

## WARRANTY NOTICE

### Re: LOAD-SHEDDING

Dear Customer,

Due to the current load-shedding, please take note of this notice for warranty claims.

1. For illustration purposes, below is a table on our main 100Ah units and an explanation on average cycles and lifespan in ideal operating conditions (not during load-shedding).

#### Example:

Battery model	Depth of Discharge (DOD%) - Cycles	
	50% DOD	100% DOD
<b>SOLAR</b> - GEL12100	750	375
<b>ALL</b> - CGD12100	2000	1000
<b>SEC/LOW VOLT</b> - SF12100	400	200
<b>UPS</b> - DTS12100	500	250
<b>UPS/SOL</b> - DTM12100L	600	300

If a **Gel battery**, which is used in a **Solar System**, discharges at only **50%** it can supply **approximately 750 cycles**. Under normal circumstances systems are designed to take one cycle a day (giving an approximate Lifespan of **2-3 years before 60% capacity is reached**). With the implementation of load-shedding, the battery will use approximately **three cycles** a day, depending on the stage, meaning it will be approximately **4 - 12 months before 60% capacity is reached**. **NB:** In some cases, the batteries cannot charge fully again before the next load-shedding cycle which will further reduce your batteries life span.

When the battery reaches its **60% capacity** it will supply power over a shorter period (less hours). So, the battery still works fine but for a shorter time. This is normal in these circumstances.

2. In some instances, customers do not use the correct batteries for the correct applications.

#### Example:

If the incorrect battery is used in a **UPS**, like a **low voltage** low current battery, the battery will only perform at its best for approximately 2-3 months or approximately 200 cycles, depending on the battery specifications. This is because most UPS's discharge at **100%**.

The batteries **must** be used in the **correct application** to be covered under the warranty. All our batteries have **datasheets** that indicate their specific **applications**.

3. **New Warranty Period is as follows: 7 days out of box warranty; if the battery does fail within 30 days of use the battery can be sent to us for testing and evaluation, a report will be done and feedback provided on whether there is a valid warranty claim.**

---

#### Definitions:

**D.O.D: DEPTH OF DISCHARGE:** How much electrical energy has been used from your battery. For example, at 30% D.O.D, you have used 30% of the available energy and you have 70% remaining capacity. The recommended D.O.D of a battery is different on our battery models.

**CAPACITY:** The total amount of electrical energy generated due to electrochemical reactions in the battery.

**CYCLE:** A complete charge and discharge of a rechargeable battery. For example, a fully charged battery discharging to 80% D.O.D and charging back to 100% state of charge