

Golf Cart Battery System Warranty Statement (US)

Ver A.1

RoyPow (USA) Technology Co., Ltd., (hereinafter referred to as "RoyPow") warrants every RoyPow branded product it manufactures or distributes under normal use and proper maintenance to be free of defects in material or workmanship.

1. Warranty Limitations

1.1. RoyPow extends this limited warranty to products purchased by customer after September 1st, 2026.

- 1.2. RoyPow extends this limited warranty only to products sold in the U.S, Canada and Mexico. The warranty coverage is limited to the country where the product was originally purchased. Cross-border warranty claims are not accepted.
- 1.3. The warranty applies to all products sold directly by RoyPow or RoyPow 's authorized dealers, provided that the relevant provisions in this statement have been fully complied with during the service life of the product.
- 1.4. A failure is defined as any quality issue that prevents a product from functioning as it was designed and intended, excluding normal wear and tear.
- 1.5. If the product is replaced, the replacement product's warranty period will be the remainder of the original product's warranty period.
- 1.6. RoyPow reserves the right to make any changes to the design and other aspects of the product and does not undertake the obligation to make changes to the sold products.
- 1.7. RoyPow's exclusive liability for breach of any warranty on the product shall be to repair or replace the product within the warranty period in accordance with the terms of this limited warranty.

2. Warranty Coverage & Registration Requirement.

Buyer is encouraged to register buyer's battery at <http://www.roypow.com/support>. The registration should be done within 90 days from the date of purchase. For a registered battery, the starting date of the warranty period is the date of purchase shown on proof of purchase. For an unregistered battery, the starting date of the warranty period is the first day after six months of the date of manufacture shown on the serial number plate of battery. The specific warranty period of products can be found in the table below.

Product category	Total Warranty Period	Free Replacement or Repair Period	Warranty coverage
Golf cart battery systems including: S38100L, S38105, S5156, S5165L, S51105L-A, S51100L, S51105P-N, S51150L, S51150P-A	Limited Lifetime	6 years	The whole battery system excluding external cables/SOC meter
Charger	2 years	2 years	The whole charger
Accessories	1 year	1 year	SOC meter, cables

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If a Battery is determined to be defective in material or workmanship, buyer shall be entitled to receive the following:

- a) For the first six (6) years after the starting date of this limited warranty, free replacement or repair (at the discretion of RoyPow) of the defective battery. To reduce turnaround time and ensure the best buyer experience, RoyPow may choose to replace the battery with a Certified Refurbished Battery of the same or similar type which is in as similar condition as possible. Conditions considered include cosmetic state, number of cycles and SOH.
- b) After six (6) years and continuing until the end of year nine (9) after the starting date of this limited warranty buyer will be entitled to receive a new battery from RoyPow at a price equal to fifty percent (50%) of RoyPow's manufactured suggested retail price for such battery at the time of the Warranty claim by buyer.
- c) After nine (9) years and continuing until the end of year twelve (12) after the starting date of this limited warranty, buyer will be entitled to receive a new battery from RoyPow at a price equal to seventy five percent (75%) of RoyPow's manufactured suggested retail price for such Battery at the time of the Warranty claim by buyer.
- d) After twelve (12) years from the date of purchase, Buyer shall be entitled to receive replacement **Approved Parts** (as defined below) in the event that any such part within the battery fails or proves defective. Under this provision, it is mutually agreed that:

(A) Roypow will ship the replacement Approved Parts to Buyer following the full completion of the warranty claim process; and

(B) the installation of such defective parts shall be at Buyer's sole responsibility and expense, whether performed internally or through a third-party service provider.

For the purposes of this clause, "Approved Parts" shall include: (a) the battery management system; (b) the terminals; (c) the power button; (d) the bus bars; (e) the communication ports; and (f) any other component that Roypow may, from time to time, designate as an Approved Part.

3. Warranty Exclusions

RoyPow has no obligation under this limited warranty for the product subjected to the following conditions:

- 3.1. Don't agree and sign on the technical specification document, or failure to use the product in accordance with the signed technical specification document.
- 3.2. Failure to properly use, install, dismantle, or maintain the product in accordance with the instructions provided by RoyPow, including but not limited to misuse, accident, negligence, repair, or improper storage, such as:
 - a) Damage caused by short circuit, damage caused by applications other than which the product is designed and intended for by RoyPow.
 - b) Deformation, collision, impact, drop, puncture, flooding, etc. caused by improper handling, storage, storage, and transportation.

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- c) Damage caused by impact hammering, rollover, overload, and chemical corrosion, etc.
 - d) When needing to stop charging, disconnect the charger from the battery without first suspending the charger output, resulting in arcing or damage to the connector.
 - 3.3. Any repairs, alterations or modifications to parts or battery parameters within the scope of the warranty by individuals or institutions not authorized or certified by RoyPow.
 - 3.4. Faults caused by privately using non-RoyPow original accessories and components, or combining products and components with third-party products, such as:
 - a) Battery failure caused by the usage of non-RoyPow branded chargers or chargers not officially approved by RoyPow
 - b) Battery failure caused by third-party product accessories wear and tear.
 - c) System failure caused by third-party electronic control equipment.
 - 3.5. Loss and abnormality of the product due to reasons other than RoyPow.
 - 3.6. Defects that cannot be found at the then-current state of scientific and technical knowledge at the time when the product is manufactured.
 - 3.7. Losses caused by force majeure such as fire, earthquake, flood, hurricane.
 - 3.8. The serial number of the product can't be identified or has been modified.
 - 3.9. Natural wear and tear of the product.
 - 3.10. The product is not within the warranty period.
 - 3.11. This Limited Warranty does not cover a Product that has reached its normal end of life due to usage which may occur prior to the Warranty Period. A battery can deliver only a fixed amount of Energy over its life which will occur over different periods of time depending on the application. The older the batteries are, the less likely the defect is caused by a manufacturing fault, and the more stringent RoyPow will evaluate the warranty claim. RoyPow reserves the right to deny a warranty claim if the Product is determined, upon inspection, to be at its normal end of life (accumulative discharge amperage hours) even if within the Warranty Period.
4. Claim process
- 4.1. Within 6 years after the starting date of this limited warranty

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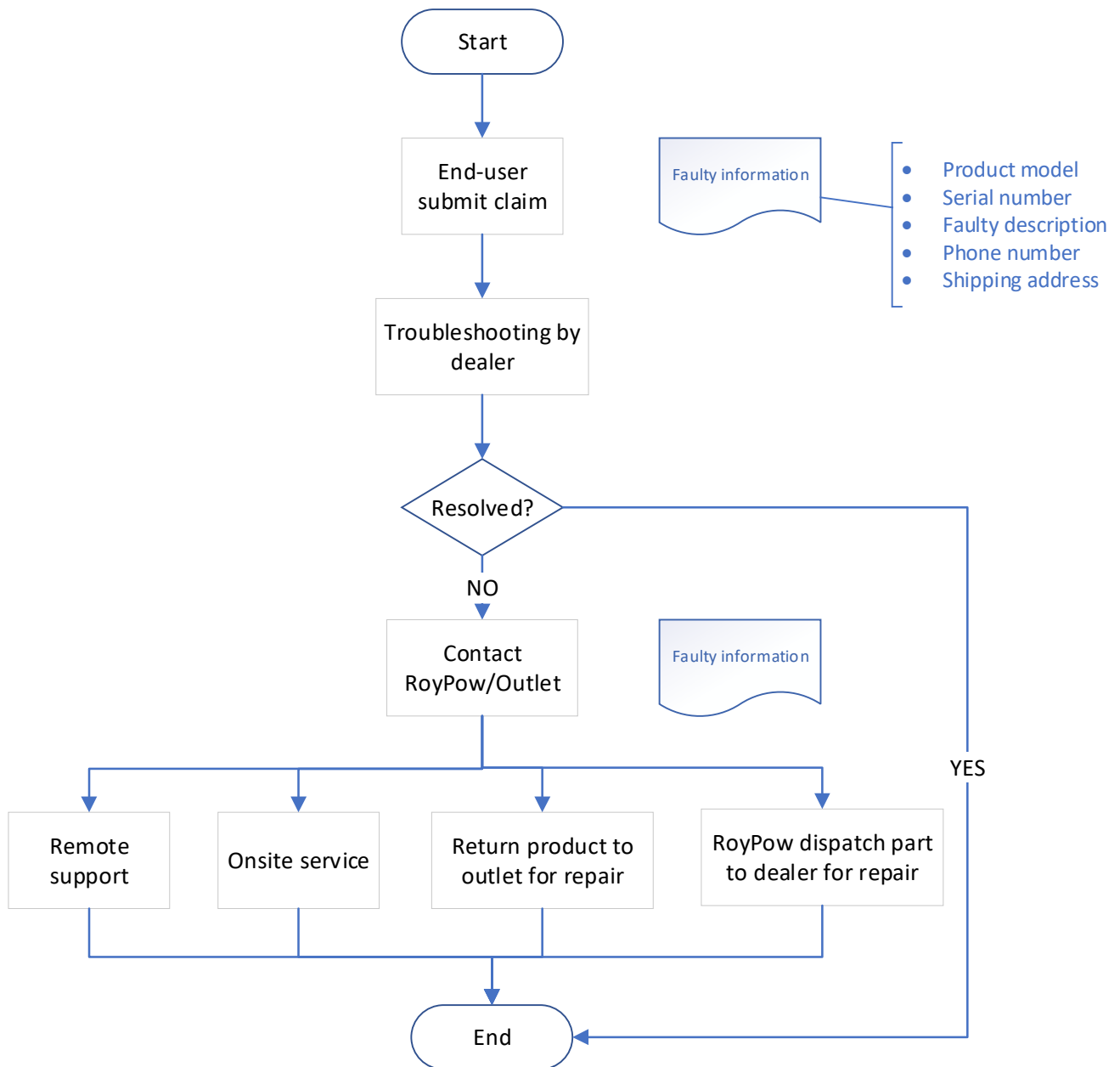
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- End users first contact the dealer for preliminary troubleshooting.
- If the dealer cannot solve the problem after initial investigation, provide detailed fault information as required, as well as relevant documents such as warranty card and product purchase invoice.
- The dealer submits a repair report to RoyPow or its authorized service provider and provides all necessary information.
 - Official website: www.roypow.com/support
 - Email: service@roypowusa.com
 - Hotline: +1 877-266-1118
- RoyPow or its authorized service provider chooses the following methods for handling according to

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specific circumstances:

- i. The user sends the faulty product/part to the designated outlet for repair.
- ii. RoyPow sends maintenance spare parts to the client and guides the repair.
- iii. On-site service by the technical engineer from RoyPow or authorized service provider.
- iv. Remote technical support.

4.2. After 5 years after the starting date of this limited warranty

End users contact the dealer from whom the product was originally purchased to receive a new battery at the price set forth in the provision in the chapter 2.

5. Customer Responsibilities

- 5.1. Only when the completed " Battery System Fault Information Form " is verified and confirmed by RoyPow or the dealer, the repair report will be accepted.
- 5.2. When the battery system fails and cannot be used, all switches, plug-ins, and plugs of the system should be disconnected to prevent battery damage. User should report to the dealer for repair within one month since the initial product failure occurred. Any further damage including without limitation irreversible cell deep over-discharge to batteries caused by user's undue delay in reporting to dealer for repair will not be covered by this limited warranty.
- 5.3. Before storing the battery system, ensure that the remaining power is above 30% SOC, turn off the battery, and place it indoors. If the battery is stored for more than three months, it must be checked and maintained regularly, and charged at least once every three months. Please refer to the table below for the storage ambient temperature requirement and duration:

Operating temperature	Charge	32°F~131°F	0°C~55°C
	Discharge	-4°F~131°F	-20°C~55°C
Storage temperature	≤3 month	-4°F~113°F	-20°C~45°C
	3 months-1year	32°F~95°F	0°C~35°C
	1 year and above	59°F~95°F	15°C~35°C

- 5.4. RoyPow reserves the ownership of defective parts replaced during maintenance, and customers should cooperate with RoyPow for temporary storage and handle them in the manner specified by RoyPow.
- 5.5. Service fees incurred for routine or necessary maintenance shall be borne by the customer.
6. This statement is governed by and interpreted in accordance with the laws of the State of California. RoyPow neither assumes nor authorizes anyone to assume any other obligations or responsibilities for this product that are not in the above terms. In no event shall RoyPow be liable for lost profits, or any special, indirect, incidental, consequential, contingent, or punitive damages resulting from RoyPow's performance or non-performance of this statement.
7. All other rights not stated in this statement are still owned by RoyPow, and RoyPow reserves the right of final interpretation of this statement.

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