



Valen Power's Warranty Policy

1. Valen Power's covers the manufacturing defects in material and workmanship for the standard period of 12months from the original date of purchase.
2. Warranty claims must be submitted through the website form which can be found on the Valen Power website: **<https://www.valen.com.au/resources/warranty-request>**
3. Before warranty requests can be reviewed, the following information must be provided:
 - a. Battery Serial Number - (This is found on the lid of the battery.)
 - b. Install Date
 - c. Purchase Date
 - d. Test Results – ideally load reports showing discharge current, cut off voltage and run time.
 - e. Job/ref name
 - f. Original Invoice/Sale Order
4. No warranty will be approved without the serial number and test results.
5. If a customer is unable to provide the test results, Valen Power can conduct the testing free of charge if the customer returns the battery at their cost to Valen Power. Before any batteries are returned for testing, a Return Authorisation must be completed,
6. Valen will not test warranty batteries that have any visible damage.
7. On approved warranty claims, Valen Power will ship replacements to the customer with your next order. Unless instructed otherwise by customer.
8. Should the customer be unable to complete the test required and is going to ship the batteries back to Valen Power for testing, replacement batteries on invoice can be shipped to the customer. If the batteries being tested pass, then they will be returned to the customer and the invoice for the new batteries will be validated, however if the batteries being tested fail, the invoice will be credited against the approved warranty claim.



What Valen covers

1. Our warranty policy covers manufacturing defects in materials and. A typical manufacturer defaults is detected within the first few months of use where one battery fails and which in turn drags down the good battery. The difference between the two batteries needs to be greater than 20% in capacity.
2. Acid detected in the product packaging or on the battery when first removed from the packaging.

What Valen does not cover

1. Batteries that have been failures occurred to incorrect use, failure to operate according to operations and installation manuals,
2. Batteries that have been tampered with, modified or disassembled,
3. Corroded terminals due to overtightening and cracking of the epoxy around the terminal
4. Use in an inappropriate environment (dust, corrosive vapor, humidity, high temperature).
5. Warranty will not apply where the product has been misused, neglected, improperly installed, or repaired by anyone else than Valen Power.
6. Any damage to battery caused by the equipment.
7. Batteries that have been extreme or abnormal usages creating excessive wear and tear on the battery. Battery products have a limited intended life which is governed by their usage. This can be detected when 2 or more batteries in a system fail.
8. Batteries subjected to incorrect charging, which includes overcharging, incorrect voltages and charging algorithms.

We understand the importance working batteries have for your clients. Valen Power is committed to working with our customers should the warranty process need to be expedited.