

DelongTop Battery Warranty Terms



Lithium iron phosphate battery

Delong Energy offer 5 years factory backed warranty that covers manufacturer defects from date of shipment. Within the warranty time-frame, we will repair or replace the battery 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 anytime you are working 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.
- △ Contact your supplier or qualified the battery installer before wiring in parallel or series

Covered Condition:

- 1> BMS damage within 5 years, we can send free replacement BMS and train you how to replace it. After 5 years, BMS replacement units can be send only after paying.
- 2> For problems customers cannot not handle, we can send engineer or local cooperate agent to fix the problem if possible.
- 3> For cell defect (very few percentage) or big problem, we can sent replacement battery cell or new battery directly.
- 4> If battery damaged, please sent video or photos to delong for checking firstly and then delong will guide you how to solve it .

NOT Covered by warranty:

- 1> Damaged caused by accidents or acts of god.
- 2> Lose terminal bolts and corrosion.
- 3> Failure to properly install the battery, maintain& charge.
- 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

Additional product information:

Delongtop make every attempt to verify that its products are used and designed for your application. For additional questions or concerns please feel free to contact us at battery002@delongbattery.com. More information about our warranty and products guidelines can be found at www.delongtop.com.

