



# OutBack Batteries

## Limited Warranty

OutBack Power Technologies, Inc. ("OutBack") provides a limited warranty ("Warranty") against defects in materials and workmanship for its battery products ("Product"). The Warranty term for a particular Product series is defined on Table 1 (see below). The Warranty term is defined the same for all Product models in that Product series.

"Stable Grid" is defined as a utility grid company or service which experiences few power failures. A battery backup system would be used infrequently and for short term backup only. The system would incur minimal Product usage.

"Unstable Grid" is defined as a utility grid company or service which experiences frequent or recurring power failures. A battery backup system would incur noticeable (more than minimal) Product usage.

**Table 1 Warranty Term**

Product Series	U.S. or Canada		International	
	Stable Grid	Unstable Grid/Off Grid	Stable Grid	Unstable Grid/Off Grid
EnergyCell RE	Two (2) years	Two (2) years	One (1) year	One (1) year
EnergyCell GH	Four (4) years	One (1) year	Four (4) years	One (1) year
EnergyCell RE 2V	Three (3) years	Three (3) years	Three (3) years	Three (3) years on OutBack approval

The term of this Warranty begins on the Product initial purchase date, or initial ship date, whichever is later. This must be indicated on the invoice, bill of sale, and/or registration submitted to OutBack. This Warranty applies to the original Product purchaser, and is transferable only if the Product remains installed in the original use location.

The warranty does not apply to any Product or Product part that has been modified or damaged by the following:

- installation or removal;
- normal wear and tear;
- accident, abuse, or neglect;
- shipping or transportation;
- lightning, fire, floods or acts of God;
- incidents not foreseeable by OutBack;
- operation with temperature variation more than 5°F (2.78°C) between cells
- routine or daily discharge of more than 40% of capacity
- charging, discharging, or commissioning contrary to instructions
- incidental or consequential damage caused by other components of the power system;
- alteration, disassembly, or service by an unauthorized facility
- any other make/model in the same battery bank as the Product

OutBack's liability for any defective Product, or any Product part, shall be limited to the repair or replacement of the Product, at OutBack's discretion. OutBack does not warrant or guarantee workmanship performed by any person or firm installing its Products. This Warranty does not cover the costs of installation, removal, shipping (except as described below), or reinstallation of Products or parts of Products.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO OUTBACK PRODUCTS. OUTBACK EXPRESSLY DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTIES OF ITS PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OUTBACK ALSO EXPRESSLY LIMITS ITS LIABILITY IN THE EVENT OF A PRODUCT DEFECT TO REPAIR OR REPLACEMENT IN ACCORDANCE WITH THE TERMS OF THIS LIMITED WARRANTY AND EXCLUDES ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR LOST REVENUES OR PROFITS, EVEN IF IT IS MADE AWARE OF SUCH POTENTIAL DAMAGES. IF YOU ARE A CONSUMER THAT PURCHASED THIS PRODUCT IN A MEMBER STATE OF THE EUROPEAN UNION, YOU MAY HAVE ADDITIONAL STATUTORY RIGHTS UNDER DIRECTIVE 1999/44/EC. THESE RIGHTS MAY VARY FROM EU MEMBER STATE TO EU MEMBER STATE. SOME STATES (OR JURISDICTIONS) MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF WARRANTIES OR DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.

# Additional Service and Battery Recycling

## How to Register the Product

To register your product, use the online form at the following website location:

<http://www.outbackpower.com/resources/warranty/>

Or, complete the Registration card provided with the product and mail it to the address on the card.

## Arranging for Warranty Service

In the event of a failure, Warranty service is provided by the installer, dealer, or distributor. Defective Product will be replaced under Warranty. In the event that the installer, dealer, or distributor cannot provide support or needs more information, contact OutBack Technical Support at +1.360.435.6030 or direct at

+1.360.618.4363 or [support@outbackpower.com](mailto:support@outbackpower.com).

To ensure Warranty coverage, this contact must be within the Warranty period beginning on the invoice date. During this period, OutBack Power Technologies will repair or replace a Product covered under this Warranty that is confirmed defective.

## Troubleshooting

One party will need to work with an OutBack Technical Support representative to perform troubleshooting. This is a required step and requires a qualified technician to be present at the site of the Product with a quality DC voltmeter. The OutBack representative will request voltmeter readings and other information. Because Product performance is dependent on temperature, in order to validate the Warranty OutBack may request documentation verifying that the Product was operated in a temperature-controlled environment.

If OutBack determines the Product or Product part is defective and that the defect is covered under this Warranty, OutBack will then and only then ship a repaired or replacement Product or Product part to the purchaser freight prepaid, non-expedited, using a carrier of OutBack's choice, where applicable. The warranty period of any repaired or replacement Product or Product part is ninety (90) days from the date of shipment from OutBack, or the remainder of the initial warranty term, whichever is greater. OutBack reserves the right to request Products to be returned to OutBack for analysis.

This Warranty is void for any Product that has been modified by the customer without authorization by OutBack. A Product with a voided warranty will be treated the same as one with an expired warranty.



### **IMPORTANT: Recycle Batteries**

Batteries are considered hazardous waste and must be recycled according to local jurisdiction. The following websites and phone numbers provide additional information for recycling electronic products and batteries.

## Recycling Information

### **Earth 911, USA**

Website: <http://www.Earth911.com>

Address: 14646 N. Kierland Blvd., Suite 100  
Scottsdale, AZ 85254

Phone: +1.480.337.3025 (direct)

### **Environmental Protection Agency, USA**

Website: <http://www.epa.gov/wastes/conservation/materials/eycycling/donate.htm>

Address: EPA USA  
Office of Resource Conservation and Recovery  
(5305P)  
1200 Pennsylvania Avenue NW  
Washington, DC 20460

### **Keep America Beautiful, USA**

Website: <http://www.kab.org/>

Email: [info@kab.org](mailto:info@kab.org)

Address: 1010 Washington Boulevard  
Stamford, CT 06901

Phone: +1.203.659.3000 (Main number)

Fax: +1.203.659.3001

### **OurEarth.org, USA**

There is a place on the website for contacting OurEarth using email. No direct email address is provided.

Website: <http://www.ourearth.org>

Address: P.O. Box 62133  
Durham, NC 27715

Phone: +1.410.878.6485

### **National Institute of Recyclers, Mexico**

Website: <http://www.inare.org.mx/>

Email: [a57841279@prodigy.net.mx](mailto:a57841279@prodigy.net.mx),  
[margarita@inare.org.mx](mailto:margarita@inare.org.mx)

Phone: +1.55.57.85.9160

Fax: +1.55.57.84.1279

### **Office of Waste Management, Canada**

Website: [http://www.portaec.net/library/recycling/recycling\\_in\\_canada.html](http://www.portaec.net/library/recycling/recycling_in_canada.html)

Address: Office of Waste Management  
Conservation and Protection  
Environment Canada  
Ottawa, Ontario K1A 0H3

Phone: +1.819.997.2800

### **EuroRecycle.net, Europe**

The following website provides general information about recycling in Europe. It also provides a list of companies and organizations that provide recycling information or assistance.

Website: <http://euro.recycle.net>

Email: <http://euro.recycle.net/cgi-bin/feedback1.cgi?w=27>  
(This is an online form providing a means to contact the owners of the website.)