

# Warranty Policy – Solar

## Technical Support / Warranty Inquiries

For technical support phone: (902) 597-4005

Surrette Battery Company Limited, herein referred to as the Company, warrants that batteries sold by it are merchantable and free of defects in workmanship and material at the time they are shipped from the Company's factory.

In the event that the Company makes a drop shipment to a distributor's customer, that customer must be instructed to perform an inspection of the goods BEFORE signing the delivery slip. The Company is not responsible for damaged product reported after shipment has been signed "Received in Good Condition". NOTE: ALL SHIPMENTS SHOULD BE THOROUGHLY INSPECTED FOR DAMAGE BEFORE SIGNING THE DELIVERY SLIP.

The Company will replace or, at its option, repair any Surrette Solar Battery sold by it that fails to conform to the warranty stated above on a NO CHARGE BASIS as follows:

SERIES 300	Failure within 18 months from the date placed in service yields FREE REPLACEMENT, not including freight charges from the factory to the applicable destination. After the first 18 months of service, defective batteries will be adjusted for a period of up to 48 months prorated from the date first in service at prices in effect at time of adjustment.
SERIES 400	Failure within 24 months from the date placed in service yields FREE REPLACEMENT, not including freight charges from the factory to the applicable destination. After the first 24 months of service, defective batteries will be adjusted for a period of up to 84 months prorated from the date first in service at prices in effect at time of adjustment.
SERIES 500	Failure within 36 months from the date placed in service yields FREE REPLACEMENT, not including freight charges from the factory to the applicable destination. After the first 36 months of service, defective batteries will be adjusted for a period of up to 120 months prorated from the date first in service at prices in effect at time of adjustment.

To claim a manufacturing warranty, proof of purchase must be presented, showing the date of purchase and the battery serial number and/or 4 digit product date code. The battery must be tested by an Authorized Battery Outlet for actual defect, and upon confirmation of the defect, the warranty will be administered.

The Warranty does not cover shipping damage, cracked covers, cracked cases, bulged cases from heat, freezing or explosion, discharged batteries, the use of undersized batteries and batteries damaged from electrical equipment. This warranty covers only manufacturing defects.

This warranty applies ONLY to batteries used in solar / renewable energy applications and is void for batteries used in marine applications.

The Company makes no warranty with respect to its batteries other than the warranty stated above. All implied warranties of merchantability and all expressed and implied warranties of any other kind are hereby excluded.