



BH CELL LiFePO₄ Battery Warranty Terms and Conditions

Date: 31 October 2025

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1. Warranty Coverage

BatteryHouse Cell Sdn Bhd (“Manufacturer”) warrants to the original purchaser (“User”) that its BH CELL LiFePO₄ products (“Battery”) are free from defects in material and workmanship under normal deep-cycle use, subject to the conditions below. This is a manufacturer defect warranty — it does not cover failures caused by external factors, improper use, or environmental conditions such as dust, moisture, heat, or vibration beyond product specifications. The warranty period and coverage type (Battery / Electrical Accessories) are stated on the invoice.

2. Warranty Duration

Warranty is provided for the period stated on the invoice and is defined on a dual basis of time and operating hours, calculated at 2,000 hours per year, whichever comes first.

Warranty Duration	Equivalent Operational Hours
1 Year	2,000 hours
2 Years	4,000 hours
3 Years	6,000 hours
4 Years	8,000 hours
5 Years	10,000 hours

Note: Warranty durations may vary by product. For example, forklift batteries carry a 5-year (10,000 hours) warranty; chargers and electrical accessories carry a 1-year warranty unless otherwise stated.

3. Electrical Accessories Warranty

Electrical components supplied with the Battery (such as Battery Management System [BMS], contactors, relays, voltage sensors, and communication modules) are covered under the Electrical Accessories Warranty as stated on the invoice. Coverage applies only to manufacturing defects. Damage caused by incorrect wiring, over-voltage, reverse polarity, short-circuits, or moisture ingress is excluded.

4. Extended Warranty Option

For selected products only, customers may purchase an Extended Warranty for an additional 2 years (4,000 hours) beyond the standard period. Under this option: Replacement parts are provided free of charge. A fixed labour/service fee of RM 200 per

service event applies nationwide (subject to revision). Extended warranty coverage is limited to manufacturing defects only.

5. Warranty Exclusions

This warranty does not cover defects or damage resulting from:

- Normal wear and tear, corrosion, oxidation, or environmental contamination (e.g., dust, moisture, chemical vapours).
- Misuse, neglect, accident, impact, or abuse (including exposure to excessive vibration or heat).
- Improper installation or electrical connection (e.g., undersized cables, loose terminals, reverse polarity, incorrect series/parallel configuration).
- Use of non-approved chargers or charging algorithms not recommended by the Manufacturer.
- Over-discharge leading to BMS cut-off; charging a battery from this state requires a paid service to reactivate.
- Over-current: Charging or discharging currents that exceed the datasheet-specified C-rate,
- Prolonged storage at low state-of-charge (<50%), resulting in cell imbalance or damage.
- Direct connection to DC motors without proper controllers or voltage clamping systems.
- Evidence of tampering, unauthorized repair, or modification of the Battery or BMS.
- Damage caused by external events including fire, flood, lightning, power surge, or acts of nature.
- Where damage is determined to be non-warranty, BatteryHouse Cell Sdn Bhd will issue a repair quotation at cost.
- Normal capacity fade: Gradual loss of capacity where the Battery retains 60% or more of its original usable capacity (in Ah or Wh) during the warranty period is regarded as normal degradation
- Operating temperature: Using or storing the Battery outside the temperature range defined in the product datasheet
- Moisture and environment: Some batteries are not waterproof and must be installed in a dry, well-ventilated environment

6. Claim Process and Limitations

Claims must be submitted through an authorized distributor or dealer with proof of purchase and invoice number. The Manufacturer's liability is limited to repair or replacement of the defective component only. Labour charges apply under the Extended Warranty option or for out-of-warranty repairs. The Manufacturer is not responsible for incidental or consequential losses (e.g., transport, downtime, or installation costs).

7. General Provisions

The warranty is non-transferable and applies only to the original purchaser. Warranty coverage type and duration are clearly stated on each invoice (Battery / Electrical Accessories). Only authorized personnel may perform repairs or diagnostic tests on BH CELL products. BatteryHouse Cell Sdn Bhd reserves the right to amend these terms with notice to dealers and distributors.

8. Safety and Usage Notice

Proper installation and adherence to usage guidelines are critical. Batteries must be installed with appropriate grounding, fusing, isolation breakers, and disconnects in accordance with electrical codes. Failure to comply with installation or maintenance requirements will void this warranty.

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