

Universal Lithium Australia Pty Ltd – Warranty Policy

Effective: 1 June 2025

At Universal Lithium Australia Pty Ltd, we take pride in manufacturing premium, high-performance LiFePO₄ batteries right here in Newcastle, NSW. Our batteries are built to last and offer exceptional value, reliability, and peace of mind for every customer.

Warranty Coverage

All Universal Lithium batteries are backed by our **7-year standard warranty**, which covers manufacturing defects and performance issues under normal use and proper installation.

If your battery is installed by a certified **Universal Lithium Australia Installation Partner**, we'll extend your warranty to a **total of 10 years** — a testament to our confidence in our products and installation network. This warranty extension also applies to our CANbus batteries installed within a Victron system with Cerbo monitoring. Just send installation photos to info@universallithium.com.au showing installation is to a satisfactory quality, and provide Cerbo data as requested, should a warranty case arise.

What's Covered

- Manufacturing defects in materials or workmanship
- Premature loss of battery capacity (> 20% loss over 10 years)
- Failures occurring during proper and intended use
- Warranty-related shipping and assessment costs (covered by us if the claim is approved)

What's Not Covered

- Damage caused by misuse, neglect, improper installation, or unauthorised repairs
- Physical damage from impact, water ingress, fire, or external conditions outside specified limits
- Batteries used in non-compatible systems or applications

How to Make a Claim

1. Contact us at info@universallithium.com.au with your proof of purchase and a description of the issue.
2. We'll guide you through the return and assessment process.
3. The battery must be returned to us for inspection. If the claim is approved, we'll cover the full cost of the assessment and return shipping.

Our Promise

At Universal Lithium Australia Pty Ltd, customer experience & satisfaction is our key focus. We believe in clear communication, transparency, and honest business. Our warranty reflects our confidence in the quality of our batteries and our commitment to your long-term experience.

Thank you for choosing Universal Lithium

For any questions about this policy, please contact us at info@universallithium.com.au