

Firefly International Energy Co.

Limited Warranty for G31M Battery

(Marine, Solar, RV & Trucking Applications – North America)

Definitions

- **“Manufacturer”** refers to Firefly International Energy Co., with registered office at 155 L New Boston Street, Woburn, MA 01801, USA.
- **“Product”** or **“Battery”** refers specifically to the G31M deep-cycle VRLA AGM gel battery designed and manufactured by Manufacturer for marine, solar, RV, and trucking applications within North America.
- **“Original Purchaser”** means the first end-user who purchases the Product from an authorized Firefly distributor or dealer in North America.
- **“Warranty Period”** means the three (3)-year period beginning on the date of original purchase (date of invoice) by the Original Purchaser.
- **“Defect”** means any failure of the Product to conform to its printed specifications or to operate under normal use and service, provided the conditions outlined in this document are met.

Scope of Limited Warranty

Warranty Coverage

During the Warranty Period, Manufacturer warrants that the Product will be free from defects in materials and workmanship, subject to the terms, exclusions, and conditions described herein. If a covered Defect arises within the Warranty Period, Manufacturer will, at its sole discretion, either:

- Repair the defective Product; or
- Replace the defective Product with a new or refurbished Product of equal function and grade; or
- Refund the Original Purchaser in an amount equal original purchase value of the Product.

Eligibility

This Limited Warranty applies only to G31M batteries which:

- Were purchased in North America from an authorized Firefly distributor or dealer;
- Have been installed, maintained, and used in accordance with Firefly’s published instructions and recognized industry standards for their intended application (marine, solar, RV, or trucking); and
- Remain in the possession of the Original Purchaser.

Warranty Period

Duration

The Warranty Period is three 3 years or 36 months from the date of original purchase. The date of purchase must be documented via a valid invoice or sales receipt.

PRODUCT LINE	BATTERY TYPE	BATTERY VOLTAGE	WARRANTY PERIOD (MAX 80% DOD)
Oasis Series (AGM + Gel)	G31 M (12 V 105 Ah @ C20)	12	3 Years

FAIL OR FAILURE, AS USED HEREIN, SHALL BE DEFINED AS FULLY CHARGED BATTERY THAT FAILS TO ACHIEVE 50% OF THE PUBLISHED CAPACITY @ C10 AT THE REFERENCE TEMPERATURE COMPENSATION TO 80F / 27C.

Applications & Installation Requirements

Marine Use

- Battery must be installed in a well-ventilated compartment, isolated from bilge water and excessive vibration.
- All connections must be marine-grade, corrosion-resistant, and properly torqued according to Firefly’s torque specifications.
- Only compatible marine battery chargers (3-stage, AGM-specific charging profiles) shall be used.

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Solar (Off-Grid & Hybrid) Use

- Battery must be connected through a charge controller designed for AGM gel batteries, employing proper float, bulk, and absorb voltage settings.
- Temperature compensation (if required by charge controller) must be set in accordance with Firefly's temperature compensation chart.
- Wiring must be rated for the maximum charge/discharge current specified in Firefly technical literature.

RV Use

- Battery must be secured to prevent movement or tipping.
- Ventilation around the battery should allow for safe dissipation of heat.
- Only RV-rated charging systems or converters with AGM/gel-mode settings may be used.

Trucking (Heavy-Duty Vehicle) Use

- Battery must be installed in an approved battery box or tray, secured to limit vibration and shock.
- All terminal connections must use heavy-duty, corrosion-resistant clamps.
- Charging equipment must be compatible with AGM gel batteries and provide proper voltage regulation.

Failure to follow these application-specific installation requirements will void this Limited Warranty.

Exclusions & Limitations

Manufacturer's Limited Warranty does **not** cover, and excludes the following:

Normal Wear & Maintenance

- Normal capacity loss due to cyclical usage or calendar aging.
- Cosmetic damage (scratches, dents, paint chip).
- Abuse, neglect or breakage due to improper handling, operation and maintenance including but not limited to; improper installation, batteries installed with other makes and/or models in the same string, over-discharging the batteries, improperly sized batteries for the application, exposure to excessive heat or cold temperatures, bulging batteries, frozen batteries, fire, explosions, improperly sized charging systems, improper charging (undercharging, overcharging), use of the battery in an uncharged condition, discharged batteries, shipping damage, loose cable connections, rusted or corroded hardware, improper storage, improper handling, batteries that are dropped, battery modifications, pressure relief valves that have been tampered with or removed, cracked covers and cases, batteries damaged from electrical equipment, if the manufacturing and/or finishing date codes have been destroyed or tampered with, or if the batteries have not been used, operated and/or maintained in accordance with Firefly Energy Company's Operating and Maintenance instructions.

Acts of Nature & External Events

- Theft, vandalism, or other criminal actions.
- Acts of war, terrorism, or civil unrest.

Claim Procedure

Pre-Claim Inspection & Authorization

- **Contact Firefly Customer Service:** Original Purchaser must notify Firefly within thirty (30) days of discovering a suspected Defect by emailing support@fireflyenergy.com or by contacting authorized distributor or dealer.
- **Provide Documentation:** Include a copy of the original purchase invoice, serial number of the G31M battery, installation date, and a description of the Defect. Photographs or videos demonstrating the issue are encouraged.
- **Receive RMA Number:** If Manufacturer determines the issue may be covered, Firefly will issue a Return Material Authorization (RMA) number along with shipping instructions.
- **Return the Product:** Ship the defective Battery (with terminals cleaned & taped to prevent shorting) to the designated Firefly service center freight prepaid. Include the RMA number on the shipping label and packaging.

Evaluation & Resolution

- Upon receipt, Firefly will inspect the returned Product to verify the Defect and confirm compliance with warranty terms.
- If a covered Defect is confirmed, Manufacturer will, at its sole discretion, repair, replace, or issue a credit.
- If no Defect is found (or the Defect is excluded), the Original Purchaser may be charged for return shipping and any diagnostic fees.

Turnaround Time

Firefly aims to evaluate and resolve warranty claims within thirty (30) calendar days after receiving the returned Product.

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Limitations of Liability

Exclusive Remedy

Manufacturer's sole obligation under this Limited Warranty is limited to the repair, replacement, credit. This constitutes the Original Purchaser's exclusive remedy for any breach of warranty.

Exclusion of Incidental & Consequential Damages

To the maximum extent permitted by applicable law, Manufacturer shall not be liable for any incidental, consequential, special, punitive, or exemplary damages, including but not limited to:

- Loss of profits, revenue, or savings;
- Costs incurred for removal or reinstallation of Product;
- Damage to property, vehicle, or equipment;
- Loss of use of Product or any associated equipment.

Limitation of Liability

In no event shall Manufacturer's total liability under this Limited Warranty exceed the original purchase price paid by the Original Purchaser for the defective Product.

Transferability

This Limited Warranty is the sole warranty given by Manufacturer and is non-transferable. It applies only to the Original Purchaser and is void if the Product is resold, leased, or otherwise transferred to a third party.

Governing Law & Jurisdiction

This warranty gives specific legal rights, and you may also have other rights that vary from state to state.

Miscellaneous

Severability

If any provision of this Limited Warranty is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

No Other Warranties

This Limited Warranty constitutes the entire agreement between the Original Purchaser and Manufacturer concerning the Product and supersedes all prior or contemporaneous written or oral communications and representations.

Amendments

Manufacturer reserves the right to amend or modify this Limited Warranty at any time, provided that such changes shall not affect any claims already made and accepted under the original terms.

Contact Information

For warranty service, questions, or clarifications, please contact:

Firefly International Energy Co.

Warranty Department

155 L New Boston Street

Woburn, MA 01801, USA

Email: support@fireflyenergy.com

Acknowledgment

By retaining and using the G31M Battery beyond the initial installation, the Original Purchaser acknowledges acceptance of all terms and conditions of this Limited Warranty.