises LLC be liable for any loss or damages whatsoever.

Technical support:

- It is a provision of this Limited Warranty that all Starfire battery customers shall have access to lifetime technical support, including but not limited to information such as usage, charging, storage, as well as general questions about Starfire batteries.
 - Starfire tech support is available for the life of Starfire customers limited battery warranty.
 - Tech support is available: techsupport@starfireamerica.com
- Non-limited warranty repairs:
- Starfire reserves the right to assist customers when and where possible despite limited warranty status.
 - Customer/dealer cost for non-limited warranty repairs will include shipping, parts, and labor.
 - Should it be necessary for battery to be shipped back to Starfire, customer must acquire an RMA (Return Merchandise Authorization) prior to returning any products.

Once RMA has been received, please ship to:
Starfire Battery Enterprises LLC
3436 Maybank Hwy, Suite A
Johns Island, SC 29455

- Any return that arrives without an RMA shall be refused and subsequent return charges will be the responsibility of the sender.
- RMA information must be clearly marked on the exterior packaging of the shipment, otherwise the shipment shall not be accepted by Starfire.
- Please direct questions concerning our Starfire limited lithium battery warranty to: warranty@starfirebatteries.com