

Warranty

Expion360 online product registration with proof of purchase is required for warranty coverage.

12-Year Warranty

Expion360 warrants the EX-G24-60C, EX-G24-80C, EX-G24-95XDP, EX-G27-100C, EX-G27-120XDP, and EX-360XDP-C batteries sold by Expion360 or any of its authorized dealers, distributors, and OE manufacturers to be free of manufacturer defects in material and workmanship under normal use for 12 years from the date of sale as determined by the customer's sales receipt as proof of purchase. Expion360, at its sole discretion, will only repair or replace the battery and/or parts of the battery in question if it is determined to be defective in material and/or workmanship by the Expion360 Technical Support Team. Expion360 reserves the right to deny a warranty claim if the battery is determined, upon inspection, to be at its normal end of life or used improperly, even if within the Warranty Period. Expion360 batteries can be submitted for a warranty claim once. Receiving a replacement battery after a warranty claim does not restart the warranty period or allow for additional warranty claims from the End User. Expion360 online product registration is also required for warranty coverage. The end user can register the batteries here: <https://expion360.com/pages/product-registration>

0-8 Years/2000 Cycles

Within the first 8 years or 2000 cycles (whichever comes first) of the warranty period, subject to the exclusions listed below, Expion360, at its sole discretion, will repair or replace the battery and/or parts of the battery in question if it is determined to be defective in material and/or workmanship, by the Expion360 Technical Support Team.

8-10 Years

After 8 years and up to 10 years, if the batteries in question are determined to be defective in material or workmanship, and Expion360 deems the components to be repairable, the battery will be repaired and returned. If Expion360 deems the components not to be repairable, a new, similar battery will be offered at a discount of 40% off the published market price listed at the time of the offer. The offer is valid for 60 days after a representative from Expion360 has contacted the customer with the repairability decision.

10-12 Years

After 10 years and up to 12 years, if the batteries in question are determined to be defective in material or workmanship, and Expion360 deems the components to be repairable, the battery will be repaired and returned. If Expion360 deems the components not to be repairable, a new, similar battery will be offered at a discount of 20% off the published market price listed at the time of the offer. The offer is valid for 60 days after a representative from Expion360 has contacted the customer with the repairability decision.

Installation

Expion360 recommends a professional installation by a qualified RV, Marine, Golf Cart, or low voltage technician; however, the total warranty applies whether professionally installed or not if installation instructions are correctly followed in the User Manual.

Non-Transferable

This Limited Warranty is for the original purchaser with proof of purchase only. It is not transferable to any other person or entity. Please contact Expion360 directly regarding any warranty claim. (support@expion360.com)

Product Return and Shipping

The product must be returned to Expion360 before warranty coverage is authorized to determine if it is defective. If the product is faulty and determined to be a warranted item, it may be repaired, returned, or replaced as determined by Expion360. Expion360 will cover Continental US ground/freight shipping of the repaired, replacement, and defective batteries within the 0 to 8-year full replacement warranty period. If the battery(s) are found to be in good working condition, the customer, dealer, or distributor will be responsible for the cost of shipping the battery(s) back. After 8 years and up to 12 years, the customer, dealer, or distributor will be responsible for the cost of Continental US ground/freight shipping of the replacement battery(s).

Battery Storage

Before storing Expion360 lithium batteries for periods longer than 3 months, ensure the batteries are between 50-80% state of charge using the Expion360 battery monitor or Bluetooth app. If the battery is not equipped with a battery monitor or Bluetooth app, measure the voltage with a multimeter to confirm the state of charge is not below 50%. Do not store batteries below 50% state of charge. Completely discharge and charge the battery bank to the recommended storage voltage every 3 to 6 months. Battery specifications can be found in the battery user manual to confirm the measured voltage is within an acceptable range. For further instructions, see the battery user manual. Damage to the battery(s) will not be covered under warranty if the user has failed to adhere to the storage instructions in the battery user manual.

Water Ingress Warning

Expion360 lithium batteries are not designed to be exposed to water and are not intended for use in environments where prolonged moisture exposure could be reasonably expected. If damage to the cells or BMS is incurred from water ingress into the battery case, the battery is damaged beyond repair and will not be covered under warranty.

Warranty Exclusions

Expion360 has no obligation under this Limited Warranty for any battery subject to the following conditions (including, but not limited to):

- Damage caused by road debris, dropping the battery, or collision (either while installed or object that was struck).
- Damage due to over/undercharging, over-discharging, under-sizing for application, not using surge limiting device in specific applications, and reverse polarity connections.
- Damage due to improper installations: incorrect wire sizing, loose connections, improper parallel and series connections, short-circuit, not maintaining terminals, and oversizing inverters (see owner's manual for proper inverter sizing).

- A battery that has been opened, tampered with, and/or modified.
- Used in any starting application or other application for which deep-cycle batteries are not intended.
- Environmental damage such as water submersion, fire, and extreme weather conditions.
- Improper storage conditions as defined in the battery storage section of this warranty.

Warranty Disclaimer

THIS LIMITED WARRANTY REPRESENTS THE TOTAL LIABILITY OF EXPION360 FOR ANY BATTERY. ALL OTHER WARRANTIES IMPLIED BY LAW APPLICABLE TO THE BATTERY SHALL BE LIMITED TO THE WARRANTY PERIOD STATED. EXPION360 MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. EXPION360 SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING REMOVAL, SHIPPING, OR INSTALLATION EXPENSES.

The battery owner must cooperate with Expion360 Technical Support Staff or an Expion360 authorized service provider by chat, email, video call, or telephone when troubleshooting suspected battery issues. This may involve performing routine diagnostic procedures, hardware updates, eliminating possible third-party issues, and/or replacing items known to be incompatible with Expion360 batteries. If assistance is required, contact Expion360 technical support, and a technician will provide assistance using online chat, email, video call, or telephone. Expion360 RMA (Return Merchandise Authorization) documentation will be sent to the customer if the product must be returned to Expion360 for testing unless otherwise stipulated by applicable local law. In cases where it is required to return the product for further testing to Expion360, the product must be shipped to Expion360 within fifteen (15) business days. The product must be returned with the associated documentation in the provided shipping material.

Legal Rights

Some states do not allow limitations on how long an implied warranty lasts or exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to the end user. This warranty gives the end user specific legal rights, and the end user may also have other rights that vary from state to state. This warranty shall be governed by and interpreted by the laws of Oregon. This warranty is understood to be the exclusive agreement between the parties relating to the subject matter hereof. No employee or representative of Expion360 is authorized to make any warranty in addition to those made in this agreement.

Submitting A Warranty Claim

To submit a warranty claim, please contact Expion360 at support@expion360.com