

Warranty conditions for batteries

This guarantee applies to maintenance-free batteries. The guarantor is the company under the business name 4Sun limited liability company, limited partnership with its registered seat in Warsaw (03-236), at 4 Annopol Street, entered in the register of entrepreneurs of the National Court Register under the number KRS 0000703617, REGON 200693155, NIP 7182136943, whose registration files are kept by the District Court for the capital city of Warsaw in Warsaw, 13th Commercial Division of the National Court Register. The Guarantor guarantees that the delivered products are brand new and free from manufacturing and material defects.

1/ Warranty period

- GEL/AGM type batteries
 - designed for buffer operation - 24 months from the date of sale
 - intended for cyclic operation - 12 months from the date of sale
- intended for cyclic operation - 12 months from the date of sale

The above-mentioned periods apply only to factory defects and do not take into account situations where the battery has been used under extreme operating conditions.

Cyclic applications or other extreme conditions of battery use should be agreed with the Guarantor in each case.

2/ Warranty conditions

- The battery must be stored, installed and used in accordance with the instruction manual for batteries. The relevant documents can be downloaded from www.4sun.eu under the 'Download' tab next to each battery.
- The type of battery should be matched to the type of work. In particular, the following are not covered by this guarantee batteries designed for buffer, cyclic operation.
- The battery should be operated indoors with suitable thermal conditions. In the event of operation batteries in ambient temperatures above 25°C the guarantee period is reduced to half of the nominal value.
- The battery must be connected and started up in the appropriate operating system no later than 90 days from the date of sale, unless the battery has been charged in accordance with the instructions during storage.
- A battery will not be considered defective if its capacity does not fall below 80% of its rated value during the guarantee period.
- The guarantee is no longer valid if:
 - The damage was caused by incorrect battery charging or faulty electrical installation;
 - The user carried out the repair on his own;
 - There is sulphation of the battery cells caused by improper operation (too deep a discharge (below 10.8V) or storage of batteries in an incomplete state of charge;
 - The battery works in parallel or in series with batteries from another manufacturer;
 - The battery has been damaged due to overheating, explosion or freezing;
 - There has been a reversal of battery polarity;
 - The battery shows signs of mechanical damage from use;
 - The battery becomes unusable as a result of force majeure.

3/ Realisation of the guarantee

- Complaints must always be submitted by e-mail to: reklamacje@4sun.eu with a completed complaint protocol, which can be downloaded from the website www.4sun.eu. Complaints must be reported within a maximum of 3 days from the moment the defect of the battery is revealed.
- In order to process the claim, it is necessary to present proof of purchase (invoice, receipt) and to deliver the claimed battery with the original series designation to the retailer.
- A battery whose complaint is found to be valid will be repaired or replaced with a new one.
- The guarantor will endeavour to process the reported complaint within a maximum of 14 days from receipt of the defective equipment.
- The warranty does not cover possible costs for removal, installation of the claimed battery.
- The guarantor is not obliged to provide the purchaser with a replacement battery for the duration of the claim.
- The guarantor shall not be liable for any incidental effects of non-functioning or malfunctioning of the batteries covered by this guarantee, nor for damage or loss of operability of the associated equipment due to mechanical damage, acts of God or third parties.
- The guarantor is not liable for damage to the battery caused by the malfunction of other equipment that works with the battery and, in particular, charge regulators or inverters.