Registering your battery and the warranty

Register your battery in Battery Monitor within 30 days of purchase to get the warranty, and see its status at any time.

Registering links the battery to your account. It makes you its owner, starts the warranty, and lets you open support cases and request Ermis Cloud.

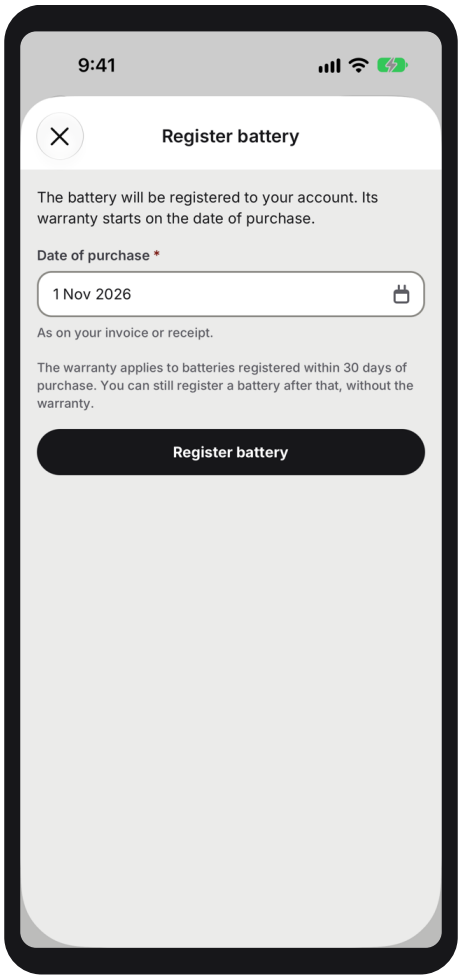
> **Register within 30 days**
> The warranty covers batteries registered within 30 days of purchase: 5 years from the date of purchase or 6,000 cycles, whichever comes first. You can still register later, without the warranty.

Register in Battery Monitor

1. ### Sign in and connect
   Sign in with your account (not as a guest), then connect to the battery over Bluetooth. Registering needs the Bluetooth connection: the app reads the battery's serial number and code from the battery itself. Check that the serial matches the label.

2. ### Open Register battery
   On the dashboard, tap **Register battery** on the card that says **This battery isn't registered**, or open **ï→ Register battery**.

3. ### Enter the date of purchase
   Choose the **Date of purchase** as it appears on your invoice or receipt. It can't be in the future.



Register battery

4 Tap Register battery

The app says **Battery registered**. The battery is now yours.

> **Keep your proof of purchase**
> We use it to confirm the dates when you make a warranty claim.

Good to know:

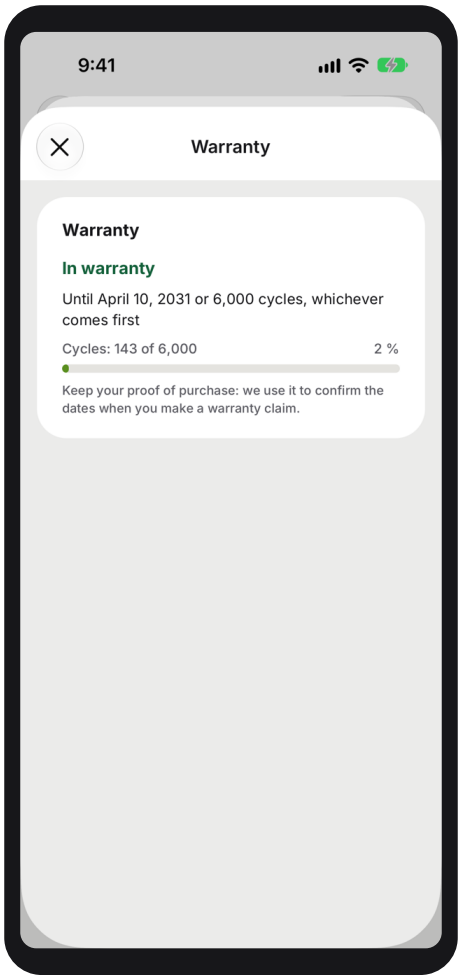
- The first person to register a battery becomes its owner; nobody else can register it after that. If you bought it second-hand, take it over with a transfer code.
- In a bank of batteries, register each battery separately.
- An installer can help at handover, but the battery should be registered to your own account.
- Can't use the app? Email the serial number and your proof of purchase to **info@batterieslab.gr** within 30 days of purchase.

See the warranty

Open ï→ **Warranty**. It shows one of:

- **In warranty**, until a date or a number of cycles, whichever comes first;
- **Warranty ended**, on a date or at 6,000 cycles;
- **Not covered by the warranty**, when the battery was registered more than 30 days after purchase.

It also shows the cycles counted so far and the product code.



Warranty

How the warranty is counted

- It lasts 5 years or 6,000 cycles, whichever comes first, for a battery registered within 30 days of purchase.
- The 5 years start on the date of purchase you entered. A battery registered without one counts from the day it was registered.
- The cycles are the ones the battery's BMS counts, as Battery Monitor last sent them.
- The warranty stays with the battery when it changes owner, with its original date of purchase.

The full terms are on account.batterieslab.gr/warranty.

Make a warranty claim

From a registered battery, open ï→ **Warranty request** and describe the problem; see Support cases. Or email **info@batterieslab.gr** with the serial number, the email of your app account, your proof of purchase, a description and photos.

> **Never ship a lithium battery yourself**
>
> Lithium batteries travel as dangerous goods (UN3480, class 9). Wait for our instructions before sending a battery anywhere.