



ATLAS LITHIUM BATTERIES



WARRANTY

CRITICAL INFORMATION

**YOU MUST READ THIS ESSENTIAL
INFORMATION BEFORE USING YOUR BATTERY**

**IF YOUR BATTERY IS NOT USED CORRECTLY
YOUR WARRANTY MAY BE VOID.**



1 USAGE INFORMATION

Thank you for purchasing or considering your purchase of an Atlas Lithium Deep Cycle Battery.

■ Firstly, and most importantly, some information on battery maintenance.

Due to the high quality of materials used, it is very rare for Atlas Lithium batteries to fail if they have been used and maintained correctly. To ensure your batteries last the maximum time possible please observe the following simple rules.

Keep Your Batteries Charged & Maintained.

A deep cycle battery's lifespan is closely related to how often and how deeply it is discharged.

Atlas Lithium highly recommends the use of Solar Panels, Battery Chargers, or any other means of regulated charging to keep the battery voltage correctly maintained at all times. This will achieve maximum longevity.

A common misunderstanding is that deep cycle batteries are flat when there is no power left in them.

The voltage of a battery is a good way to determine the state of charge. You can use a digital voltmeter or a multimeter to determine your battery's voltage. The less you discharge a battery, and the faster you replenish what you use, the longer the battery will last.

Here's a handy table that shows a battery's voltage and its relative state of charge.

Avoid Over Discharging & Protect Your Investment

Make sure that the battery is never discharged below 11 volts. If Lithium batteries are discharged past this point permanent damage will occur. We recommend that you closely monitor the battery voltage/discharge levels via a digital voltmeter or battery gauge. We also highly recommend the use of a low-voltage cut-out device, these devices are not expensive and will protect your batteries by disconnecting any electrical loads from the battery before the batteries are over-discharged. Please contact us or your reseller for more information on these crucial devices.



Avoid Overcharging - Use Automatic Chargers & Regulators.

It is essential that any device used to charge your battery is regulated with a maximum bulk charge of 14.7 volts and a float charge of no more than 13.5V–13.8V. The Lithium or Flooded/Wet setting on most automatic charge devices is acceptable.

Recommended Charger Size

We recommend a charger with a minimum charge a 20Ah output.

AGM Deep Cycle Batteries are Not Cranking Batteries

If you need to use the battery occasionally for emergency cranking/starting of vehicles this is acceptable, but Deep Cycle Batteries are not designed for regular cranking (starting your vehicle) and the intense heat that is generated internally due to the high loads applied to the battery will eventually cause the battery to fail.

2 WARRANTY INFORMATION

Warranty Conditions

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty does not cover products that have not been used in accordance with the Aussie Batteries' authorised advertising or literature or are outside the warranty terms and conditions. You must produce the sales receipt of the product as proof of purchase when a warranty claim is made, otherwise, Aussie Batteries will not be liable to replace or repair a product.

This Atlas Lithium Battery comes with a 3-year limited pro-rata warranty for your peace of mind. In the unlikely event this product fails when used according to our user guide, we will either repair or replace it.

3-Year Warranty

The 3-Year warranty program is the only one that applies to this unit, and it sets forth all the responsibilities of Aussie Batteries. There is no other warranty,



other than those described herein. Any implied warranty of merchantability of fitness for a particular purpose on this unit is limited in duration to 36 months of this warranty.

Aussie Batteries warrants Atlas Lithium batteries (hereafter referred to as “Battery”) to be free of defects in material and workmanship for the following Applicable Warranty Period:

- 12 months for commercial, industrial, marine, and automotive applications in cycling and non-cycling applications. The battery is warranted, to the original purchaser only, to be free of defects in materials and workmanship for 12 months from the date of purchase without additional charge. The warranty does not extend to subsequent purchasers or users other than OEM applications.
- An additional 24 months Pro-Rata warranty is included in the battery. The Pro-Rata price is calculated as a percentage of the current suggested retail price. Pro-Rata warranty is applicable to the original end user only.
- Aussie Batteries does not warrant the battery for use in any residential system sold with the intent or purpose of a “Tariff Adjustment Program” of any type.

Please note:

- The Atlas Lithium BMS that is standard with every Lithium battery is pre-programmed to suit the battery configuration. Any changes that are made to the pre-configuration programming will void all warranty of the battery & system.
- The warranty does not cover a battery reaching its normal end of life which may occur prior to the warranty period stated above. Depending on the application a battery can reach its normal end of life before the end of the warranty period.
- A lithium deep cycle battery can deliver only a fixed number of usable cycles / amp-hours over its lifetime and is considered to have reached its normal end of life if the application uses up all of these cycles / amp-hours, regardless of the time the battery has been in service.
- Therefore, Aussie Batteries reserves the right to deny a warranty claim if it determines the battery to be at its normal end of life, even if the claim is lodged within the applicable warranty period.



Reference image below for the 60-Month Pro-Rata Warranty.

36 Month Warranty

12 Month FOC and 24 Month Pro-Rata

New Battery at Pro-Rata Warranty Discounts On Prevailing Maximum Retail Price

Pro-Rata Table			
13-18-35%	18-23-30%	23-28-25%	28-36-20%

■ The Atlas Lithium Battery Warranty does not cover:

- When the product has not been used in accordance with the Aussie Batteries authorised advertising or literature or are outside the warranty terms and conditions.
- When a battery has completed more than 4000 cycles.
- Warranties are non-transferable: they are only offered to the original end user of the Aussie Batteries product.
- Any Damage resulting from improper use.
- Faulty installations or modifications made during the installation.
- Transport charges should the product be found in operable condition.
- The cost of removing and reinstalling the product.
- Failure when exposed to excessive sunlight or heat.
- Any loss directly or indirectly associated with the product failing to operate.
- Damage caused by mould, insects, animals, misuse, incorrect operation, adverse weather, and accidents.
- Warranty terms only apply to products purchased directly through Aussie Batteries or authorised resellers.
- Conditions and warranties are excluded to the extent that they are permitted by law.
- When wired in parallel with other Brand Batteries to increase the total capacity of the battery.
- When wired in series with either Atlas Lithium or other Brand Batteries to increase the total voltage of the battery.
- When stored in a discharged state (less than 10% SoC) for extended periods of time.
- When used for cranking vehicles with battery attached to starter motor.
- Where the battery has been altered or modified in any way from its original design and construction.
- Frequent tripping of low and/or high battery voltage alarms.
- Frequent tripping of over current charge and/or discharge alarms.
- Short circuiting of the battery.



■ Limitations of warranty

- A reduction in battery capacity of approximately 1% Rated Capacity per 100 cycles is considered normal (if cycled at 0.2C at 25 Degrees, discharging to 80% Depth of Discharge).
- A reduction in battery capacity of 2% Rated Capacity per Year is considered normal due to normal cell degradation.

■ Exclusions to the warranty

- When used in residential solar configurations.
- When used by government or fleet applications.
- When exported from the country of original purchase.
- An MPPT solar regulator is needed, and you must use a DC-DC charger for alternator charging.

■ Prevention of Damage

- This battery is NOT designed for under the bonnet use.

The battery is not designed or warranted in the following areas:

- The Battery is NOT to be used in any Aviation aircraft application.
- The Battery is NOT to be used in any lifesaving applications.

- The Battery is NOT to be exported to USA/Canada and their territories.

For optimum battery performance, we strongly recommend staying in the charging zone indicated by green sections in the voltage. The chart is shown below.

12 V LiFePO4 BATTERY VOLTAGE CHART	
Level	Voltage
100% (Charging)	14.6 Volts
100% (Resting)	13.6 Volts
99%	13.4 Volts
90%	13.3 Volts
70%	13.2 Volts
40%	13.1 Volts
30%	13.0 Volts
20%	12.9 Volts
17%	12.8 Volts
14%	12.5 Volts
9%	12.0 Volts
0%	10.0 Volts

- Lithium battery chemistry (LiFePO4) doesn't like temperatures above 50-55 deg C. The greater the temperature the lower number of complete cycles you will get from a battery. Most quality cells are rated for 3000-5000 cycles. All Atlas Lithium Batteries have temperature protections built into the BMS, i.e., if it's too hot/cold your battery won't charge/discharge.
- The minimum charge rate from a 240v AGM/Lead Acid Charger is 20Amps.



- An MPPT solar regulator is needed, and you must use a DC-DC charger for alternator charging.
- Any residential system sold with the intent or purpose of a “Tariff Adjustment Program” of any type.

Please note:

- The battery has a self-discharge rate of 2% per month @ 25°C. It is the responsibility of the end user to maintain the battery in a charged state.
- The battery should not be left for more than 30 days without checking its charge state.

Aussie Batteries recommends that a battery left in a “storage state” 13.2 V should be checked and charged every 30 days to maintain the maximum life expectancy of the battery.

Failure to follow these requirements will see an early failure of the battery which is not covered under warranty.

■ Submitting A Warranty Claim

If you have read the above information carefully and still feel that the battery is no longer performing or has malfunctioned, please follow the steps below.

- 1. Contact Aussie Batteries either by phone ([1800 853 315](tel:1800853315)) or on [After Sales Product Support](#) and provide the reasons why you feel the battery is faulty.**

After speaking to a customer service representative, you will need to include the following information in your email:

- If there is physical damage to the battery, we will need you to include images in your email.
- We will need you to email us a picture of the serial number of the battery (which is stamped into the plastic casing) for us to check against your original invoice.
- A description of the damage or an explanation as to why you feel the battery is faulty.

- 2. The support team will do their best to troubleshoot with you over the phone to ascertain whether the product is defective due to manufacturing faults/defective materials or end-user neglect.**



3. If it cannot be ascertained if the battery is faulty or we feel that the battery has been neglected/sulphated you may be required to send the product to us at your cost for in-depth testing and analysis.

Note: When a defective product is being returned for a replacement, the original item must first be returned before a replacement unit is dispatched.

■ Warranty Claim Outcomes:

- After the acknowledge of the now-deemed faulty item due to manufacturing faults or materials from Aussie Batteries, the product may be returned to the purchasing store within 30 days of original purchase, and you will have the option to have the item Aussie Batteries returned to you at your cost.
- You will incur a Pro-Rata charge as described above then it will be replaced with a new battery with a new warranty. We will also refund the shipping costs you incurred to return the faulty battery to us.
- If the battery has been neglected, sulphated, or damaged due to improper use maintenance. We understand that nobody intentionally damages their batteries. This means we will want to spend some time with you discussing

your current system to ensure it will not happen again. We will then offer you a replacement battery at a heavily discounted price (plus shipping where applicable) with a new warranty. Alternatively, you can have the battery returned at your own cost.

■ Warranty Conditions - The Fine Print.

Please ensure that you do not over-discharge your battery as this will void your warranty. Sulphated batteries are not covered by this warranty as sulphation is due to neglect/misuse.

Aussie Batteries warranty is provided in addition to the other rights held by a consumer under Australian Law. Our products come with guarantees that cannot be excluded under the Australian Consumer Law.

■ Warranty Exclusions

The warranty conditions set out by Aussie Batteries are considered null and void if a defect, malfunction, or failure is caused by:

- Disregard in following proper product installation, operation, or repair/maintenance instructions/protocols.
- Use of a product for purposes other than those it was created or designed for.
- Neglect, poor handling, and/or accidental damage.
- Third-party alterations, repairs, and “mods”/modifications without the



expressed written Aussie Batteries permission by Atlas Lithium Products.

- Tampering or variations to product markings and labelling (e.g. warranty stickers, serial numbers, etc.).
- Contamination of products by foreign matter, material, or other products.
- Incorrect charging methods (e.g. overcharging and undercharging).
- Labour.
- Transport costs (If the product must be returned to Aussie Batteries).
- Normal maintenance costs associated with product use.
- Any property or personal damage/injury, direct/indirect loss, consequential losses, and supplementary expenses are excluded to the extent that they are permitted by law.
- Changes in product condition or operational ability resulting from incorrect storage, fitting, application, maintenance, environment, or others as described and permitted by law.
- Extreme weather conditions.
- Lithium Golf Cart specific only.

■ Warranty Limitations

This warranty does not cover damage or defects resulting from normal wear and tear (including chips, scratches, abrasions, discolouration or fading due to usage or exposure to sunlight), accidents, damage during shipping to our service facility, alterations, unauthorized use or repair, neglect, misuse, abuse, failure to follow instructions for care and maintenance, acts of God, fire, and flood.

■ Other Conditions:

- Warranty periods will NOT be renewed or extended after a product repair: the warranty is fixed from the first date of purchase unless pro rata applies.
- You must produce the sales receipt of the product as proof of purchase when a warranty claim is made, otherwise, Aussie Batteries will not be liable to replace or repair a product.
- Warranties are non-transferable: they are only offered to the original end user of the Atlas Lithium product.
- Warranty terms only apply to products purchased directly through Aussie Batteries or authorised resellers.
- Conditions and warranties are excluded to the extent that they are permitted by law.

■ General Provisions

- Aussie Batteries has no obligation under the limited warranty herein in the event the battery is damaged or destroyed as a result of one or more of the following:
- The minimum charge rate from a 240V AGM/Lead Acid charger is 20amps.
- MPPT solar regulator is needed, and you must use a DC-DC for alternator charging.
- Wilful abuse, misuse, physical damage, neglect or if the battery cover has been removed.
- Natural forces such as wind, lightning, hail; damage due to fire, collision,



explosion, vandalism, theft, penetration or opening of the battery case in any manner.

- The supplied BMS monitor is pre-programmed and if any changes are made to the pre-configuration programming of the BMS, all warranty is void.
- Overcharging, undercharging, charging, or installing in reverse polarity, improper maintenance, allowing the battery to be deeply discharged via a parasitic load or mishandling of the battery, such as but not limited to, using the terminals for lifting or carrying the battery.
- Charging sources that do not have programmable lithium profile configurations, and charge voltage between 13.5V and 14.5V (no lower than 13.0V and no higher than 14.7V) will cause early failure of the battery. Use of such chargers with the battery will also void the battery's warranty. For applications where an alternator is present, the alternator must deliver between 13.5V and 14.2V when measured at the Battery's terminals. Alternators that do not have a regulated charge between 13.5V and 14.2V (no lower than 13.0V and no higher than 14.7V) will cause early failure of the battery.
- Use of such alternators with the battery will also void the batteries' warranty.
- Failure to install or properly install the battery will void the warranty.
- Repair or attempted repair of the battery by anyone other than an authorised Aussie Batteries representative shall void this warranty.
- Normal or accelerated deterioration in the electrical qualities due to operating or application conditions.
- If the battery is used for an application that requires higher cranking power or a greater reserve rating than the battery is designed to deliver, or the battery capacity is less than the battery capacity specified by the manufacturer, or the battery is otherwise used in applications for which it was not designed.
- Prolonged storage of the battery with either no charge or a parasitic consumption load applied must be offset with a maintenance-float charger of no more than 13.5V or periodic charging or disconnecting the battery to prevent irreversible damage to the battery.
- Lithium battery chemistry (LiFePO₄) doesn't like temperatures above 50-55 deg C. The greater the temperature the lower number of complete cycles you will get from a battery. Most quality cells are rated for 3000-5000 cycles. A good battery will have temperature protections built into the BMS, i.e., if it's too hot/cold it won't charge/ discharge.
- This battery is not designed for under bonnet use.
- A battery with an open circuit voltage (OCV), equal to or less than 10.0V will



be deemed as over-discharged and void warranty due to misuse and/or neglect.

- **WARNING** - Do NOT use any type of oil, organic solvent, alcohol, detergent, strong acids, strong alkalis, petroleum-based solvent, or ammonia solution to clean the battery covers and end plates. These materials may cause permanent damage to the battery covers and end plates and will void the warranty.

We hope that you get many years of good service out of your Atlas Lithium batteries, so remember that correct use and maintenance is the key to getting the most out of your investment.

Feel free to contact our customer service department on [After Sales Product Support](#) or Phone 1800 853 315.

Thanks,
The Team at Aussie Batteries + Solar.