

2025 General Product Limited Warranty

Battery Portfolio – Lithium Category

Power-Sonic Corporation (Power-Sonic) warrants its products against defective workmanship and materials for the term defined below by product series and application. The period is defined by the date of manufacture based on the date code on the battery.

Conditions:

- The warranty is invalid if the battery has been subject to misuse, abuse, or physical damage.
- The battery selected by the user must be of the correct size, design, and capacity for the intended application. Failure to do this will invalidate the warranty.
- The batteries should be paired with a suitable charger designated for the technology. Incorrect selection of charger and/or failure to follow the correct charging regimen will void the warranty.
- User agrees to make accessible the batteries under warranty to Power-Sonic or its authorized representative for inspection at reasonable hours and time intervals.
- When installing in series or parallel strings, user and installer must take precautions to ensure that the series model chosen can operate in this configuration. The user must follow Power-Sonic's recommendations for series or parallel installations and it is recommended that the user or reseller contact Power-Sonic applications engineering for guidance if needed. The warranty shall be voided if these actions do not take place or if the user does not properly maintain the string as recommended in the installation guides.
- The warranty shall be voided if the battery becomes unserviceable due to fire, freezing, abuse, neglect, or any act of nature.
- The warranty shall be voided if the system used to charge the battery does not conform to Power-Sonic's charging recommendations.
- The battery should be installed and operated at an average ambient temperature not exceeding the temperature guidelines laid forth in the specification sheet.
- The battery must undergo annual maintenance, which includes at least 1 full cycle every six (6) consecutive months. A full cycle is defined as charging to 100% SoC (State of Charge), discharging to 0% SoC, and then charging to 100% SoC.
- Installation of the batteries must be performed by suitably qualified technicians and in accordance with proven acceptable practices or the warranty will be voided.
- Damage caused by dismantling and moving batteries to a different location will void the warranty.
- This warranty shall apply only to original purchasers. It is not transferrable.
- Reseller and user must comply with Power-Sonic procedures for storing and charging of the product. Storage and charging procedures can be found on the Power-Sonic website.
- The replacement battery warranty will be of a length that matches the balance of the original warranty of the failed unit.
- Application exceptions: batteries used in mobility or material handling applications (including but not limited to wheelchair, scooter, pallet jack) shall carry a twelve (12) month warranty from date code.



- Lithium Cells: This warranty covers manufacturer defects with the lithium cells sold and does not include protection for damage caused by improper installation into battery packs or any circuitry (BMS, PCM, etc.) installation or malfunctions. Please also read all storage and other requirements in the specification sheet as non-compliance with these requirements will void the warranty.

Claims:

- Contact the original point of purchase for instructions.
- Request return authorization. No returns will be credited without an authorization.
- In the case of returned products, the batteries must be packed with enough padding and in the appropriate cartons to eliminate the risk of damage in transit.
- Power-Sonic has the option to credit or replace products deemed defective and under warranty.
- All defective batteries returned to Power-Sonic will become the property of Power-Sonic.

Power-Sonic shall not be liable for indirect, accidental or consequential damages arising out of the sale or relating to the use of this product. The end user assumes all responsibility for any and all personal injury and property damage resulting from the use, maintenance, transportation or installation of the product. The liability to Power-Sonic for any and all claims shall not exceed the purchase price of the battery.

This 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 any warranty of merchantability or fitness for a particular purpose.

The warranty does not cover any additional costs to replace the batteries, including but not limited to any additional labor costs.

Warranty periods:

Twelve (12) months from manufacturing date code

PSL-FP (cells)
PAL (HyperSport)
PALP (HyperSportPro)

Thirty (30) months from manufacturing date code

PSL-BTP (Bluetooth)
PSL-BTC (Bluetooth)
PSL-SH (Small High-Rate)
PSL-SC (Series Capable)
PSL-HV (High-voltage)
PSL-CP (Communication)

Ten (10) years from manufacturing date code

PSL-BT (Bluetooth GEN2)

This warranty shall not apply if buyer fails to notify Power-Sonic of such defects within ten (10) days after discovery, or if battery or charger has been subject to misuse, negligence or accident.

