

PEAK POWER PACKS

Limited Warranty Claim Card

This Limited Warranty Claim Card applies only to PPP Series Commercial Aircraft Power Packs and assembly parts. This card is for warranty claim purposes only.

The complete terms and conditions of the Peak Power Packs Limited Warranty for Commercial Aircraft Power Packs are published on our website at: www.peakpowerpacks.com. In the event of any inconsistency between this Card and the Limited Warranty, the online Limited Warranty shall stand.

This card is not intended to be used to register your product. Product registration is NOT required.

End User: _____

Phone: _____

Aircraft Make & Model: _____

Company Filing Claim: _____

Contact Name: _____

Contact Phone: _____

Pack Model Number: _____

Issue with Product: _____

Peak Power Packs reserves the right to contact the End User and/or the Company End User who is utilizing the product experiencing malfunctions for this Claim.

Serial Number: _____

Please file your claim directly with Peak Power Packs.

Claims filed directly with Distributors will be returned. You must file your claim within 60 days of malfunction or defect. Claims filed past these 60 days will not be honored.

Distributor: _____

Contact: _____

Purchase Date: _____

Telephone: _____

Email: _____

End User Procedure for Warranty Claim

1. Fill in the "End User" portion of the Warranty Card.
2. Fill in the Serial Number from the battery.
3. Fill in the "Distributor" portion of the card, if this product was purchased from a Distributor.
4. Scan-in this form, and email to the email address provided on the reverse of this card.
5. Do not dispose of the product. A Return Material Authorization (RMA) will be issued to evaluate the claim of premature failure.
6. A returned pack without a valid RMA will be returned to the sender at the sender's cost.
7. Warranty evaluation may take up to four weeks from the date of receipt at our factory.
8. A service or repair fee may apply if it is determined that pack has malfunctioned due to misuse.

Without this information, the Limited Warranty is void.

Peak Power Packs, will determine whether the Pack or Assembly Part is eligible for a credit, repair, or replacement, and if so, whether the End User is entitled to a Full Warranty Credit or Partial Warranty Credit. If applicable a warranty claim credit will be issued to the End User. If a complete and correct information has been provided the process should take up to 5 business days, excluding holidays and company shut-down periods.

LIMITED WARRANTY SUMMARY

The following is limited a summary. The complete terms and conditions of Peak Power Packs Limited Warranty for our products are published, updated and maintained on our website at www.peakpowerpacks.com. In the event of an inconsistency between this Limited Warranty Claim Card and the Limited Warranty listed on our website, the website version shall stand.

Coverage

If the Battery Pack or Assembly Part fails during normal and customary use, due to defects in materials or workmanship, within 365 days (12 months) from the purchase date then a Full Warranty Credit will be processed.

Reciprocating and Turbine Engine Starting Applications

If the Battery Pack or Assembly Part fails during normal and customary use, due to defects in materials or workmanship, within 365 days (12 months) but no later than 545 days (18 months), from the Date of Purchase, then Partial Warranty Credit for the Battery Pack or Assembly Part will be Processed.

Standby Applications

If the Battery Pack or Assembly Part fails during normal and customary use, due to defects in materials or workmanship, within 180 days (6 months) but no later than 365 days (12 months), from the Date of Purchase, then Partial Warranty Credit for the Battery Pack or Assembly Part will be Processed.

Full Warranty Credit

Full Warranty Credit means that the Customer will receive full warranty credit for the failed Battery Pack or Assembly Part based on Peak Power Packs selling price in effect at the time of purchase. Warranty Credit can either be refunded to the Customer or be applied toward a new Battery Pack to be purchased by the Customer.

Partial Warranty Credit

Partial Warranty Credit shall be calculated by reducing the Full Warranty Credit by the Pro-Rata Charge. The Pro-Rata Charge will be calculated by determining the percentage of the useful service life of the Battery Pack or Assembly Part used prior to its failure. The Pro-Rata Charge will be based on the number of Charge and Discharge cycles as well as maximum AH recorded by the Battery Pack internal electronics, whichever percentage is greater.

For example, if the pack has been charged and discharged 750 times, and its life expectancy is 1500 cycles, then the Warranty Credit would be reduced by 50.0% of the initial purchase price.

Warranty Termination

The Limited Warranty shall terminate if:

- The Battery Pack or Assembly Part was not purchased new and unused.
- The claim for warranty credit, including proper documentation, was not received by Peak Power Packs within 60 days from the date of Battery Pack or Assembly Part failure.
- The Battery Pack enclosure case has been opened.
- The Battery Pack or Assembly Part has been mis-used, abused, neglected, altered, improperly used, damaged in shipping, over charged or under discharged, otherwise damaged through the act or neglect of a party other than Peak Power Packs.
- The Battery Pack or Assembly Part has not be stored IAW Peak Power Packs published procedures.
- The Battery Pack or Assembly Part was not maintained IAW Peak Power Packs most recent Component Maintenance Manual (CMM).
- The End User, or customer does not fully comply with the warranty procedure.
- The Battery Pack or Assembly Part is not available for immediate return to Peak Power Packs for evaluation.
- This Battery Pack or Assembly Part, is a General Aviation type Battery Pack designed to start reciprocating and/or (depending on model) turbine applications.

Warranty Exclusions

The Limited Warranty covers only defects in material and workmanship ONLY. The warranty will NOT cover mis-use, abuse, related costs, shipments and freight cost to and from Customer.

Please contact **Peak Power Packs**
Warranty Administration Department with any questions.
Domestically (850) 797-5731 Internationally (850) 797-5731
Email - info@peakpowerpacks.com