

Warranty card

Chengdu Greenfaith New Energy Technology Co., Ltd. commits to providing a warranty for the following products exported by its Europe partner, LVFU GmbH, based on the following after-sales terms for the specified duration.

7 Years

Chengdu Greenfaith New Energy Technology Co., Ltd.

LVFU GmbH

LiFePO₄ Battery - Five Years Limited Warranty

What is Covered?

Greenfaith New Energy (LVFU) warrants that all the LVFU batteries will operate free from defects in material and workmanship. Warranty replacements are valid for products purchased from Greenfaith official store and officially authorized resellers. Warranty claims outside authorized selling channels will incur shipping and handling charges payable by the customer.

What is not Covered?

This limited warranty is not valid against defects resulting from, but not limited to:

- Misuse and/or abuse, neglect, or accident
- Exceeding the unit's design limits including but not limited to the following.
- Under/over-charging
- Using to crank engines
- Using with an over-sized inverter
- Exceeding maximum charge current of 50A
- Exceeding maximum discharge current of 100A
- Installation in conflict with LVFU recommendations, including, but not limited to the following.
- Insufficient air gaps around battery,
- Loose terminal connections,
- Under-sized cabling,
- Mismatched cable sizes or lengths,

- Incorrect wire termination,
- Incorrect wire connections,
- Reverse polarity connections,
- Improper series or parallel connections
- Failure to properly maintain the product
- Environmental damage due to inappropriate storage or operating conditions, exposure to extreme hot or cold temperatures, fire or water damage.
- Acts of God, including lightning, floods, earthquakes, fire, and high winds
- Damage in handling, including damage encountered during shipment

The limited warranty shall be considered void if the warranted product is in any way opened or altered. The warranty will be void if any fasteners or adhesive used to seal the unit are removed or altered, or if the unit's serial number is in any way removed, altered, replaced, defaced, or rendered illegible.

How Long Does this Coverage Last?

This limited warranty lasts for a maximum period of five (5) years from the date of sale as determined by proof of purchase and serial number and subject to the following conditions.

- The product is fully charged and fully discharged a maximum of once per 24 hours.
- Depth of discharge is 80% or less.

The warranty period shall decrease if the depth of discharge and/or cycle rate are increased. Please contact LVFU Technical Support team with questions regarding warranty period.

The battery is considered to be end of life when its capacity has been reduced to 80% of the initial capacity.

Who is Covered?



This limited warranty covers only the original purchaser of the product and is not transferable to subsequent owners or purchasers of this product.

How to Make Warranty Claim

Before contacting LVFU's customer service department, please read the "Indication" section of our product manual to verify the problem, and try to troubleshoot accordingly. If trouble persists:

Contact the LVFU Technical Support team

Return defective product to place of purchase

What Will LVFU Do?

LVFU and its suppliers' entire liability and Customer's exclusive remedy shall be, at LVFU's option, either:

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- Repair the item, within 30 work days after the claim verified.
- Replace the item if it can't be repaired in a reasonable amount of time.

Any replacement item will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is greater.

Who Will Bear The Return Shipping Cost?

In the first three years, LVFU will bear the round-turn shipping cost of the returned products covered by warranty.

In the fourth and fifth year, LVFU will bear the LVFU-to-buyer shipping cost of the returned products covered by warranty. Buyer will bear the Buyer-to-LVFU shipping cost of the returned products covered by warranty.

What Will LVFU Not Do?



This limited warranty does not assume the risk of loss during shipment and won't insure the product during shipment.

Unless approved by LVFU management, all product shipped collect to LVFU will be refused. Test items or items that are not under warranty, or units that are not defective, will be charged a minimum bench charge of (\$50.00 US) plus taxes and shipping. A 15% restocking charge will be applied on goods returned and accepted as "NEW" stock.

No Other Express Warranty Applies

This warranty is the sole and exclusive warranty. No employee, agent, dealer or other person is authorized to alter this warranty or make any other warranty on behalf of LVFU. To the maximum extent permitted by applicable law, LVFU and its suppliers disclaim all other warranties, either express or implied, including, but not limited to implied warranties of merchantability and fitness for a particular purpose, with regard to the product and any related written materials. This limited warranty gives customers specific legal rights. Customer may have other rights depending on the jurisdiction.

No Liability for Damages

To the maximum extent permitted by applicable law, in no event shall LVFU or its suppliers be liable for any damages whatsoever (including without limitation, special, incidental, consequential, or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use this product, even if the company has been advised of the possibility of such damages. In any case, LVFU and its suppliers' entire liability under any provision of this warranty shall be limited to the amount actually paid by you for the product. Because some jurisdictions do not allow the exclusion of limitation of liability for consequential or incidental damages, the above limitation may not apply to you.