

Giant Power battery warranty

Full replacement cover for Giant Power lithium and AGM batteries

BATTERY TYPE	FULL REPLACEMENT PERIOD
Giant Power lithium	8 years
Giant Power AGM	7 years

The warranty period is calculated from the original purchase date. This cover applies to Giant Power lithium and AGM batteries, including batteries supplied in bundles and battery banks. Other components and third-party products retain their own warranty cover.

Our replacement promise

If your Giant Power battery is faulty or defective in manufacturing or materials during its warranty period, under its applicable warranty conditions, we replace it **without a pro-rata contribution**.

A replacement battery continues the original battery's warranty period. A replacement does not start a new eight-year or seven-year period.

We pay the associated costs

We pay the associated warranty claim and replacement costs, including testing, collection, return freight and replacement delivery.

Please contact us before arranging a test, return or other work so we can organise the process. If you have already paid an associated claim cost, send the receipt with your warranty enquiry so we can arrange reimbursement.

How to make a claim

1. Contact us. Use our [After Sales Enquiries form](#) and choose **Warranty Enquiry**. You can also use the contact details on page 2.

2. Provide the details. Include your purchase details, battery model and a description of the issue. If you have lost your receipt, contact us with the information you have so we can help identify your purchase.

3. Follow the assessment instructions. Each claim is assessed individually. Our team will reply with the steps for your battery. Please contact us before returning it.

Use conditions and consumer rights

Read these conditions with the instructions for your battery model.

Assessment for your battery

Lithium: We test lithium batteries in-house and arrange their return at our cost. Our testing facility assesses issues with the battery and its internal components.

AGM: Contact us before arranging testing. We request testing by a 12V auto electrician or a reputable battery testing facility and pay the associated testing costs. Our team will provide the warranty form to return with the test results and a photo of the top of the battery.

Applicable use and care conditions

The existing use, installation, charging and care conditions for your battery model continue to apply. Follow the instructions for your model and contact us if you need help with its setup.

Lithium batteries: Opening, tampering or incorrect use voids the voluntary warranty. Contact us about any issue before opening or tampering with the product. Lithium batteries used in mobile scooters are not covered by this voluntary warranty.

AGM batteries: Installing a deep-cycle AGM battery under the bonnet without a heat shield voids the voluntary warranty. AGM batteries used in golf buggies or mobile scooters are not covered by this voluntary warranty.

Connected batteries: Only connect batteries of the same brand, capacity, size and age together. **Location:** This voluntary warranty applies to batteries used within Australia; removing the batteries from Australia voids it.

These voluntary warranty conditions do not remove your rights under the Australian Consumer Law.

Your Australian Consumer Law rights

This warranty is provided in addition to other rights and remedies held by a consumer at law.

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.

Warranty provider and contact details

Landgren Pty Ltd trading as Aussie Batteries & Solar

16 Empire Crescent, Chevallum QLD 4555, Australia

Phone: 1800 853 315 Email: Online@aussiebatteries.com.au

Claims: aussiebatteries.com.au/contact-us/

Warranty information: aussiebatteries.com.au/warranty-information/