Truck battery limited warranty

WeVolt WTTB-24V-314Ah auxiliary LiFePO4 battery | 25.6 V | 314 Ah | 8.038 kWh

WeVolt Energy warrants this battery against qualifying defects in materials and workmanship for 10 years or 10,000 warranty cycles, whichever occurs first. No product registration is required. Coverage begins on the original purchase date shown on your receipt or invoice.

At a glance	Your coverage
Warranty period	10 years or 10,000 warranty cycles, whichever occurs first.
Start date	Original purchase date on the sales receipt or invoice.
Registration	No registration required. Keep your receipt or invoice.
Years 1 to 5	Covered repair or replacement at no charge for battery parts and service-center labor. Section 10 governs freight.
Years 6 to 10	Free repair or a replacement purchase credit under Section 4.
Return locations	A designated United States warehouse or the China factory. The exact address is provided with your approved RMA.
Personal reason returns	Request within 30 days of delivery. Battery must be unused and uninstalled; Section 11 applies.

1 Who and what are covered

New WTTB-24V-314Ah batteries bought from WeVolt or an authorized seller are covered for the original individual or business purchaser. Truck eAPU, engine-off HVAC, hotel loads and fleet use are eligible. Other datasheet-supported applications qualify within the specified limits. Coverage is non-transferable, except as required by law.

A change of driver, truck or installation location does not end coverage if the same purchaser owns the battery and it is safely reinstalled in a compatible system. Other components have separate warranties.

2 Duration and cycle measurement

Coverage ends on the tenth purchase anniversary or at 10,000 warranty cycles, whichever comes first. A receipt copy, paid invoice or verifiable seller order record is acceptable. Installation and first-use dates do not change the start date.

One warranty cycle equals 251.2 Ah of cumulative discharge, or 80% of 314 Ah. Partial discharges count proportionally: two 40% discharges equal one warranty cycle. Divide cumulative discharged Ah by 251.2 Ah; an app counter may use a different basis.

WeVolt assesses cycles using available BMS data and reasonable evidence, and explains any cycle-limit denial. Registration, app use and continuous internet are not required. Missing app history alone does not establish excessive cycling. A claim received before expiry remains eligible for evaluation after expiry.

Coverage and remedies

Battery defects, repair options and the replacement credit schedule

3 Covered defects

This warranty covers manufacturing defects in the cells, internal connections, BMS, integrated heating system, enclosure and terminals. Failure to charge or discharge, defective protection or heating, and abnormal capacity loss qualify when caused by a defect under proper use.

A protective BMS shutdown is not itself a defect. WeVolt first checks whether the cause is the battery, wiring, protection settings or another component.

4 What WeVolt will provide

Before the fifth purchase anniversary and the cycle limit, WeVolt will repair or replace a covered battery at our option. Covered battery parts and service-center labor are free; freight follows Section 10.

From the fifth anniversary until expiry, WeVolt may provide free repair or the credit below. If WeVolt elects not to repair, the applicable credit is available. This later period does not promise a free new battery.

Claim first received	Covered battery remedy
Before fifth anniversary	Free repair or replacement.
Fifth to before sixth anniversary	Free repair or 50% replacement purchase credit.
Sixth to before seventh anniversary	Free repair or 40% credit.
Seventh to before eighth anniversary	Free repair or 30% credit.
Eighth to before ninth anniversary	Free repair or 20% credit.
Ninth to before tenth anniversary	Free repair or 10% credit.

Credit percentages use the original battery price paid after discounts, excluding freight and tax. A bundle uses its stated battery allocation, or proportional standalone prices at sale if no allocation was stated. Credits apply to a comparable WeVolt replacement at its publicly offered price, capped at that price, and expire 90 days after issue. They are not cash refunds. You pay the balance; disclosed new-order shipping terms apply.

Replacements may be new or tested refurbished equivalents with at least the same nominal voltage and capacity. Surrendered replaced items become WeVolt property. Service continues the original term and cycle allowance; defects in repair work are covered for at least 90 days. If no repair, comparable replacement or credit is available within a reasonable time, WeVolt provides its monetary equivalent, or any greater remedy required by law.

5 Capacity retention and energy output

Defect-related abnormal capacity loss is covered; normal aging is excluded. No fixed retained-capacity percentage is promised. The 10,000-cycle target at 0.5C, 25 degrees C and 80% DoD to 70% EOL remains a performance target with pack-level validation pending, not a capacity guarantee.

No minimum lifetime output or separate MWh limit is warranted. The 61.09 MWh estimate is neither guaranteed output nor an additional expiry threshold. Capacity is evaluated under a repeatable protocol with recorded temperature, current and voltage endpoints; app SOC or overnight runtime alone does not measure capacity.

Use requirements and exclusions

Conditions specific to this truck auxiliary battery

6 Installation and operating requirements

Follow the supplied manual and datasheet. Use compatible LiFePO4 charging equipment, correct polarity, suitable fusing and cables, secure mounting and properly tightened terminals. Qualified DIY installation and compatible third-party equipment do not automatically void coverage; damage they cause is excluded.

Operating condition	WTTB-24V-314Ah specification
Charge current	100 A recommended; 150 A maximum.
Discharge current	157 A continuous; 200 A for 30 s; 300 A for 10 s.
Surge discharge	900 A for 1 s; not a routine starting rating.
Charge and discharge settings	29.2 V bulk/absorption; 28 V float or off; 22.4 V recommended discharge cutoff.
Cell temperature	Charge: 0 to +55 degrees C. Discharge: -20 to +60 degrees C.
Connections	No series connection. Parallel connection only as specified by WeVolt.

Heating does not authorize charging cells below 0 degrees C; warm them into the permitted range first. Normal road vibration with proper mounting is intended use. IP65 does not cover immersion or pressure-washer exposure.

Do not use this auxiliary battery for routine starting. Force start is for instructed emergency use only. Do not bypass the BMS or connect normal loads to the service negative terminal; the surge rating does not authorize repeated cranking.

7 What is excluded

Coverage may be denied for a particular failure when evidence shows it was caused by:

- Reverse polarity, external shorts, unsuitable charging, series connection or operation beyond current or temperature limits.
- Load-induced over-discharge in storage, failure to recharge after shutdown, or continued use after damage.
- Loose or corroded terminals, inadequate cables or fuses, insecure mounting, or improper installation, removal or reinstallation.
- Collision, dropping, external fire, immersion, flooding, chemicals or exposure beyond the protection rating.
- Modifications, enclosure opening, protection bypass or firmware changes that cause or contribute to the claimed fault.
- Repeated starting, improper force-start use, or normal loads connected to the service negative terminal.

Normal aging, cosmetic wear without functional impact, and phone or operating-system compatibility changes are excluded. Fraud, counterfeits and products whose identity cannot reasonably be verified are ineligible. A damaged label alone does not defeat a verifiable claim.

An unrelated installation issue, third-party part, moved installation or broken seal does not alone void coverage. A manufacturing defect remains eligible after a normal protection event. WeVolt explains the evidence and reason for a denial.

Claims and return locations

Contact WeVolt first and follow the approved return instructions

8 How to request warranty service

1. Contact WeVolt or your authorized seller
Use Section 13 or your order support details. Provide the model, serial number, receipt, contact details, delivery address and a description of the fault and when it began. Report promptly and before expiry.

2. Complete reasonable troubleshooting
Provide available installation photos, fault codes, app screenshots, charging settings or safe voltage readings. We may resolve the fault remotely. Registration, public posting and unsafe testing are not required.

3. Obtain an RMA before dispatch
If return is needed, WeVolt issues a Return Merchandise Authorization with the address, packaging, freight arrangement and customer-paid charges. Authorization permits evaluation; it does not confirm coverage.

4. Inspection and decision
WeVolt or its designated facility tests the battery and explains the decision. We aim to give an initial assessment within 10 business days after receiving it and the necessary information. If more time is needed, we provide updated estimates and progress.

5. Receive the remedy or approve paid work
Covered service follows Section 4. Non-covered repairs require an itemized quote and your agreement. You may decline paid work and request return under the charges disclosed in the RMA.

9 Where and how to return the battery

> **Two possible return destinations**
> WeVolt may direct returns to a designated United States warehouse or the factory in China, according to the fault, battery condition, inspection or repair capability, and logistics. Your approved RMA supplies the exact address. A public mailing or sales address is not automatically a return address.

The RMA states the destination and your freight responsibility before dispatch. WeVolt will not change the destination or increase agreed charges without your agreement. Further transfers after an authorized United States return are WeVolt responsibility for covered claims. Section 10 governs a United States claim directed to China.

Do not ship without approval or use freight collect or COD. Unauthorized shipments may be refused or held while we contact you, subject to law. RMAs normally last 30 days; request an extension for transport delays. An agreed extension preserves a timely claim.

Stop using or charging an unusually hot, swollen, leaking, smoking or unsafe battery. Tell WeVolt its condition before shipment. Damaged or defective lithium batteries require an appropriate carrier and packaging, not ordinary parcel service. Follow applicable transport rules and the RMA instructions, protect terminals, and use suitable original or approved equivalent packaging. Original packaging is not an absolute warranty condition.

Customers arranging freight must package securely, retain tracking and handle claims for damage caused by inadequate packaging. If WeVolt arranges freight, WeVolt handles the carrier claim, except for damage caused by failure to follow its packaging instructions.

Shipping costs and returns

Separate rules for covered faults and personal reason returns

10 Who pays for shipping and service

These rules cover approved standard transport. Express service, special collection and third-party expenses need written approval. Greater protections required by law prevail.

Situation	Cost responsibility
Covered defect in months 1 to 12 Contiguous United States	WeVolt pays or reimburses reasonable approved inbound and outbound freight. Agreed customer prepayment is reimbursed when coverage is confirmed.
Covered defect after month 12 Contiguous United States	Customer pays standard inbound freight to the designated United States receiving point. WeVolt pays outbound freight for repair or warranty replacement. A new purchase using later-period credit follows disclosed new-order shipping terms.
Covered contiguous United States claim directed to China	WeVolt offers United States reception or pays the additional international freight and return customs-processing costs. Customer inbound cost after month 12 is capped at the disclosed equivalent United States inbound estimate.
Alaska, Hawaii, territories or other countries	Customer pays approved transport, customs and fees, unless sale terms or law provide otherwise. The route and estimated charges are disclosed before shipment.
Non-covered fault or no battery defect	Customer pays approved freight and reasonable diagnostic or repair fees disclosed and agreed before incurred. No undisclosed automatic inspection fee.

For a contiguous United States claim, WeVolt pays approved surrender freight if return is required solely to issue an approved credit. Covered repair parts and service-center labor are free. Vehicle diagnosis, removal, installation, travel, towing, lodging, downtime and lost earnings are excluded unless agreed in writing or required by law. Covered claims carry no restocking fee.

11 Returns for personal reasons

For direct WeVolt purchases, request a personal reason return within 30 calendar days of delivery. The battery must be unused, uninstalled, unmodified and undamaged, with supplied items and suitable packaging. Opening the box for reasonable visual inspection is allowed. Ship within the RMA period. Dealer purchases follow the seller return policy; this manufacturer warranty still applies.

Customer pays compliant return freight, insurance and disclosed international charges. WeVolt may deduct itemized, reasonable inspection and handling costs up to 15% of the battery price; this is not automatic. Original separately charged shipping is not refundable where lawful. Promotional free shipping is not retrospectively charged. No duplicate or hidden processing fee applies.

The RMA discloses the United States or China destination and estimated international charges before you agree to dispatch. Used or installed batteries qualify only for applicable defect remedies. Custom or specially modified products are excluded from personal reason returns only when disclosed before sale. Wrong shipments, WeVolt-caused faults and covered defects have no personal reason restocking fee.

Approved refunds go to the original payment method within 10 business days after receipt, inspection and agreement on deductions; bank posting may take longer. A battery return does not automatically require refund of the entire system. Mandatory rejection and refund rights remain unaffected.

Legal rights and support

Warranty limits, customer rights and contact details

12 Your legal rights

This limited manufacturer warranty adds to rights that cannot be excluded by law. It gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

TO THE EXTENT PERMITTED BY LAW, IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, LAST NO LONGER THAN TEN YEARS FROM PURCHASE. Some states do not allow limitations on how long an implied warranty lasts, so this limit may not apply to you.

TO THE EXTENT PERMITTED BY LAW, INCIDENTAL OR CONSEQUENTIAL LOSSES, INCLUDING LOST REVENUE, DOWNTIME AND LOSS OF USE, ARE EXCLUDED. Some states do not allow their exclusion or limitation, so this limit may not apply to you.

Liability for the battery remedy under this voluntary warranty is capped at the original battery price, excluding freight expressly paid under Section 10. This does not limit legally required remedies or liability for injury, property damage or other obligations that cannot lawfully be restricted.

You may request review of a denial using your RMA number and supporting evidence. This process does not require arbitration, waive legal remedies or shorten statutory claim periods. If one clause is unenforceable, the remaining lawful clauses apply.

The terms supplied at sale govern that battery; later changes do not reduce coverage. Specific written WeVolt commitments at sale are honored. Delays outside our reasonable control may extend service estimates, but do not automatically cancel coverage. Mandatory law prevails.