



LITHIUM-ION BATTERY WARRANTY POLICY FOR ELECTRIC 2 WHEELER AND 3 WHEELER

Supermexx Energies Pvt. Ltd. warrants the "LITHIUM-ION BATTERY PACK" sold by Supermexx Energies Pvt. Ltd. or their authorized channel partners, against any material or manufacturing defects, from the date of sale of the battery pack by Supermexx Energies Pvt. Ltd., which is determined by the "Manufacturing Batch Code/Bar Code" put on the battery pack by Supermexx Energies Pvt. Ltd., for a period of **36 months (subject to one charge/discharge cycle per day), from the date of sale**. Battery pack shall be considered as defective based on parameters mentioned in table below and same shall be eligible for replacement or repair by Supermexx Energies Pvt. Ltd.

Sr. No.	Tenure from date of sale of battery	% age reduction in AH capacity of battery of which it will be considered as defective	Remarks
1	0 - 12 Month	More than 10% capacity reduction	Battery pack shall either be repaired or replaced with a similar age pack having similar residual AH capacity, if used in accordance with the normal consumption pattern.
2	13 - 24 Month	More than 20% capacity reduction	
3	24 - 36 Month	More than 30% capacity reduction	

Chronology of testing and repair/replacement: Supermexx battery pack is fitted with an intelligent BMS (Battery Management system). In case of any fault arises, given chronology shall be followed for testing and replacement:

- The BMS shall be checked and replaced, if found faulty.
- In case of fault in cell(s), complete cell module shall be changed.
- In case of fault in pack module and BMS, complete pack shall be replaced with new pack.
- Battery Charger: If supplied with Lithium battery, shall carry a warranty of 12 months from the charger manufacturer's side. The defective charger shall be sent directly by the consumer to charger manufacturer.

Replacement Process: OEM/Dealer has to register complaint to Toll Free No. 1800-3139-533 mentioning the battery specifications, serial number, date of purchase and type of fault. A ticket number shall be issued by Supermexx service centre for all the future correspondence. Thereafter, OEM/Dealer has to send defective battery pack directly to Supermexx Service Centre – Ambala on Freight-Paid basis. Supermexx service personnel shall check the faulty battery thoroughly and prepare a report with decision of repair/replacement, if actually found faulty. Afterwards, replacement shall be dispatched to OEM/Dealer on Freight-Paid basis. TAT for replacement/repair shall be 7 working days from the date of receiving of faulty battery pack at Supermexx Service Centre – Ambala. If a battery pack found faulty within 3 months from purchase date, it will be considered as manufacturing defect and both side freight shall be borne by Supermexx Energies Pvt. Ltd.

WARNING: Each Lithium battery pack is given a specific Ingress Protection (I.P.) rating. Any use beyond the specified I.P. rating will result in cease of warranty of the battery pack. Under any circumstances Supermexx Energies Pvt. Ltd. shall not be liable for any consequences caused by it.

Terms & Conditions:

- Warranty on commercial use for battery pack such as rental program or fleet owners shall be for 1000 cycles and not for number of months/years, based on abovementioned conditions.
- The battery pack is warranted against any manufacturing defect and abnormal drop in the AH value as mentioned in the above table. Any normal deterioration in the performance, from the date of sale of battery to customer shall not be covered under warranty
- Regular servicing of E-Bike/E-Rick and battery pack at respective E-Bike/E-Rick service station is mandatory. During the servicing, battery is also checked for the state of health and corrective action can be taken to avoid any further damage or permanent failure of battery pack.
- Lithium Ion Battery pack for E-Bike/E-Rick application must not use for any other application or product. Any such usage in other than E-Bike/E-Rick application shall lead to cancellation of warranty of battery pack irrelevant of the usage being temporary or continuously.
- The Battery pack needs to be placed in a vehicle in such way that the battery is not heated by any other parts heat transfer. It has to be in isolated place and battery pack must be kept as cool as possible to ensure the longer life and optimum performance. Battery become abnormally hot when vehicle used in overload condition for longer time. So vehicle should be used as per standard capacity only.
- Charge the battery pack immediately after every discharge. Try to avoid complete discharge based usage and make attempt to charge the battery before it reaches to its threshold limit of 80%-90% Depth of Discharge (DOD). This will give more life and better number of cycles.



TOLL FREE NO.
1800-313-9533



www.thesupermexx.com



- 7) Do not charge the battery pack in direct sunlight or near any flammable article. Also Charging should be done with authorized chargers/certified parameters.
- 8) All Lithium rechargeable batteries are consumable components that become less effective as they chemically age. Therefore, the warranty replacement is based on degradation of capacity as mentioned in table Sr. No. 1 - 3.
- 9) Batteries are warranted against all defects in material and workmanship. Liability under this is limited to making good of defects arising solely from the use of faulty material or workmanship during manufacturing and developing under proper use.
- 10) In case where the battery is replaced, the defective battery being replaced becomes the property of Supermexx Energies Pvt. Ltd. and no scrap rebate will be given for it.
- 11) The warranty period on the new replaced battery shall commence from the date of sale of the original battery as stated in the original warranty card/invoice.
- 12) All liabilities under this warranty will cease on the transfer of the battery to any party other than the original purchaser.
- 13) The onus of safe and proper usage of the battery instructions is responsibility of each user. Supermexx will not be responsible for any unauthorized/improper use of batteries and it's after effect in any way.

EXCLUSIONS: The warranty will be treated as null & void if the "Manufacturing Batch Code/Bar Code" on the battery is tampered with OR removed OR if the battery is damaged, misused, over or deep discharged, bulged – Also see details below:

This warranty does not cover battery failure or loss of AH capacity of the battery under the following conditions:

- 1) If the battery failure is attributable to any misuse whatsoever or if the battery has not been charged, discharged, stored or serviced in accordance with the manufacturer's instructions.
- 2) If the battery terminals/wires are soldered or welded or cut/broken etc.
- 3) If charger is not properly sized to meet the minimum charging requirement of battery.
- 4) If the battery failure is due to any other physical or mechanical damage of the battery or bulging of the battery etc.
- 5) If the battery failure is attributable to usage of the battery, which is outside its specified environment, limits or application, etc.
- 6) If the battery failure is due to improper charging or installation, broken container or cover or terminals, damage caused by fire, excessive heat, wreckage, explosion or freezing, or damage caused by any abuse or neglect, or any cause or calamity beyond human control.
- 7) If the battery failure is due to improper preventive maintenance.
- 8) If the battery is malfunctioning due to accidents, faulty electrical systems, improper handling, wilful abuse, destruction, collision, improper electrical wiring, improper temperature or any other unsuitable condition for battery.
- 9) If the batteries of different capacities, make and performances are used in parallel in one vehicle.

Responsibilities of consumer and bulk customer: It shall be the responsibility of the consumer to ensure that used batteries are not disposed-off in any manner other than depositing with the dealer, manufacturer, importer, assembler, registered recycler and reconditioner or at the designated collection centres. It shall be the responsibility of the consumer to ensure that used batteries are not disposed-off in any manner other than depositing with the dealer, manufacturer, importer, assembler, registered recycler and reconditioner or at the designated collection centres.

Caution: Keep Away from sparks & cigarettes, open flame as they can cause explosion. Avoid metal contact to terminals as this result into short circuit & spark. It is strongly recommended not to use additives or dopes. Keep out of reach of children. Do no try to open or break battery as it can lead to explosion and may be hazardous for health.

Important Notice: We reserve the right to make changes in design and specifications without notice and without any obligation to install such changes on units previously supplied. In no event will **Supermexx Energies Pvt. Ltd.** be liable for consequential and / or incidental damages or for any expense incurred by the buyer or user, due to use or sale of products which were sold by **Supermexx Energies Pvt. Ltd.**

The customers are deemed to have read, understood and agreed to these terms and conditions at the time of purchase.

For Supermexx Energies Pvt. Ltd.
Customer Care
1800-3139-533
E-Mail: services@thesupermexx.com



TOLL FREE NO.
1800-313-9533



www.thesupermexx.com