



10 Years Limited Warranty Policy (Version 2.1)

Golf Cart/UTV Battery Warranty Policy

Main Warranty Period and Terms

Product	GU51105	GU5196/GU3896/GU51160/ GU51160P/GU7296P/GU721 60P
Battery	6 years full replacement+4 years Prorated 6 years or 3500 cycles whichever comes first	8 Years full replacement+2 years prorated 8 years or 4000 cycles whichever comes first
Charger	2 Years full Replacement	2 Years full replacement
Battery meter Kit	2 Years full Replacement	2 years full replacement
Remote Switch	2 Years full Replacement	2 years full replacement
Brackets	4 years full replacement	4 Years full replacement
Charging Cord	1 years full replacement	1 years full replacement
Charging Port	1 Years full Replacement	1 years full replacement

Product	Warranty Period	Clause 1	Clause 2	Clause 3
GU51105 Battery	6 years full replacement+4 pro rated	For the first six (6) years from the date of purchase, Eneroc USA will, at its sole discretion, provide free replacement or repair of the defective battery.	From the end of year six (6) through the end of year eight (8) from the date of purchase, the buyer will be entitled to receive a new battery from Eneroc USA at a price equal to fifty percent (50%) of the battery's purchase price stated on the buyer's original receipt, as applicable at the time of the warranty claim.	From the end of year eight (8) through the end of year ten (10) from the date of purchase, the buyer will be entitled to receive a new battery from Eneroc USA at a price equal to seventy-five percent (75%) of the battery's purchase price stated on the buyer's original receipt, as applicable at the time of the warranty claim.
GU5196 GU3896 GU51160 GU51160 P GU7296P GU72160 P Battery	8 Years full replacement+2 years prorated	From the end of year Eight (8) through the end of year Ten(10) from the date of purchase, the buyer will be entitled to receive a new battery from Eneroc USA at a price equal to fifty percent (50%) of the battery's purchase price stated on the buyer's original receipt, as applicable at the time of the warranty claim.		
Charger	2 Years full Replacement	After the end of the second (2nd) year, Customer purchase at the retail price.		
Battery meter Kit	2 Years full Replacement	After the end of the second (2nd) year,		

		Customer purchase		
Remote Buttom	2 Years full Replacement	After the end of the second (2nd) year, Customer purchase at the retail price.		
Brackets	4 years full replacement	After the end of the Fourth (4th) year, Customer purchase at the retail price.		
Charging Cord	1 years full replacement	After the end of the first (1st) year, Customer purchase at the retail price.		
Charging Port	1 Years full Replacement	After the end of the first (1st) year, Customer purchase at the retail price.		

Supplementary Agreement

This Supplementary Agreement shall be regarded as equally important as the Main Agreement.

Provisions	Description
Warranty Exclusions	<i>This Warranty does not apply to any Battery that has been subjected to, or fails as a result of, any of the following conditions:</i> <i>1. Battery that has been opened, modified, or tampered with in any way.</i> <i>2. Improper installation, use, maintenance, or service.</i> <i>3. High resistance caused by corroded terminals, poor crimps, or insufficient cable size.</i> <i>4. Undercharging or overcharging of the Battery as defined in its respective Owner's Manual.</i> <i>5. Damage due to impact, accident, collision, or drop.</i> <i>6. Loose or improperly connected Battery terminals.</i> <i>7. Use in conjunction with third-party product(s) that fail.</i> <i>8. Any short circuit resulting from accidental, intentional, or inadvertent connection of the positive and negative terminals.</i> <i>9. Inappropriate storage conditions as defined in the applicable Battery Owner's Manual, including but not limited to:</i> <i>● Exposure to extreme temperatures (above 140°F / 60°C or below -40°F / -40°C).</i> <i>● Fire, water submersion, or pressure washing.</i> <i>● Storage in a completely discharged state.</i> <i>10. Batteries connected in series, or Batteries connected in parallel.</i> <i>11. Battery that fails as a result of a faulty electrical system.</i> <i>12. Battery that has not been charged for over twelve (12) months (periodic charging is required to maintain cell health).</i> <i>13. Use in applications other than those for which the Battery was designed and intended, including but not limited to:</i> <i>○ Repeated engine starting.</i> <i>○ Drawing more current (amps) than specified in the Battery's continuous discharge rating.</i> <i>14. Reverse polarity connections.</i> <i>15. Damage caused by the Battery being unsecured or insufficiently secured.</i>
Transferability of Battery Warranty Terms	<i>Yes, just ensure that the serial numbers for the battery and charger are reflected on the customer's receipt.</i>
Shipping Cost	<i>Eneroc USA will be responsible for the shipping costs associated with sending the new battery/Charger/Parts</i>

	<i>and retrieving the defective one (between Eneroc warehouse and OE facility)</i>
Non-Warranty Repairs	<i>If the Battery is outside of the Warranty Period or has sustained damage not covered under this Warranty, Eneroc USA, at its sole discretion, may offer to repair the Battery for a service fee. Eneroc USA will provide the buyer with a repair and shipping estimate prior to proceeding with any such service.</i>

RMA

- All returns require an RMA from Eneroc USA. Packages without an RMA will be refused.
- In the absence of a duly submitted RMA, all expenses incurred, including but not limited to any associated costs, shall be the sole responsibility of the buyer.

Return Address

Eneroc USA - Warranty

1265 Johnson Dr , Unit A

City of industry , 91745 , CA