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Warranty

10/5/2014

VMAXTANKS are known for their long life span ranging from 8 to 10 years in float service applications. Many factors can play a big part on the actual life span of deep cycle batteries.

The main factors are the Depths of Discharge and their frequency.

Nature of use, temperature, storage conditions and charging procedure are among other factors that can prolong or shorten their life span.

Since VMAX batteries are designed to be used in tough applications demanding frequent Deep Depths of Discharge, they are warranted for 12 months from date of purchase to original customers against defects and workmanship. Within this Period , defective batteries will be replaced free of charge.



Before You File A Warranty Claim:

Since all VMAXTANKS are inspected before shipping, please follow the following steps before filing a warranty claim:

1- Check your charger, controller or panels and make sure they meet required current and/or wattage specifications listed in the "Description" page of each battery. If it does not, please replace or upgrade charging method.

2- If it does, measure output voltage of your charger or controller to make sure that it is in good working condition (14.4V-15V). If it does not, please replace.

3- Charge battery for 15 hours. Disconnect charger and measure battery voltage. Voltage should measure over 13.3V or over 13V after couple of hours of disconnecting charger.

4- If it does, apply appropriate load for 5 minutes (or use load tester -if available). Disconnect and measure voltage after 5 minutes. If voltage is less than 12.7V, please file your claim. If not, check your load, cables and/or inverter.

To File A Warranty Claim:

If product fails within 60 days from delivery date:

- 1- Select **"Labels"** from our Category tabs on Home Page.
- 2- Select "Free Return Shipping Labels (FRSL)" from drop down menu.
- 3- Select item: FRSL .
- 4- Enter YOUR "Bill To" and "Ship To" addresses when completing checkout and enter the following information in the Comment Section:

- Date of Purchase
 - Receipt Number

 - Name of Authorized Dealer

 - Product Model Number
 - Product Serial Number
 - Best times to send carrier to pick up product
 - Brief description of problem
- Upon approving your request, a Return label will be emailed to ship your product back.

All returns must be free of any abuse and physical damage.
Product must be adequately packaged. All shipping damages must be claimed by you.
Damaged product cannot be warrantied, and will be held for a maximum of 30 days.
You may request the battery to be returned subject to paying freight and handling fee including all shipping and packaging costs.

Approved returns will be exchanged within 5 business days of receiving product.
VMAX USA will pay for returning and shipping back new replacement.

If product fails within 1st year but after 60 days from delivery date:

- 1- Select **"Labels"** from our Category tabs on Home Page.
- 2- Select "Discounted Return Shipping Labels (DRSL)" from drop down menu.
- 3- Select the DRSL for the specific product you intend to return.
- 4- Enter YOUR "Bill To" and "Ship To" addresses when completing checkout and enter the following information in the Comment Section:

- Date of Purchase
 - Receipt Number

 - Name of Authorized Dealer

 - Product Model Number
 - Product Serial Number
 - Best times to send carrier to pick up product

 - Brief description of problem
- Upon approving request, your Return label will be emailed to ship product back.
If product is out of warranty, your label cost will be refunded.

All returns must be free of any abuse and physical damage.
Product must be adequately packaged. All shipping damages must be claimed by you.
Damaged product cannot be warrantied, and will be held for a maximum of 30 days.
You may request the battery to be returned subject to paying freight and handling fee including all shipping and packaging costs.

Approved returns will be exchanged within 5 business days of receiving product.

VMAX USA will pay for returning and shipping back new replacement.

VMAX USA,LLC will not be liable or responsible for any expenses for transportation, installation, loss of time or any other expenses which would be considered as incidental or consequential damages.

Failure due to any of the followings will void warranty: Abuse, physical damage, neglect, improper maintenance, bulged cases from heat, fire, insufficient charging , overcharging AND/OR the removal of manufacturer codes or serial numbers.

VMAX USA, LLC

Please use the far above links to our Technical Data, Order Claims and FAQ pages for answers to most questions and inquiries.

Order Inquiries:

Tel: 1-248-827-1021 OPEN 10:00am to 4:00pm (EST) MON-FRI

Fax: 1-248-827-2420

Warranty & Service Center:

VMAX Service Division

5850 Sheldon Road

Belleville, MI. 48111

USA

Dealers and Distributors Inquiries:

For Marine, Mobility, Solar : 888-862-9826 OPEN 10:00am to 4:00pm (EST) MON-FRI

For Car Audio in the US & Canada: 517-663-9559 OPEN 10:00am to 4:00pm (EST) MON-FRI

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.