

# USER MANUAL

## RACKMOUNT BATTERIES 51.2V



# SUMMARY

## Description

P.03

## Charging voltage and current

Terminals

Circuit breaker

Paralleling

P.04

## ID address per battery

Communication

P.05

## Setting up communication to popular inverters

P.05-07

## Connection to Victron

RS-485 and simultaneous CAN

Operating environment

P.08

## Operation of the self-heating function

Precautions

P.09

## State of charge (SOC)

and voltage when discharging to 50Ah

P.10

## Limited ten (10) year warranty of Volthium Energy Inc.

P.11-15

## Description

Our Rackmount battery series is composed of 102AH square cell prismatic cells, certified to UL1973, UL1642, CSA UL9540A, IEC62133, IEC62660, and equipped with an internal BMS offering all the electronic protections (over-discharge current, overcharge current, cell monitoring, automatic balancing, cold charge protection and many others).

The batteries are also equipped with a NADER UL1077 physical circuit breaker.

The complete battery assembly has been certified by CSA with proof of certification on the battery.



NO.	Name	Function	Remarks
1	Terminal	Positive Output	M8 = 8 mm = 5/16" (10KW) SurLok 35mm for 5KW
2	Terminal	Negative Output	M8 = 8 mm = 5/16" (10KW) SurLok 35mm for 5KW
3	GND	GND	Ground casing.
4	MCB	Master breaker	Cuts power between POSTerminal and Master-POS form cells inside the battery.
5	ID	Battery Address	
6	CAN	CAN Port	
7	RS485	RS485 Port	
8	Battery-COMM	Communication Port	
9	Reset	Reset	Reset/reload the BMS.
10	ALM	ALM LED	Indicates the battery has issued a Warning or is in Protection state.
11	RUN	RUN LED	Blinks when charging or discharging. On solid when at rest.
12	SOC	LED indicator of battery SOC	1 LED = 0 - 25%   2 LED = 25 - 50%   3 LED = 50 - 75%   4 LED = 75 - 100%
13	Switch	BMS ON / OFF	Note: the MCB Master breaker should be in the OFF position before turning the BMS power switch on or off.

## Charging voltage and current

Description	51.2V battery
Bulk	56V
Absorption (optional)	56V
Float	54.4V
Load current per unit	100A
Internal disconnect voltage (BMS)	43.2 - 44.7V

## Terminals

The 10 kWh batteries are equipped with M8 connectors (two positive, two negative).

The 5 kWh batteries are equipped with Surlok connectors compatible with a gauge from AWG-2 to AWG-2/0. These are Amphenol brand. The models of terminals attached to the battery ("Receptacle") are "[SLPPB35BNO](#)" for the positive and "[SLPPB35BNB](#)" for the negative. They are compatible only with a PLUG type terminal of Amphenol Surlok brand.

Here is an example of a compatible connector (black): "[SLPPB35BNB](#)".

Here is an example of a compatible connector (positive): "[SLPPB35BNB](#)".

See the last page of this document for full details and model number nomenclature for Surlok. Official connectors are available from DigiKey, Newark and Mouser. The Surlok receptacles used on the battery are UL1977 certified.

## Circuit breaker

The batteries are equipped with a NADER physical circuit breaker, certified UL1077 and CSA C22.2 No. 235-04, of 125A. (150A for 10 seconds).

## Paralleling

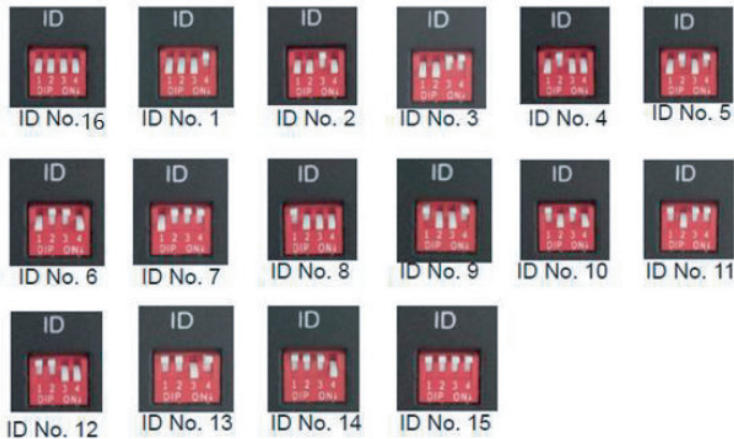
When the continuous current of the battery bank exceeds 150A, we suggest the use of a bus bar. Each battery will connect to the bus bar with an AWG-2 cable, and then from the bus bar to your equipment with the cable of your choice.

The batteries can be connected in parallel even if they are not at the same charge level.

Indeed, the batteries are equipped with an incoming charge regulator. That said, if you send the battery a charge current higher than the limit programmed in the BMS (e.g. 154A), the battery will activate its regulator, and the maximum incoming current will be 9 amps. Thus, if a full battery is connected to the empty battery, the latter will automatically activate its integrated regulator. Note that the BMS will deactivate the regulator after 3 minutes, and reactivate it automatically if necessary.

## ID address per battery

It is important to define a different address for each battery using the Dip Switches. Each battery has 4 small switches. Depending on the protocol used, the address assignment may vary. Refer to the diagram below.



## Communication

Volthium RACK batteries integrate RS485 and CANBUS communication protocols. Through the communication, the batteries will push the charging parameters. The installer can manually enter the charging parameters of the devices, or configure the devices so that the battery pushes the parameters. The parameters that the battery pushes are conservative and are intended to promote maximum battery life.

- The (default) battery software will push a bulk of 55.0V and a float of 54V.
- The 5 KW batteries will push a current parameter :
  - of recharge at 50 AMP.
  - of discharge at 100 AMP.
- The 10 KW batteries will push a current parameter :
  - of recharging at 90 AMP.
  - of discharge at 150 AMP.

## Setting up communication to popular inverters

### GROWATT (in RS485)

Connect the batteries together via the RS485 ports only. Each battery has two RS485 ports, allowing easy interconnection from one battery to another.

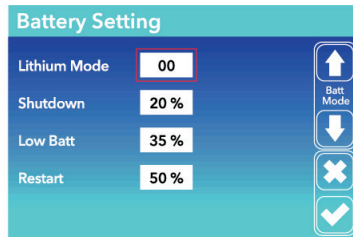
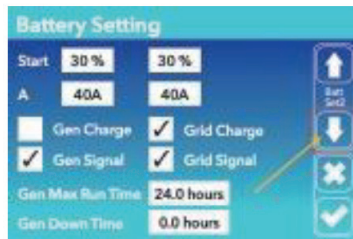
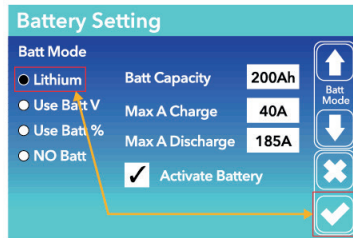
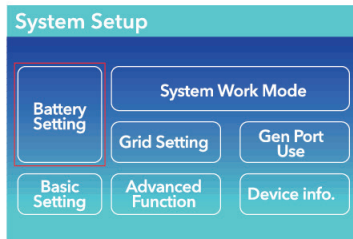
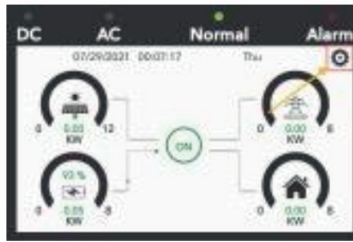
- Set the first (master) battery to ID #2, and the following ones in order (3-4-5-6...).
- No battery has the #1 position, that's normal!
- Connect the battery with ID #2 from its RS485 port to the UPS with a standard network cable.
- As Volthium batteries have an internal BMS, you should use the GroWatt USE setting.  
(The USE2 setting in the Growatt is for lithium batteries that do not have internal BMS)

### Solark (in CAN)

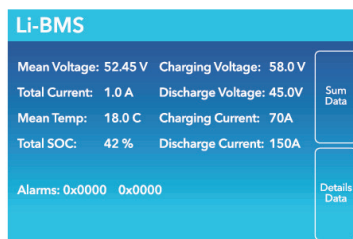
Connect the batteries to each other via the Battery-Comm ports only. Each battery has two "Battery-Comm" ports, allowing easy interconnection from one battery to another.

- Set the first battery (master) to ID #1, and the following ones in order (3-4-5-6...).
- Please make sure you have not used the ID #2 address.
- Connect the battery with ID #1 from its CAN port to the inverter with a standard network cable, to the CAN port of the Solark.
- Switch on the power supply of the Solark with the batteries.

- Please set the battery type so that the UPS can communicate with the BMS of the Volthium battery.

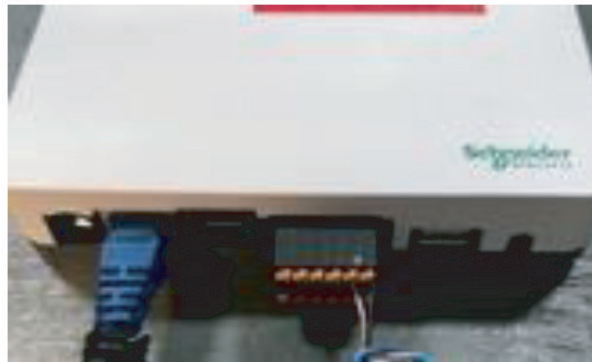


- Wait for 3 minutes and the BMS values will be available on the inverter display.

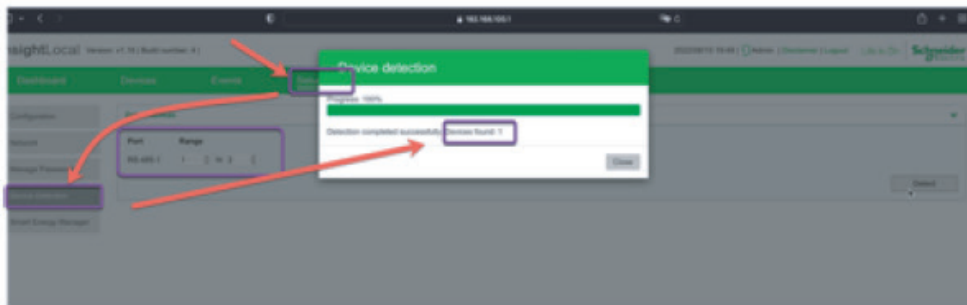


### Schneider (in RS485)

- Update the battery with the Schneider firmware available from Volthium technical service. The [RS485-USB](#) cable will be necessary.
- Connect the batteries together via the Battery Comm ports only. Each battery has two Battery Comm ports, allowing easy interconnection from one battery to another.
- Set the first (master) battery to ID #1, and the following ones in order (2-3-4-5-...).
- Plug a standard network cable into the RS485 port of the battery with ID #1, and cut the other end of the RJ45 cable to strip the white-brown and brown strands (7 and 8).
- Connect the white-brown wire to the RS485-A connector of the Schneider Homelnsight (PIN 9 on the Homelnsight)  
Note: the BMS cannot be connected directly to the Xanbus communication ports.
- Connect the brown wire to the RS485-B connector of the Schneider Homelnsight (PIN 11 on the Homelnsight)



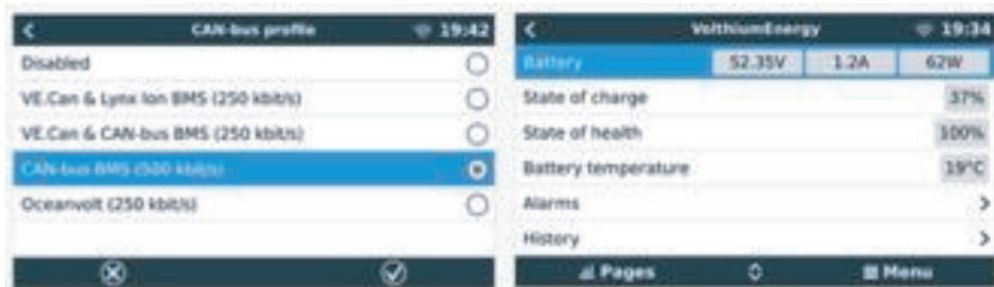
- In Schneider's online portal, in the green horizontal menu, go to "Setup", then in the left vertical menu, click on "Configuration", then in the on-screen page, click on "Modbus Setting", and set the port speed of "Serial PORT A" to 19,200 baud.
- Still in the Schneider online portal, go to "Setup" in the horizontal menu, press "Device Detection", then enter the "Range" of addresses you have. If you have only one battery, put from 1 to 2 as in the example:



- Press "Close". That's it, the battery will appear in your "Devices".

## Connection to Victron

- Connect the batteries to each other via the Battery-Comm ports only using standard network cables. Each battery has two "Battery-Comm" ports, allowing easy interconnection from one battery to another.
  - Set the first battery (master) to ID#1, and the following ones in order (3-4-5-6...).
  - Please make sure that you do not use the ID #2 address.
  - Connect the battery with ID #1 from its CAN port to the VenusOS device with a VE.CAN RJ-45 cable to the BMSCAN port of the VenusOS device from Victron.
- If your VenusOS device does not have a BMS-CAN port, you can use the VE.CAN port as long as you set the port's baud rate in the VenusOS settings (500 kb/s BMS-CAN).
- To do this, navigate to the Venus operating system and go to "Settings" "Services". Can-Profile.



- Finally, use a Victron termination connector to close the communication loop. Note that you cannot close the loop on the battery with this termination adapter.

Make your own cable (VE.CAN). Here is the Pin-Out

### Description

Type A: battery side	B-V, Green, B-Orange, Blue, B-Blue, Orange, B-Brown, Brown
VE.Can : Victron equipment	B-green, Green, Orange, B-Brown, B-Orange, Brown, Blue, BBlue

## RS-485 and simultaneous CAN

If you want to use RS-485 communication with a computer in addition to the connection to Victron, then each of the batteries will be connected with 2 straight network cables. The addressing will remain the same. Understand that the RS-485 link is independent of the CAN link.

## Operating environment

Type	Required points
Operating temperature	Operating range : -20°C ~ +60°C
Storage temperature	-20 °C ~ +60 °C
Relative humidity	<95 %
Atmospheric pressure	86kPa~106kPa
Essentials	No conductive dust and corrosive gases, no vibration. Keep away from heat and flame.



## Operation of the self-heating function

Batteries with a self-heating system will activate when an external load is sent to the system and the internal temperature of the battery is below zero. Thus, when the battery is connected to a charger or any other energy source (solar, generator, wind or other), the BMS will first use the incoming current to build up an internal heat of 11°C and then start charging the battery. The power source must be at least 6A for 5Kw batteries and 8A for 10Kw batteries, for the self-heating system to start. The system will be able to make the battery go from -20°C to 11°C in only 2 hours.

The battery never uses its own energy to run the heating system.

## Precautions

Please read and observe the following conditions of installation and use of the battery, improper installation using the battery may result in personal injury or damage to the product.

1. Do not dispose of the battery in water. Store batteries in a cool, dry environment when not in use.
2. Do not place the battery in a fire or heat the battery to avoid an explosion or other dangerous incidents.
3. When charging the battery, please choose specialized charging equipment and follow the correct procedures, do not use improper chargers.
4. Do not reverse the positive and negative terminals, do not connect the battery directly to the AC power supply, avoid shortcircuiting the battery.
5. Do not use batteries from different manufacturers or of different types together, and do not use used batteries with new ones.
6. Do not use the battery if it becomes hot, swells, warps or leaks.
7. Do not pierce the battery with a nail or other sharp object; do not throw, dab or bump the battery.
8. Do not open or attempt to repair the battery when it is defective. Warranty invalid if the battery is repaired or disassembled.
9. The batteries are half-charged before shipping, do not use the battery if it is hot, bulging or has an abnormal smell and so on, and inform the service department immediately.
10. If you need to store the battery for a long time, please charge and discharge the battery every three months to ensure the best performance, and the best state of charge for storage is between 50% ~ 60%.
11. Use the battery only within the temperature range defined in the user's manual.
12. The state of charge of the batteries is 50% before shipping, please charge the battery before use.

 If you encounter specific technical problems not mentioned above, please contact the technical staff.

## State of charge (SOC) and voltage when discharging to 50Ah

### 25.6V 200Ah - 50A discharge

SOC	Voltage
100%	27.01
90%	26.02
80%	25.98
70%	25.87
60%	25.72
50%	25.66
40%	25.57
30%	25.40
20%	25.14
10%	24.71
0%	21.64

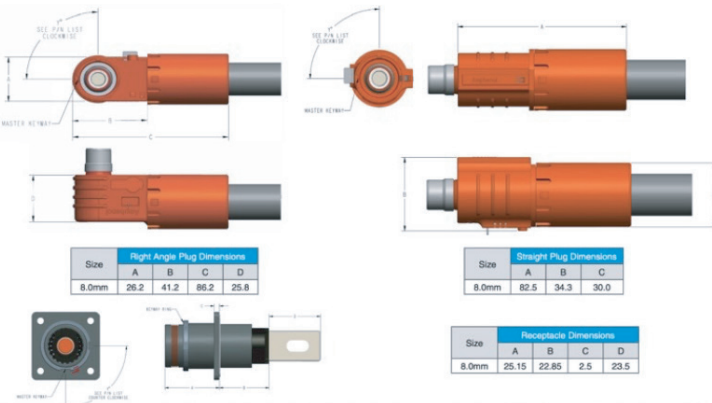
### 51.2V 200Ah - 50A discharge

SOC	Voltage
100%	54.53
90%	52.35
80%	52.29
70%	52.10
60%	51.81
50%	51.70
40%	51.55
30%	51.28
20%	50.85
10%	50.09
0%	47.31

Technical Data			
Contact Size	8.0mm	IP Rating	IP 67
Current Rating	Up to 250A	Protection	Touch Proof
Operating Voltage	1000V AC/DC	Flammability	UL 94-V0
Operating Temp	-40°C to 125°C	Locking	Spring Locking

The markets and applications for the SurLok Plus™ EMI Version series include but are not limited to the following:

- EV/HEV
- BMS/Energy Storage
- Process Control/Automation
- Heavy Equipment



	Product Series: SurLok Plus™ EMI Version													
	Plug	RADSOK® Size	Applicable Cable Size	Backshells	Sealing	Connector Color	Keyway	EMI	HVIL (Optional)					
PLUG	SLP	B 8.0mm	35	35mm² : 150 Amps	B	W/ Backshells	S	IP67 Sealed (W/ Grommet & O-Rings)	O Orange	0 90°	E	EMI	H	HVIL
			1	270°										
	JP	N	50	50mm² : 200 Amps	N	W/O Backshells (For Overmolding Only)	N	Non-Sealed	R Red	2 60°	E	EMI	H	HVIL
			3	120°										
RECEPTACLE	SLP	B 8.0mm	B	Busbar	P	Panel Mount W/ Flange	S	IP67 Sealed (W/ Grommet & O-Rings)	O Orange	0 90°	E	EMI	H	HVIL
									B Black	1 270°				
	IR	N	N	N	N	N	Non-Sealed	R Red	2 60°	E	EMI	H	HVIL	
									3					120°
									4	150°				

# Limited ten (10) year warranty of Volthium Energy Inc.

Applicable only to Volthium brand batteries

## IMPORTANT NOTICE :

BY USING YOUR VOLTHIUM BRAND BATTERY, YOU AGREE TO BE BOUND BY THE TERMS OF VOLTHIUM'S LIMITED TEN (10) YEAR WARRANTY (THE "WARRANTY") SET FORTH BELOW.

DO NOT USE YOUR BATTERY UNTIL YOU HAVE READ THE TERMS OF THIS WARRANTY. IF YOU DO NOT ACCEPT THE TERMS OF THIS WARRANTY, DO NOT USE THE BATTERY AND RETURN IT WITHIN THE RETURN PERIOD SPECIFIED IN VOLTHIUM ENERGY INC.'S RETURN POLICY (AVAILABLE AT [WWW.VOLTHIUM.COM](http://WWW.VOLTHIUM.COM) NOTE: INSERT LINK TO RETURN POLICY PAGE) TO VOLTHIUM ENERGY INC.'S HEADQUARTERS OR TO THE AUTHORIZED DISTRIBUTOR FROM WHICH YOU PURCHASED THE PRODUCT FOR A REFUND.

## APPLICATION OF CONSUMER PROTECTION LAWS TO THIS WARRANTY

THIS WARRANTY GRANTS YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS DEPENDING ON YOUR PROVINCE OF RESIDENCE. EXCEPT AS PERMITTED BY APPLICABLE LAWS, VOLTHIUM ENERGY INC. DOES NOT EXCLUDE, LIMIT, OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING RIGHTS ARISING FROM THE NON-CONFORMITY OF A SALES CONTRACT. IT IS YOUR RESPONSIBILITY TO REVIEW YOUR PROVINCE'S LAWS TO FULLY UNDERSTAND YOUR RIGHTS.

Residents of Quebec are subject to the consumer protection legislation of that province.

## WARRANTY LIMITATIONS SUBJECT TO CONSUMER PROTECTION LAWS

APPLICABLE THROUGHOUT CANADA, EXCEPT IN QUEBEC: TO THE EXTENT PERMITTED BY APPLICABLE LAWS, THIS WARRANTY AND THE REMEDIES DESCRIBED HEREIN REPLACE ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS OF ANY KIND, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS, OR IMPLIED. VOLTHIUM ENERGY INC. DISCLAIMS, TO THE EXTENT PERMITTED BY LAW, ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES AGAINST HIDDEN DEFECTS. TO THE EXTENT THAT SUCH WARRANTIES CANNOT BE DISCLAIMED, VOLTHIUM ENERGY INC. LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT VOLTHIUM ENERGY INC.'S SOLE DISCRETION, TO THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

## COVERAGE OF THIS WARRANTY

Volthium Energy Inc., located at 100-2600 Ford Blvd., Châteauguay, Quebec, J6J 4Z2, Canada, warrants Volthium brand batteries ("Volthium batteries") against defects in manufacturing and operation, provided they have been used normally and according to the guidelines published by Volthium Energy Inc., for a period of TEN (10) YEARS from the date of retail purchase (as determined by the customer's sales receipt) by the end user ("warranty period"). The guidelines published by Volthium Energy Inc. include, but are not limited to, information contained in technical specifications, user guides, and service communications.

Volthium Energy Inc. warrants that each Volthium brand battery sold by Volthium Energy Inc. or one of its authorized distributors or resellers is free from operational defects for a period of 10 years from the date of sale as determined by the customer's sales receipt and/or invoice.

Subject to the exclusions listed below, the manufacturer will repair the Volthium brand battery if it is repairable, or replace or credit the Volthium brand battery and/or its parts if the components in question are deemed defective.

During the first four (4) years of your Volthium brand battery's life, if applicable under this limited warranty, the covered amount for a new replacement battery will be 100%. Starting from the first day of the 5th year of your Volthium brand battery's life, if applicable under the warranty, the covered amount for a new replacement Volthium brand battery will be determined according to the table below:

Number of Years of Life of the Defective Volthium Brand Battery Covered by the Warranty	% of the Covered Amount for the Equivalent Replacement Volthium Brand Battery Included in the Warranty
5 years	60%
6 years	50%
7 years	40%
8 years	30%
9 years	20%
10 years	15%

The amounts granted above are always conditional upon the return of the defective Volthium brand battery to Volthium Energy Inc. with an invoice.

**Warranty Statement**

This warranty is the only legitimate warranty supported by Volthium Energy Inc. Under no circumstances shall Volthium Energy Inc. be liable for any loss or damage of any other kind, whether direct or indirect, in connection with Volthium brand batteries. The warranty is understood to be the exclusive agreement between the parties regarding the subject matter herein. No employee of Volthium Energy Inc. is authorized to offer any warranty beyond this one.

**Non-Transferable Warranty**

The warranty is to the original purchaser of Volthium brand batteries and is not transferable to any other individual or entity.

**WHAT IS NOT COVERED BY THIS WARRANTY**

This warranty does not apply to products that are not Volthium branded, even if they are included in the packaging or sold with Volthium batteries. This does not affect your rights under the Consumer Protection Act. Manufacturers and/or suppliers other than Volthium Energy Inc. may provide their own warranties. Contact them for further information. Volthium Energy Inc. is not responsible for damages resulting from the failure to follow instructions for using Volthium batteries.

**This warranty does not apply to:**

- a) Damages attributable to the use of Volthium batteries not in accordance with the guidelines of Volthium Energy Inc.;
- b) Damages attributable to improper installation, including but not limited to, loose terminal connections, undersized wiring, incorrect connections (series and parallel) for desired voltage and amp-hour requirements, or reverse polarity connections;
- c) Damages attributable to improper maintenance, including but not limited to, inappropriate storage conditions as defined by the manufacturer, exposure to extremely hot or cold temperatures, fire, freezing, sunlight, water, or seawater.
- d) Damages attributable to an accident, including but not limited to, misuse, fire, liquid contact, earthquake, or any other external cause;
- e) Cosmetic damages, including scratches, dents, and breakage of plastic parts of the ports, unless the defect occurred due to a material or manufacturing flaw;
- f) Damages attributable to use for applications other than those for which the Volthium battery was designed and intended;
- g) Damages attributable to use with a third-party component or product that does not meet the technical specifications of Volthium batteries (accessible in the technical specifications of each battery as well as in-store) and approved by Volthium Energy Inc., including but not limited to, chargers or inverters;
- h) Damages attributable to maintenance (including charging, upgrading, and extending) performed by anyone who is not an employee of Volthium Energy Inc. or one of its authorized distributors or resellers;
- i) Damages attributable to a Volthium brand battery that has been modified to substantially or completely change functionality or capacity without the written authorization of Volthium Energy Inc.;
- j) Damages attributable to normal wear and tear or normal aging of Volthium batteries;
- k) Damages attributable to excessive use of Volthium brand batteries. Volthium Energy Inc. reserves the right to deny a warranty claim if it is determined during inspection that the product has reached its normal end of life even if it remains within its warranty period;
- l) When the serial number of Volthium brand batteries has been removed or degraded;
- m) Damages attributable to collision;
- n) When the Volthium brand battery has been opened, pierced, modified, or altered;
- o) Non-essential components to the operation of the battery (LCD screen warranty limited to one (1) year and integrated Bluetooth device warranty limited to one (1) year);
- p) When Volthium Energy Inc. receives information from a competent public authority indicating that the product has been stolen or you are unable to prove that you are the authorized user of the product (by presenting your proof of purchase).

### **YOUR RESPONSIBILITIES**

Before providing warranty service, Volthium Energy Inc. or one of its authorized distributors or resellers will require you to provide details of your proof of purchase, answer questions designed to facilitate the diagnosis of potential issues, and follow the procedures established by Volthium Energy Inc. to benefit from warranty service.

## **YOUR RESPONSIBILITIES**

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## **WHAT ENERGY VOLTHIUM INC. WILL DO IN CASE OF BREACH OF THIS WARRANTY**

If, during the warranty period, you submit a valid claim to Volthium Energy Inc., Volthium Energy Inc. may, at its discretion :

- (i) repair your Volthium brand battery using new authentic parts from Volthium Energy Inc.;
- (ii) replace the Volthium brand battery with a Volthium brand battery of the same model or a newer model.

Upon replacement of a part or a Volthium brand battery, the replacement Volthium brand battery becomes your property and the replaced Volthium brand battery becomes the property of Volthium Energy Inc.

## **PROCEDURE TO AVAIL WARRANTY SERVICE**

If your Volthium brand battery is not functioning properly, please contact Volthium Energy Inc.'s technical support. Our team will assist you in determining whether your Volthium brand battery needs repair or replacement services, and if so, will provide you with information on how Volthium Energy Inc. plans to provide the service. Additional charges may apply when contacting Volthium Energy Inc. by phone depending on your location.

## **WARRANTY SERVICE OPTIONS**

To submit a warranty request, please contact Volthium Energy Inc. by email at [support@volthium.com](mailto:support@volthium.com) or by phone at 514-989-9586 before proceeding with either of the following options.

Volthium Energy Inc. will provide warranty service through one of the following options :

- (i) You may bring your Volthium brand battery to our headquarters located at 100-2600 Ford Blvd., Châteauguay, Quebec, J6J 4Z2, Canada. Repairs to your Volthium brand battery will be carried out on-site in our repair workshop. Once notified that the repairs have been completed, you can promptly retrieve your Volthium brand battery.
- (ii) Mail-in repair service. If Volthium Energy Inc. determines that your Volthium brand battery is eligible for mail-in repair service, Volthium Energy Inc. will provide you with prepaid shipping labels and, if applicable, necessary packaging materials and instructions for proper packaging and shipping of your Volthium brand battery to our headquarters. Once repairs are completed, Volthium Energy Inc. will return your Volthium brand battery to you. Volthium Energy Inc. will cover shipping costs from your location and back provided that the packaging and shipping instructions for your Volthium brand battery are followed.

Volthium Energy Inc. reserves the right to modify the method or option it chooses to provide you with warranty service, as well as the eligibility conditions of your Volthium brand battery for a particular service method.

## **LIMITATION OF LIABILITY**

SUBJECT TO THE PROVISIONS OF THIS WARRANTY AND TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, VOLTHIUM ENERGY INC. SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING FROM A BREACH OF WARRANTY OR CONDITION OR UNDER ANY OTHER LEGAL THEORY, INCLUDING, WITHOUT LIMITATION, LOSS OF USE, LOSS OF REVENUE, LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS REALIZED BY THE BUSINESS), LOSS OF USE OF FUNDS, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF BUSINESS OPPORTUNITIES, LOSS OF GOODWILL, AND LOSS OF DATA OR THEIR DAMAGE, COMPROMISE, OR CORRUPTION, NOR FOR ANY CONSEQUENTIAL LOSSES OR DAMAGES CAUSED IN ANY WAY.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

Residents of Quebec are subject to the consumer protection legislation of that province.

## **GENERAL PROVISIONS**

No employee of Volthium Energy Inc. or authorized distributor or reseller is authorized to make any modification, extension, or addition to this warranty. If any provision herein is found to be illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or limited. This warranty shall be governed and interpreted in accordance with the laws of the country in which the Volthium brand battery was purchased. Volthium Energy Inc. or its successors are the guarantors under this warranty.

## **RETURN AND REFUND POLICY**

If you are not entirely satisfied with your purchase, we're here to help.

### **Return**

You have fourteen (14) calendar days to return your Volthium brand battery from the date of purchase identified on your invoice or the shipping date of your Volthium brand battery. To be eligible for a return, your Volthium brand battery must be new (sealed box) and never used. Keep the original packaging for 45 days. Your Volthium brand battery must be in its original packaging. Your Volthium brand battery must have the receipt (invoice) or proof of purchase. No returns will be accepted without your invoice and secure barcode label number.

### **Refund**

Once we receive your Volthium brand battery, we will inspect it and notify you that we have received your returned Volthium brand battery.

We will immediately proceed with the refund after inspecting your Volthium brand battery and confirming its eligibility.

### **Delivery**

You will be responsible for paying for your own shipping costs for returning your Volthium brand battery. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund, if applicable.

If you have any questions on how to return your Volthium brand battery to us, please contact us via email at [support@volthium.com](mailto:support@volthium.com) or at 514-989-9586.