

HikoTerra Warranty Policy

1. General

This Limited Warranty is provided by HikoTerra and applies to all HikoTerra power electronics and lithium-ion battery products. This warranty is provided to distributors, boat & vehicle manufacturers, dealers, and end-users, and is in addition to any statutory consumer rights applicable under local law.

2. Warranty Coverage Period

HikoTerra warrants that its products are free from defects in materials and workmanship under normal use and service conditions:

- Power electronics: 2 years from date of first purchase for retail customers.
- Lithium-ion batteries: 2 years from date of first purchase for retail customers.

Proof of purchase is required, and the warranty period begins on date of first purchase for retail customers.

For Distributors, boat & vehicle builders only, the Warranty Coverage Period shall run for an additional six (6) months to that stated for first retail customers to allow for installation & commissioning.

3. Scope of Warranty

During the warranty period, HikoTerra will, at its discretion:

- Repair the defective product;
- Replace the product with an equivalent new or refurbished unit; or
- Provide partial or full credit for the product.

Replacement products may include new or reconditioned components.

Warranty repairs are covered by the warranty terms and conditions for the remainder of the original product's warranty period or six months or in accordance with local jurisdictions, whichever is the greater.

4. Conditions for Valid Warranty Claims

To qualify for warranty service:

- The product must be installed by an authorised HikoTerra partner. Authorised partners and service locations are listed on the HikoTerra partner Locator (<https://hikoterra.com/contact>).

- The product must be used in accordance with HikoTerra specifications and manuals;
- The product must not have been modified, tampered with, or repaired by unauthorized parties;
- Proof of proper battery management (for lithium batteries) may be requested including the providing of temperature logging data stored in the battery or system memory;
- The product serial number must be intact and legible.

5. Exclusions

This warranty does not cover:

- Damage due to misuse, neglect, improper installation, or unauthorized modification;
- Physical damage, mechanical deformation, corrosion, or liquid ingress;
- Environmental damage (e.g., dust, extreme temperatures, lightning, or natural disasters);
- Consumable parts and normal wear and tear;
- Costs of installation, removal, return transportation, or labour.

6. Battery-Specific Conditions

Lithium-ion batteries must be operated within specified limits. Warranty claims require evidence of appropriate usage, including:

- Proper charge cycles and avoidance of deep discharge;
- Adequate monitoring for battery installations including the providing of temperature logging data stored in the battery or system memory.

Failure to meet these conditions may void the warranty.

7. No Fault Found

After a product is returned to HikoTerra along with a completed Warranty Claim form, it will be evaluated using standard production testing procedures. Should the product fail this testing, the warranty claim will proceed.

If the product meets the standard test criteria, HikoTerra will reach out to the Dealer, Distributor, Boat Builder, or customer to obtain further details about the reported issue. If, following this process, the fault cannot be reproduced, then:

1. HikoTerra reserves the right to reject the warranty claim and return the product with its associated documentation;
2. A “No Fault Found” service fee may be applied.

3. The cost of return shipping may be charged as applicable.

8. Warranty Claim Procedure (RMA Process)

Customers are required to obtain a Return Material Authorization (RMA) prior to returning any product.

To initiate a claim, the customer must provide the following information:

- Product model and serial number
- Valid proof of purchase indicating the product, serial number, place, and date of original purchase (e.g., receipt or invoice)
- Detailed description of the issue or defect
- Vehicle Identification Number (VIN) for vehicle installations
- Hull Identification Number (HIN) for marine installations
- Customer contact information and return shipping details

Email: service@hikoterra.com

9. Shipping & Freight Instructions and Conditions

Securely package the product and ship it to the address provided by HikoTerra. The following items must be included:

- a. The RMA number issued by HikoTerra
- b. Valid proof of purchase indicating the product, serial number, place, and date of original purchase
- c. Any additional information requested by HikoTerra

The Dealer, Boat Builder, or Customer is responsible for all shipping costs, including insurance, duties, and taxes, required to deliver the product to the HikoTerra Service Centre. All risk of loss and/or damage remains with the sender until the product is received by HikoTerra.

HikoTerra will cover the cost of shipping the returned product to the nominated address within the original jurisdiction of purchase. The shipping method and carrier will be determined at HikoTerra's discretion. Any requested changes to shipping arrangements must be made and paid for by the customer. HikoTerra is not responsible for insurance, duties, or taxes on returned products.

10. Limitations of Liability

HikoTerra shall not be liable for indirect, incidental, or consequential damages including loss of profits, business interruption, or data loss. Liability is limited to the remedy provided under this warranty.

Nothing in this warranty limits your statutory rights.

11. Transfer of Ownership

If a product is replaced under warranty, the defective product becomes the property of HikoTerra.

12. Governing Law

This warranty shall be governed by applicable local laws. Where permitted, disputes shall be resolved in the jurisdiction of HikoTerra's registered office in New Zealand.

13. Severability

If any part of this warranty is found to be invalid, the remaining sections shall remain in full force and effect.

14. Contact Information

For warranty or RMA support:

Email: service@hikoterra.com