

WARRANTY TERMS

Shorai Inc. offers a Limited Three-Year Warranty for LFX batteries, for defects in material and/or workmanship, pertaining to sales originating and delivered within the United States.

All warranty claims for products purchased and delivered within the United States are handled directly by Shorai Inc. (USA). Do not contact your reseller for warranty claims. See [Our Warranty Form](#) for online submission of warranty claims, and Return Merchandise Authorization (RMA#) assignment. Replacement batteries are to be issued by Shorai Inc and sent directly to the customer. If an exception is requested, a dealership is not authorized to issue a replacement battery without prior written authorization from Shorai Inc.

Please do NOT return any product without an RMA#, or before Shorai has contacted you to perform some simple diagnostics. In many cases issues can be solved prior to return.

Conditions which may void warranty

- Opening the battery case may void the warranty
- Applications Not listed on the Shorai website product finder such as: Aircraft, Automotive, Motive power (LFX as main power source, not engine starter).
- Over-voltage charging, or other error by charger or user setting of charger.
- Use in excess of cranking (CCA) specifications
- Short circuit of main terminals or BMS port
- Improper connections to the 5-pin BMS port
- Over-discharge (i.e. resting voltage allowed to fall below 12.8V/6.4V for Lfx 12V/6V types)
- Physical Damage to the battery occurring after purchase (impact, etc)

Our batteries will generally work in vehicles up to 110 Cubic Inches or 1,800 Cubic Centimeters (LFX36L3-BS12 and LFX36A3-BS12 series). If you have a stock motor pulled from another vehicle, then you can use our battery finder to select the battery that the motor came from as long as the starter gearing is the same. If you have any other questions, please give us a call and we will assist you.

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.