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LIMITED WARRANTY TERMS AND CONDITIONS

1. COVERAGE AND ELIGIBILITY This Limited Warranty covers batteries supplied by **BATTERYHOUSE SDN. BHD.** (trading division), including but not limited to brands such as Banner, TN Power and Discover Batteries, and by **BATTERYHOUSE CELL SDN. BHD.** (manufacturer), covering BH CELL LiFePO₄ products and lithium battery packs designed and assembled in Malaysia for applications including three-wheelers, aerial work platforms, golf buggies, forklifts, pallet trucks, stackers and stationary energy storage. Both companies are referred to collectively in this document as “**BH**”, and each remains responsible for the products it supplies. This warranty is a manufacturer and supplier defect warranty covering defects in material and workmanship under normal use. It is extended strictly to the original purchaser and is not transferable to anyone who may subsequently purchase your vehicle, equipment or application. This Limited Warranty is valid **ONLY IN MALAYSIA**.

2. WARRANTY PERIOD The warranty period for eligible batteries (for trading batteries, the "Free Replacement Period") is **dictated strictly by the warranty duration specified on your original BH purchase invoice** (e.g., 12, 18, or 24 months) from the date of sale.

Trading Batteries (Banner, TN Power, Discover and other brands supplied by BATTERYHOUSE SDN. BHD.) — One-to-One Replacement: Should the battery fail within this period due to a defect in materials and/or workmanship (and is not merely discharged), BH will replace it with the same model free of charge. If the exact model is unavailable, a battery of like kind and quality will be provided.

- **Replacement Warranty Term:** The replacement battery assumes the remainder of the original battery's warranty. A free replacement continues from the original battery's date of purchase and does not reset or extend the original warranty period.

Lithium (LiFePO₄) Battery Packs and BH CELL Products — Repair or Component Replacement: Lithium battery packs and BH CELL products are not exchanged one-to-one. Should a pack fail within the warranty period due to a manufacturing defect in materials and/or workmanship, BH's obligation is limited to the repair of the pack or the replacement of the defective component(s) only, such as cells, BMS, contactors, fuses or wiring, free of charge. Whether a component is repaired or replaced, and any replacement of the complete pack, is at BH's sole discretion. A repaired pack and any replaced component carry the remainder of the original pack's warranty, which does not reset or extend.

Lithium (LiFePO₄) Products — Time and Operating Hours: For BH lithium battery packs and BH CELL products, the warranty period is defined on a dual basis of elapsed time and accumulated 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 battery packs carry a 5-year (10,000 hour) warranty; chargers and electrical accessories carry a 1-year warranty unless otherwise stated. The warranty period and coverage type (Battery / Electrical Accessories) applicable to your purchase are stated on the invoice, and the invoice prevails.

3. ELECTRICAL ACCESSORIES WARRANTY Electrical components supplied with the battery — including the Battery Management System (BMS), contactors, relays, voltage sensors, communication modules, chargers, fuses and wiring harnesses — are covered under the Electrical Accessories Warranty as stated on the invoice, being 1 year unless otherwise stated. Coverage applies only to manufacturing defects. The following are excluded from accessories coverage:

- Damage caused by incorrect wiring, reverse polarity, over-voltage, under-voltage or short-circuit.
- Damage caused by moisture ingress, condensation or corrosion.
- Damage caused by the use of a charger, controller or charging algorithm not approved by BH.
- Consumable and wear items, including fuses that have operated correctly to protect the system.

4. EXTENDED WARRANTY OPTION For selected products only, customers may purchase an Extended Warranty for an additional 2 years (4,000 operating hours) beyond the standard period. Under this option: replacement parts are provided free of charge; a fixed labour and service fee of RM 200.00 per service event applies nationwide (subject to revision); and coverage is limited to manufacturing defects only. Eligibility, pricing and the products to which the Extended Warranty may be applied are confirmed by BH in writing at the time of purchase.

5. DESIGNATED APPLICATIONS Batteries are manufactured for specific purposes. This warranty only applies if the battery is used in its designated application:

- **Starting Batteries:** Designed strictly for engine starting, lighting, and ignition (SLI).
- **Deep Cycle / Industrial Batteries:** Designed for continuous discharge and recharge applications.
- **Misapplication:** Using a starting battery for a deep-cycle application, or vice versa, constitutes severe misuse and immediately voids this warranty.
- **Lithium Traction and Energy Storage Packs:** Designed and rated for the specific vehicle, machine or system stated on the BH quotation, drawing or datasheet. Fitting a pack to a different machine, duty cycle or voltage configuration than the one it was designed for constitutes misapplication and voids this warranty.

6. MULTI-BATTERY SYSTEMS AND EQUIPMENT

- **Complete Set Purchase Requirement:** For vehicles, heavy equipment, or systems that require more than one battery to operate (e.g., a commercial truck requiring 2 batteries, or a scissor lift requiring 4 batteries), the customer **must purchase and install the batteries concurrently as a complete, brand-new set** to be eligible for this Limited Warranty. Mixing new BH batteries with older, existing batteries causes severe electrical imbalance and will immediately void the warranty for the newly purchased unit(s).
- **Replacement Limit:** In the event of an approved warranty claim within a multi-battery system, BH will provide a maximum replacement of **one battery per original faulty battery**. BH will only replace the individual unit(s) diagnosed and proven as defective under the terms of this warranty, not the entire battery bank. For lithium battery packs, only the defective component(s) are repaired or replaced, as stated in Section 2.

7. CONDITIONS FOR CLAIM To make a claim under this warranty, you must present the **original purchase invoice** issued by BH (or an authorized BH dealer) alongside the physical battery to BH or the appointed dealer where the original purchase was made.

- **Claim Submission:** Claims must be submitted through BH or an authorized BH distributor or dealer, with proof of purchase and the invoice number, together with the physical battery. Warranty claims and enquiries can be emailed to BH at **support@batteryhouse.com.my**.
- **Extent of Liability:** BH's liability under this warranty is limited to the one-to-one replacement of a defective trading battery, or the repair or replacement of the defective component(s) of a lithium battery pack or BH CELL product, as stated in Section 2.
- **Authorized Personnel Only:** Only BH personnel or personnel authorized by BH may open, repair, service or perform diagnostic tests on BH lithium battery packs and BH CELL products. Work performed by any other party voids this warranty.
- **Non-Warranty Findings:** Where inspection determines that the failure is not a warranty defect, BH will issue a repair quotation at cost. Labour charges apply for out-of-warranty repairs and under the Extended Warranty option.

8. EXCLUSIONS This Limited Warranty specifically **DOES NOT COVER** and will be rendered void by any of the following:

- Batteries that are merely discharged and can be recharged and returned to service.
- Labor costs for battery removal and installation.
- Labor costs for other damage or repairs to the vehicle or equipment caused by the battery.
- Batteries subjected to neglect, abuse, or physical damage (including being opened, frozen, or damaged due to fire, flood, wreckage, or explosion).
- Damage resulting from vehicle accidents, collisions, or acts of God such as fire and flood.
- Batteries filled with an electrolyte other than what is recommended by the factory, or treated with any "dope" or aftermarket additive.
- Failure resulting from a faulty charging system, electrical system, or other vehicle components.
- Installing a battery of an electrical size or capacity smaller than the equipment manufacturer's specified requirement.
- Batteries that have been repaired, altered, modified, or tampered with in any manner.
- Batteries used in applications for which they were not designed, or where the battery was installed, maintained, or charged incorrectly.
- **Tampered Identification:** This warranty will be void if any markings, date codes, or serial numbers on the battery have been removed, erased, or tampered with.
- **Salt Water Exposure (Boat Applications):** For batteries installed in marine or boat applications, this warranty will be void if the battery's functional failure is determined to be caused, directly or indirectly, by corrosion resulting from salt water exposure. If inspection reveals that salt water corrosion has compromised the battery's terminals, casing, internal components, or electrical performance, the warranty claim will be rejected regardless of the reported cause of failure.
- **Water Ingress, Submersion or Soaking:** Any battery that has been submerged, soaked, flooded or otherwise exposed to standing water, or that shows evidence of internal water ingress upon inspection. For lithium battery packs, the additional conditions in Section 10 apply.
- Normal wear and tear, corrosion, oxidation or environmental contamination such as dust, moisture or chemical vapours.
- Misuse, neglect, accident, impact or abuse, including exposure to excessive vibration or heat.
- Improper installation or electrical connection, including undersized cables, loose terminals, reverse polarity and incorrect series or parallel configuration.

- Use of chargers, controllers or charging algorithms not approved or recommended by BH.
- Operating or storing the battery outside the temperature range defined in the product datasheet.
- Charging or discharging at currents exceeding the C-rate specified in the product datasheet.
- Direct connection to DC motors without a proper controller or voltage clamping system.
- Evidence of tampering with, unauthorized repair of, or modification to the battery, the BMS or its parameter settings.

9. SPECIAL CONDITIONS FOR BOAT APPLICATIONS In addition to all other terms herein, customers using BH batteries in any boat or marine vessel application are subject to the following conditions:

- **No Salt Water Contact:** The customer is responsible for ensuring that the battery is adequately protected from salt water and salt-laden marine environments. Salt water is highly corrosive and can cause progressive damage to battery terminals, casing, and internal components, leading to premature functional failure.
- **Warranty Void on Salt Water Rust/Corrosion:** This warranty does not cover any battery failure where the loss of functionality is determined, upon inspection by BH or its appointed representative, to be caused or contributed to by corrosion from salt water exposure. This includes but is not limited to: terminal corrosion causing loss of electrical connection, casing deterioration leading to electrolyte leakage, and internal corrosion resulting in reduced capacity or complete failure to hold charge. The warranty claim will be immediately rejected where such corrosion-induced functional failure is identified, regardless of any other reported cause.
- **Customer's Duty of Care:** Customers are strongly advised to install batteries in a sealed, waterproof compartment; rinse the battery area with fresh water after any salt water exposure; regularly inspect terminals for signs of corrosion; and apply approved anti-corrosion terminal protectors as a preventive measure. Failure to follow these precautions does not constitute a warranty defect.

10. SPECIAL CONDITIONS FOR LITHIUM (LiFePO₄) BATTERY PACKS This Section applies in addition to all other terms herein and governs all lithium iron phosphate (LiFePO₄) battery packs supplied by BH, including BH CELL products and packs assembled by BH. Lithium battery packs contain live electronics, a battery management system (BMS) and sealed electrical connections. They are designed for normal use in a dry, well-ventilated installation only. They are NOT waterproof and are NOT designed to operate in, or be stored in, standing water.

- **Normal Capacity Fade:** Gradual loss of capacity is a normal characteristic of lithium batteries and is not a defect. A battery that retains 60% or more of its original rated usable capacity (in Ah or Wh), verified by a BH capacity test, is regarded as having undergone normal degradation and is not eligible for repair or replacement under this warranty.
- **Full Charge Required Minimum One Time Per Week:** During normal use, the battery must be charged to a full 100% state of charge a minimum of one (1) time every week, and the charge cycle must be allowed to run to completion without being interrupted or disconnected early. This is a mandatory maintenance requirement, not a recommendation, and it is required to keep the state of charge (SOC) reading accurate. The BMS calculates SOC by coulomb counting and re-references itself only at the end of a completed full charge. Where the pack is repeatedly partial-charged without a completed full charge at least once per week, the SOC reading drifts and the displayed percentage, range or remaining-hours reading will no longer match the true capacity of the pack.
- **Full Charge After Long-Term Storage (Calibration):** Where the battery has been in long-term storage, or has otherwise gone an extended period without a completed full charge, the pack may

still be put back into service and used normally. However, the SOC reading may be inaccurate until the pack has been re-calibrated. One (1) complete full charge to 100%, run without interruption, must be performed as soon as practical after the battery is returned to service in order to re-reference the BMS and restore SOC accuracy. An SOC reading that is out by a margin before this calibration charge has been completed is normal and is not a battery fault.

- **SOC Inaccuracy Is Not a Warranty Defect:** An inaccurate SOC, range or remaining-hours reading caused by failure to perform the weekly full charge, or by the pack not yet having received its calibration charge after storage, is a reading error and not a defect in the battery. It is not covered by this warranty. Where the reading does not correct itself after one completed full charge, an SOC calibration or BMS re-learn procedure is required, and this is a chargeable service event, not a warranty claim.
- **No Submersion or Soaking (Warranty Void):** The battery pack must NOT be submerged, soaked, immersed or left standing in water, mud, slurry or any other liquid, for ANY duration and at ANY depth, whether partially or completely. There is no permitted immersion time. Any battery pack found to have been submerged or soaked is excluded from this warranty and the claim will be rejected, regardless of the reported cause of failure.
- **Ingress Protection (IP) Rating — Refer to Product Datasheet:** The IP rating of a BH lithium battery pack is the rating stated on the BH product datasheet for that specific model, and only that rating applies. Where the product datasheet states no IP rating, no ingress protection is declared or warranted for that model. Any IP rating is declared under IEC 60529 and refers to protection against dust and against water spray or water jets only. It does not represent, and must not be relied upon as, protection against immersion. Under IEC 60529 the jet ratings (second digit 5 and 6) are verified by a short-duration spray test of approximately 3 minutes and confer no immersion protection whatsoever; only the second digits 7 and 8 relate to immersion, and BH lithium battery packs are not supplied or warranted to those levels unless expressly stated on the product datasheet or in writing by BH for a specific model. For example, a pack whose datasheet states IP65 is dust-tight and protected against low-pressure water jets only; it is not waterproof and must never be submerged. The No Submersion or Soaking condition above applies to every pack, whatever IP rating is stated on its datasheet.
- **No Pressure Washing or Direct Water Jets:** The battery pack, its connectors, cable glands, vents, seams and terminal covers must not be cleaned using a pressure washer, steam cleaner, high-pressure hose or any directed water jet. Pressure washing exceeds the conditions under which the IP rating stated on the product datasheet is verified, drives water past gaskets and seals, and will void this warranty. Clean the pack exterior with a damp cloth only.
- **No Operation or Parking in Flooded Ground or Standing Water:** The customer is responsible for ensuring the equipment is not driven through, operated in, or parked in flooded ground, drains, wash bays or standing water where the water level reaches or rises above the base of the battery pack, its casing seam, connectors or cable entries. This includes flooded plantation, paddy, construction and yard conditions. Warranty is void where such exposure is identified.
- **Equipment Must Be Dried Before the Compartment Is Closed:** Where the equipment is washed down, the battery compartment must be opened, drained and dried before it is closed and before the battery is charged or returned to service. Sealing a wet compartment traps moisture and produces condensation, which causes corrosion of terminals, busbars, connectors and the BMS. Failures caused by trapped moisture or condensation are not covered by this warranty.
- **Evidence of Water Ingress on Inspection:** Where inspection or teardown by BH or its appointed representative reveals water marks, silt, mud, moisture residue, oxidation or corrosion on the internal components, cells, busbars, terminals, wiring harness, connectors or BMS, the claim will be rejected regardless of the reported symptom or any other reported cause of failure. The findings of the BH failure analysis inspection shall be final.

- **Do Not Charge a Wet Battery:** A battery pack that is wet, or suspected of having been exposed to water ingress, must not be charged or operated. Disconnect it, keep it in a dry and ventilated area away from combustible material, and notify BH immediately. Charging a water-affected lithium battery pack is a safety hazard and voids this warranty.
- **Over-Discharge and BMS Cut-Off:** Allowing the battery to discharge until the BMS enters low-voltage protection cut-off, or leaving the pack in that state, is a misuse condition and is not a warranty defect. Recovering a battery from BMS cut-off requires a paid reactivation service by BH. Repeated over-discharge, or prolonged storage in the cut-off state, causes permanent cell damage and voids this warranty.
- **Long-Term Storage — State of Charge and Temperature:** Batteries taken out of service must be stored at 50% state of charge or above, in a dry, well-ventilated area away from direct sunlight and heat sources, at an ambient temperature below 35°C (the cell manufacturers' long-term storage limit), and recharged to 50% or above at least once every three (3) months. Where the storage area is hot and cannot be kept below 35°C, the charge must be maintained: check the state of charge at least once a month and recharge to 50% or above whenever it has fallen, as self-discharge is faster at high temperature. Never store above 45°C. Cell imbalance and capacity loss caused by storage below 50% state of charge, prolonged storage above 35°C, or hot storage without the charge being maintained are not covered by this warranty. On return to service, the calibration full charge described above applies.
- **Operating and Charging Limits:** The battery must be operated, charged and stored within the temperature range and within the maximum continuous and peak charge and discharge C-rates stated in the product datasheet. Exceeding these limits, or connecting the pack directly to a DC motor without a proper controller or voltage clamping system, voids this warranty.
- **Approved Chargers Only:** Only chargers supplied or approved by BH, set to the charging profile specified for the pack, may be used. Use of a non-approved charger, a lead-acid charging profile, or any modified charging algorithm voids this warranty.
- **BMS Parameters:** The BMS is configured by BH for the specific pack and application. Altering BMS parameters, protection thresholds, capacity settings or firmware without written authorization from BH voids this warranty and may create a safety hazard.
- **Customer's Duty of Care:** Customers are responsible for keeping drainage paths and vents clear, inspecting gaskets, cable glands and connector seals for damage at regular service intervals, keeping terminal covers and lids correctly fastened, completing the full charge at least once per week as described above, and reporting any suspected water exposure or abnormal behaviour to BH before the battery is used again. Failure to observe these precautions does not constitute a warranty defect.

11. SAFETY, INSTALLATION AND MAINTENANCE Proper installation and adherence to usage guidelines are critical to safety and to the validity of this warranty. Batteries must be installed with appropriate grounding, fusing, isolation breakers and disconnects, in accordance with the applicable Malaysian electrical codes and the BH installation drawing or manual supplied with the product. The battery compartment must be dry, well-ventilated and free of standing water, and the battery must be mechanically secured against movement and vibration. Failure to comply with the installation, operating or maintenance requirements will void this warranty.

12. GENERAL PROVISIONS This warranty is non-transferable and applies only to the original purchaser. The warranty coverage type and duration applicable to each purchase (Battery / Electrical Accessories) are stated on the invoice, which prevails in the event of any inconsistency. Only BH or personnel authorized by BH may perform repairs or diagnostic tests on BH products. BH reserves the right to amend these terms with notice to its dealers and distributors. These terms are governed by the laws of Malaysia.

13. LIMITATION OF LIABILITY ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE HEREBY SPECIFICALLY EXCLUDED FROM THIS WARRANTY, INCLUDING WITHOUT LIMITATION TRANSPORT COSTS, EQUIPMENT DOWNTIME, LOSS OF USE, LOSS OF PROFIT, AND REMOVAL OR INSTALLATION COSTS. BH RESERVES THE RIGHT TO A FINAL DECISION TO ACCEPT OR REJECT A WARRANTY CLAIM.

Warranty & Service: Tel +60 17 880 3848 | support@batteryhouse.com.my | www.batteryhouse.com.my