

GIGA STACK SERIES



WARRANTY POLICY

RUBIX BATTERY IS PLEASED TO OFFER A 12-YEAR WARRANTY ON ALL GIGA STACK SERIES BATTERIES.

All Giga Stack Series Batteries purchased from Ohio-based Rubix Battery LLC (or one of its authorized resellers) are warranted against defects in materials and workmanship for a period of 12 years or for the rated cycle life, whichever one comes first.

The term of this warranty shall begin on the date of the invoice or other proof of purchase presented by the original end-user. If no proof of purchase is provided, the date of warranty commencement shall revert to the date code on the product(s).

THE WARRANTY POLICY OF RUBIX BATTERY LLC SHALL COVER THE FOLLOWING DEFECTS.

1. CYCLE LIFE DISCREPANCIES > 5% OF RATED CYCLE LIFE.
2. CHARGE / DISCHARGE IRREGULARITIES
3. IMPROPER, INTERNAL BATTERY ASSEMBLY AND/OR WORKMANSHIP
4. EXCESSIVELY DEFACED EXTERIOR

A PRODUCT SHALL NOT BE WARRANTED UNDER ANY OF THE FOLLOWING CONDITIONS.

1. DAMAGE CAUSED BY INAPPROPRIATE ENVIRONMENTS
2. UNAUTHORIZED OPENING AND/OR DISASSEMBLY OF THE PRODUCT
3. STORM & ACCIDENT RELATED INCIDENTS
4. FAILURE TO COMPLY WITH RUBIX BATTERY SPEC SHEETS
5. REVERSE POLARITY AND/OR SHORT-CIRCUITING
6. REMOVAL OR DEFACING OF BATTERY LABELS

The liability of Rubix Battery LLC under this warranty policy shall be limited, at the sole discretion of Rubix Battery, to either repair or replace defective items. Any repaired or replaced product shall be of equal or greater value than the warranted product in terms of cycle life trajectory for the corresponding age of the product. If a defective product is replaced, the original unit shall be the property of Rubix Battery LLC.

To obtain a warranty service from Rubix Battery LLC, contact us by one of the following.

Phone: 888-629-5484 or 888-662-7522

Email: support@rubixbattery.com



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Ark Battery: 888-662-7522 | MillerTech: 855-629-5484 | Email: support@rubixbattery.com

A Rubix Battery LLC representative will assist you in troubleshooting the product to determine if it is defective. If possible, the end-user (or representative thereof) should call from the site of the battery system installation.

If our representative finds the product to be defective, an RMA will be issued along with instructions on how to return the product. Our rep will determine the most practical and timely manner to resolve the issue.

PLEASE BE PREPARED TO PROVIDE THE FOLLOWING:	DEFECTIVE PRODUCT RESOLUTION MAY INCLUDE:
1. BATTERY MODEL NUMBER AND SERIAL NUMBER	1. ON-SITE REPAIR
2. NUMBER OF BATTERIES IN THE SYSTEM	2. SHIPPING A REPLACEMENT PRODUCT
3. DETAILS OF OTHER COMPONENTS IN THE SYSTEM	
4. DESCRIPTIONS OF THE ISSUE INCLUDING EVENTS LEADING UP TO THE PROBLEM.	

Do not ship a product without first obtaining an RMA#. Rubix Battery may authorize it's partners and/or resellers to become service centers for warranty-related issues.

WARRANTY SCHEDULE

The following warranty schedule shall apply to complete battery replacements.

YEAR	REPLACEMENT COVERED BY RUBIX
1	FULL REPLACEMENT
2	FULL REPLACEMENT
3	FULL REPLACEMENT
4	FULL REPLACEMENT
5	FULL REPLACEMENT
6	FULL REPLACEMENT
7	60% PRO-RATED REPLACEMENT
8	50% PRO-RATED REPLACEMENT
9	40% PRO-RATED REPLACEMENT
10	30% PRO-RATED REPLACEMENT
11	20% PRO-RATED REPLACEMENT
12	10% PRO-RATED REPLACEMENT

Pro-rated replacement shall be based on Rubix MSRPs at time of purchase or at time of warranty.

The following warranty schedule shall apply to product repairs.

YEAR	COST TO END-USER	
1	\$0.00	
2	\$0.00	
3	\$0.00	
4	\$0.00	
5	\$0.00	
6	\$0.00	
7	SHIPPING TO SERVICE CENTER	\$50 LABOR AND ASSESSMENT FEE
8	SHIPPING TO SERVICE CENTER	\$50 LABOR AND ASSESSMENT FEE
9	SHIPPING TO & FROM SERVICE CENTER	\$100 LABOR AND ASSESSMENT FEE
10	SHIPPING TO & FROM SERVICE CENTER	\$100 LABOR AND ASSESSMENT FEE
11	SHIPPING TO & FROM SERVICE CENTER	\$100 LABOR AND ASSESSMENT FEE
12	SHIPPING TO & FROM SERVICE CENTER	\$100 LABOR AND ASSESSMENT FEE

There is no charge for replacement parts for the duration of the 12 -year warranty period.



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