



Naktron (PTY) LTD
PO Box 11043 Centurion
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KANTRON WARRANTY TERMS ON LIFEPO4 BATTERIES

NAKTRON offers a 5-year factory backed warranty on its branded KANTRON batteries that covers manufacturer defects from date of shipment. Within the warranty time frame, we will repair or replace the battery with a valid warranty claim with a new or re-manufactured battery.

Precautions When Working With Batteries:

△Use caution to eliminate the risk of dropping a metal tool on the battery. It could spark or short circuit the battery or other electrical parts and could cause an explosion.

△Insulated tools are strongly recommended when working with and / or around batteries.

△Never smoke or allow a spark or flame near the batteries.

△Ensure that someone is within range of your voice or close enough to come to your aid when you are working near a battery.

△Wear complete eye / face protection and gloves. Avoid touching your eyes while working near batteries.

△If you need to disconnect the battery, always remove the negative terminal from the battery first. Make sure all accessories are turned off so you don't cause a spark.

△Never use or combine this battery with another dissimilar battery.

△Batteries are temperature sensitive. For optimum performance, they should be installed in a stable temperature environment.

△Always recycle old batteries. Contact your local recycling center for proper disposal information.

△ Always use a qualified installer or electrician when wiring in parallel or series

Covered Conditions:

- BMS (battery management system) if malfunctions within 5 years will be replaced at our authorised repair facility. Ongoing support for the BMS will be provided after the initial 5 years of purchase subject to the customer approving and paying for the costs.
- For defective battery cells, these will be replaced with new cells or a replacement battery where this warrants the case.

- If the battery is damaged, we encourage customers and installers to send a video clip of the battery and its performance as well as photos to evaluate the case and provide guidance in resolving the problem.

NOT Covered by warranty:

1. Damaged caused by accidents, natural causes or acts of God.
2. Lose terminal bolts and corrosion.
3. Failure to properly install the battery, maintain, charge and discharge.
4. IRE, Intense heat & Freezing.
5. Water damage or moisture.
6. Tampering of the battery pack.
7. The battery was charged with a device that did not use a lithium profile setting.
8. Utilized with a mismatched inverter – for example: Using 2000W inverter with a battery with a maximum discharge of 1200W (100A).
9. Installed in an area subject to regular high temperatures.
10. The battery was used beyond its advised cycle specification as indicated in the applicable product datasheet and / or instruction manual.

Additional product information:

KANTRON datasheets and product information are available on its website, www.kantron.co.za and it is the end user and / or installers responsibility to ensure that these are read and studied before installing any KANTRON product as well as to ensure that the KANTRON product is suitable for its intended use and / or application.

For additional questions or concerns please feel free to contact us at:
info@kantron.co.za

For More information about our products please refer to our website at
www.kantron.co.za

Warranty Registration and Terms

1. Complete the warranty registration of your KANTRON product on our website: www.kantron.co.za within 14 days of purchase. Alternately the warranty registration form can be downloaded and e-mailed to: warranty@kantron.co.za.
2. All KANTRON products must be installed by a certified installer or qualified Electrician.
3. A COC (certificate of compliance) must be obtained on installation completion and uploaded on our website for your warranty to be valid.
4. All requests for additional information must be complied with within the stipulated timeframes in order to facilitate and resolve your warranty claim.

N.B: Warranty will be void should any of the above warranty terms not be complied with