

# CRYSTAL BATTERIES™

## WARRANTY & RETURN AUTHORITY



# RETURN AUTHORITY

Please return this completed form with your item.

Office Use Only

Ran Number

Date Received:

Assigned to:

Unit has been tested by:

Unit is to be:

Unit returned to customer:

**Date:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Daytime Ph:** ( \_\_\_\_\_ ) \_\_\_\_\_

**Company Name:** \_\_\_\_\_  
(If Applicable)

**Return Address:**  
(where do we send  
the goods back to)  
\_\_\_\_\_

**Name of reseller/  
stocklist you purchased from:** \_\_\_\_\_

**Store Location:** \_\_\_\_\_

**Date of Original Purchase:** \_\_\_\_\_

**Voltage:** \_\_\_\_\_ **Size:** \_\_\_\_\_ **Serial Number:** \_\_\_\_\_

(E.G. 12 VOLT 120 Amp Hour - The serial number is etched into the top face of the battery)

**Description of problem:**

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IS THIS FAULT INTERMITTENT:      YES       NO

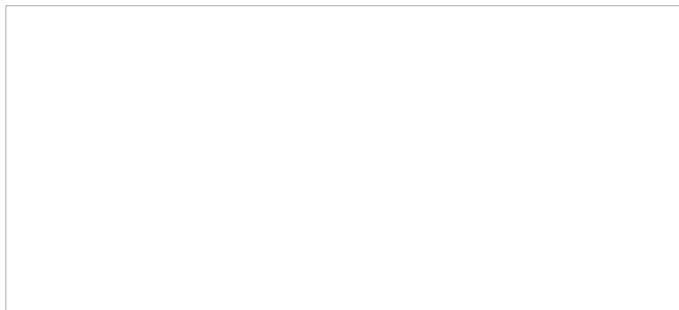
PRIOR TO RETURNING PRODUCTS PLEASE CHECK THE FOLLOWING:

1. **ELECTRICAL PRODUCTS** - Please record above any error codes or audible beeps/LED colours.
2. **BATTERIES** - Prior to returning batteries please ensure that you have fully charged the batteries with the correct size charger and recorded the open circuit voltage after one hour at rest (not connected to the charger).
3. **UNDERCHARGED BATTERIES** - If you suspect that your batteries have reduced in capacity please ensure you have completed at least two charge cycles with the correctly sized charger (30% of the rated capacity) prior to returning batteries.

**WARRANTY CLAIM CHECK LIST:**

- Complete this Repair Authority form and return this with the goods.
- Be sure to include a copy of your original proof of purchase (invoice or receipt)
- Please remove and retain all accessories or cables that are not related to or part of the fault.
- To assist our technicians please include a full description (above) of the fault and the circumstances in which the fault has occurred.
- Return the product along with the Repair Authority to: \_\_\_\_\_

**SIGNATURE**



**PLEASE CALL YOUR RESELLER  
FIRST TO ARRANGE PRODUCT  
RETURNS.**

Alternatively call Ampowr on  
+31 (0)88 0186 200

# VALUED CUSTOMER

Thank you for showing trust in our products through buying our Crystal Batteries™. Our quality promise is also applicable to this product.

Ampowr warrants to the original purchaser (User) that all Crystal Batteries™ will be free of defects in material and workmanship for a period of 36 months from the date of shipment, when installed, used, operated and maintained as per manufacturers Operation and Installation instructions.

The user shall promptly notify Ampowr in the event of an alleged defect and shall permit inspection and examination by a Ampowr representative. If Ampowr determines the battery to be defective, it will repair the battery or provide replacement FOB its factory without charge except for freight.

The return of claimed cells requires the confirmation of Ampowr prior to shipment. Guarantee and warranty claims will only be recognized if the cells are returned pre-paid freight to Ampowr. This warranty applies to the original purchaser (User) and is non-transferrable.

## CONDITIONS & LIMITATIONS

1. The 3 year warranty period commences on date of shipment, which must be recorded by you as customer against the serial number on the battery.
2. Ampowr will replace a battery if used within its parameters, the available capacity falls to a level lower than 40% in 10h under no load within 18 months, or if the capacity falls lower than 30% in 10h under no load within 19 to 36 months.
3. The guarantee will be null and void in the event the battery is installed incorrectly, misused, used or (dis)charged outside specifications, damaged by external influences (like lightning, fire, current overloads, electrical shorts, power surges or water), altered, repaired (or attempts for repair were made) by others than Ampowr or, if and when, identification data have been tampered with.
4. Ampowr shall not be liable for indirect, incidental or consequential damages arising out of the sale or relating to the use of this product, and the purchaser assumes all responsibility for all personal injury and property damage resulting from the handling, possession or use of the product. In no event shall the liability of Ampowr for any and all claims, including claims of breach of warranty or negligence, exceed the purchase price of the product.
5. the above warranty is in lieu of all other remedies, including but not limited to actions for breach of contract or negligence. all other warranties, expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, are hereby excluded.

Ampowr obligations for this product are limited to the terms set out below:

Ampowr warrants to the original purchaser (User) that this product will be free from defects in materials and workmanship for a period of Thirty-Six (36) months from the date of shipment, when installed, used, operated and maintained as per manufacturers operation and Installation instructions. ("Standard Warranty Period").

In the event of a warranty claim contact Ampowr on +31 (0) 88 0186200 for your nearest warranty claim location. Proof of purchase is required and you must permit inspection, testing and examination by a Ampowr representative. For valid claims, Ampowr will replace the product free of charge. The warranty excludes defects from after sale damage, neglect, abuse or incorrect installation. You bear all transportation costs to and from the warranty claim location. The benefits of this warranty are in addition to any other rights and remedies available at law.

If a defect arises and a valid claim is received by Ampowr within the Warranty Period, at its option, Ampowr will (1) test & repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product.

Ampowr warrants replacement products or parts provided under this warranty against defects in materials and workmanship from the date of the replacement or repair for ninety (90) days or for the remaining portion of the original product's warranty, whichever provides you longer coverage. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Ampowr property. When a refund is given, your product becomes Ampowr property.

### EXCLUSIONS AND LIMITATIONS

The 36 month warranty period commences on date of shipment, which must be recorded by you as customer against the serial number on the battery.

Ampowr will replace a battery if used within its parameters, the available capacity falls to a level lower than 40% in 10h under no load within 18 months, or if the capacity falls lower than 30% in 10h under no load within 19 to 36 months.

The guarantee will be null and void in the event the battery is installed incorrectly, misused, used or (dis)charged outside specifications, damaged by external influences (like lightning, fire, current overloads, electrical shorts, power surges or water), altered, repaired (or attempts for repair were made) by others than Ampowr or, if and when, identification data have been tampered with.

Ampowr shall not be liable for indirect, incidental or consequential damages arising out of the sale or relating to the use of this product, and the purchaser assumes all responsibility for all personal injury and property damage resulting from the handling, possession or use of the product. In no event shall the liability of Ampowr for any and all claims, including claims of breach of warranty or negligence, exceed the purchase price of the product.

Ampowr is not liable for any damage to, or loss of any, electrical systems or circuits, accessories, appliances, programs, data, or other information stored on any media or any non-Ampowr product or part not covered by this warranty.

Recovery of labour for installation or reinstallation of units, programs, data or other information is not covered under this Limited Warranty.

This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or non-Ampowr products; (b) to damage caused by service performed by anyone other than Ampowr or Ampowr certified representatives; (c) to a product or a part that has been modified without the written permission of Ampowr; (d) if any serial number has been removed or defaced; (e) to damage caused from unsuitable Power or charging Sources; (f) to damage as a result of unsuitable installation or location; (g) to damage due to reverse polarity or (h) to attempts to operate products with excessive power consumption requirements (i) damage caused by incorrect charging.

To the maximum extent permitted by law, this warranty and the remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. Ampowr specifically disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If Ampowr cannot lawfully disclaim or exclude implied warranties under applicable law, then to the extent possible any claims under such implied warranties shall expire on expiration of the warranty period. no Ampowr reseller, agent, or employee is authorised to make any modification, extension, or addition to this warranty.

#### **FOR AUSTRALIAN CUSTOMERS**

'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 return of claimed cells requires the confirmation of Ampowr prior to shipment at which time Ampowr will issue you a Return Authorisation Number (RAN) so that the warranty claim and its progress can be tracked. Guarantee and warranty claims will only be recognized if the cells are returned pre-paid freight to Ampowr.

A minimum standard service fee of up to \$85.00 inclusive of GST will apply to all products. If the product is deemed to be a warranty then this fee will be waived, and the product will be replaced and/or repaired at no charge. If there is no fault found with the product the service fee will apply, plus return freight charges prior to the product being released. If the product is out of warranty the service fee will be absorbed in the quote for repair. If the quote for repair is denied, then the service fee will apply plus freight before the goods are released.

#### **OBTAINING WARRANTY SERVICE**

Please contact your stockist first by telephone without delay. Alternatively, complete a Return Authority Form and contact our offices at:

Ampowr B.V.  
Boteijken 363, 3454 PD,  
Utrecht, The Netherlands  
+31 (0)88 0186 200

To arrange transport before returning goods to Ampowr B.V. .



Ampowr B.V.

Boteyken 363, 3454 PD, Utrecht,  
The Netherlands

+31 (0)88 0186 200

[info@ampowr.com](mailto:info@ampowr.com)

[ampowr.com](http://ampowr.com)