



RUiXU Battery Warranty Policy

1. Warranty Coverage

RUiXU guarantees that each RUiXU-branded battery (“the Product”) is free from defects in material and workmanship for the period listed below (“the Warranty Period”). This warranty applies to products sold by RUiXU or any of its authorized distributors or dealers.

The Warranty Period begins from the date of sale as determined by the customer’s sales receipt, shipping invoice, and/or battery serial number with proof of purchase. Within the Warranty Period, subject to the exclusions listed below, RUiXU will credit, replace, or repair the defective Product or its components using new or refurbished parts.

2. Warranty Period

Products: RUiXU Lithi2-16 (51.2V 314Ah 16kWh)

The Warranty Period for RUiXU batteries is 10 years from the date of purchase, as determined by the customer’s sales receipt, shipping invoice, or battery serial number with proof of purchase.

During the Warranty Period, if any issue arises with the Product, RUiXU will provide troubleshooting support to identify and resolve the problem. Customers can contact RUiXU or an authorized distributor for technical assistance.

If the issue cannot be resolved through troubleshooting, RUiXU will, at its discretion, repair or replace the defective Product or its components at no charge, using new or refurbished replacement parts. If repair or replacement is not feasible, RUiXU may offer a credit or refund in accordance with the terms of this warranty.

In cases where a replacement is necessary, the replacement product may be either a new or functionally equivalent refurbished unit. The warranty coverage for the replacement unit will continue from the original purchase date, not from the replacement date.

Customers may be required to return the defective unit for further inspection. Shipping and handling costs may apply, depending on the warranty terms in the specific region.

For warranty claims or technical support, customers should contact the original place of purchase or RUiXU directly at techsupport@ruixubattery.com.

3. Warranty Claim Process

To submit a warranty claim, please contact the original place of purchase. The Product may need to be shipped back for further inspection. The Product must be shipped in compliance with UN38.3 regulations.

For warranty claims, customers must provide:

Proof of purchase (invoice or receipt)

Product serial number

Description of the issue

Photos or videos of the defect (if applicable)

Manufacturer:

Brand Name: RUIXU

Manufacturer / Certificate Holder: Zhuhai Ruixu Electronic Technology CO., LTD

Email: sales@ruixubattery.com

Phone number 1: 86 150 1993 4220

Phone number 2: 001 626 662 5181

Website: <https://www.ruixubattery.com/>

Warehouse address: Warehouse B, 44-46 Mandarin Street, Fairfield East, Australia.

Importer:

Business Name: The Trustee for Wysedata Trust

Trading Name: Gecko Solar Vault

ABN: 57825479840

Email: support@geckosolarvault.com.au

Phone: 0493 720 193

Website: <https://geckosolarvault.com.au/>

Responsible Supplier EESS# E20065

4. Warranty Exclusions

The battery is rated for 9500 cycles at 80% DOD over 10 years, with a guaranteed State of Health (SOH) $\geq 60\%$ during this period. If the SOH drops below 60% under normal use, warranty support may apply.

This warranty **does not** cover products subjected to the following conditions (including but not limited to):

- **Installation and configuration** not performed by a **suitably qualified electrician**.
- **Shipping or mishandling damage** of the Product.
- **Improper installation**, including loose terminal connections, under-sized cabling, incorrect series (cannot be used in series) or parallel connections, reverse polarity connections, or insufficient airflow.

- **Environmental damage**, such as exposure to direct sunlight, extreme heat or cold, fire, freezing, or water damage, impact, or collision.
- **Improper operation or maintenance**, including overcharging, undercharging, cold-temperature charging, lack of cleaning leading to corroded terminals, dirt, debris, organic matter, fossil fuels, or chemicals on the casing.
- **Improper use of CAN cables**, including incorrect connections or failure to connect them.
- **Installing non-compliant CAN communication devices** that do not follow CANbus guidelines set by RUIXU.
- **Product tampering**, including opening, modifying, or removing manufacturing date codes.
- **Use of the product in an application other than what it was designed for** by RUIXU.
- **Product undersized** for the application.
- **End-of-life product usage**—the warranty does not cover batteries that have naturally reached their cycle life limits due to usage, even within the Warranty Period.

RUIXU reserves the right to deny a warranty claim if the Product is determined, upon inspection, to be at its normal end of life.

5. Technical Support

For technical support, contact your original place of purchase or:

- **RUIXU Battery** at techsupport@ruixubattery.com
- **Importer Support** at support@geckosolarvault.com.au

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.