

GIANT POWER



LITHIUM 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 a Giant Power Lithium Battery.

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

Due to the high quality of materials used, it is very rare for Giant Power 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.

Giant Power 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 15AMP 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 Giant Lithium Battery comes with a 5-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.

■ 5-Year Limited Pro Rata Warranty Terms

5 YEAR PRO-RATA WARRANTY

- 0-12 months from purchase date: full replacement

>13-24 months from purchase date: full replacement with 20% pro rata fee of RRP

>25-36 months from purchase date: full replacement with 40% pro rata fee of RRP

>37-48 months from purchase date: full replacement with 60% pro rata fee of RRP

>49-60 months from purchase date: full replacement with 80% pro rata fee of RRP

Some examples where the 5-year warranty would not apply may include (but not limited to) the following;

- Installation in an under bonnet application
- Installation in a starting application
- The battery was charged with a device that did not use a lithium profile setting
- Utilised with a mismatched inverter – for example: Using 2000W inverter with a battery with a maximum discharge of 1200W (100A)
- Installed in an area subject to regular high temperatures

The warranty is invalid if the battery has been subject to misuse, abuse or physical damage. The warranty is invalid if the battery is not used in accordance with the instruction and warning card provided.

The Giant Lithium battery selected by the user must be of the correct size, design, and capacity for the intended application. Failure to do this will invalidate the warranty. The battery should be installed and operated at a temperature not exceeding the batteries design limits as published in the specification sheet at that time,

The battery is not approved for installation in under bonnet applications.

Faults or Defects 12 Month Replacement Warranty

Aussie Batteries & Solar will replace a battery if it is faulty or defective in either manufacturing or materials during the 12mth warranty period.

The Lithium Battery Warranty does not cover:

- When the product has not been used in accordance with the Aussie Batteries authorized 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, charging or installation.
- Faulty installations or modifications made during the installation.
- Transport charges should the product be found in operable condition.
- The cost of removing and reinstalling
- Failure when exposed to excessive sunlight or heat.
- Any loss directly or indirectly associated with the product failing to operate.
- Storage deep cycle battery only. It cannot be used as a cranking battery.
- The batteries should be paired with a suitable designated charger with the correct settings (LiFePO4 profile) and Voltage / Current limitations as indicated in the specification sheet.

- 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 Giant Power 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.

■ Prevention of Damage

- This battery is not designed for under the bonnet use.
- 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 Giant Power 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.

For optimum battery performance, we strongly recommend staying in the charging zone indicated by green sections in the voltage on the chart shown below. Incorrect selection of charger and/or failure to follow the correct charging regimen will void the warranty.

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

■ 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) 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.

1. 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.

- 2. 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/designed for.
- Neglect, poor handling, and/or accidental damage.
- Third-party alterations, repairs, and “mods”/modifications without the expressed written Aussie Batteries permission by Giant Power 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.

■ 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 Giant Power AGM 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.

We hope that you get many years of good service out of your Giant Power 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**



5 YEAR PRO-RATA WARRANTY

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*** See Notes on BMS or Repair Replacement Options*