



ADVANCED MACHINE POWER

Warranty Terms & Conditions

Advanced Machine Power Warranty Terms & Conditions

Advanced Machine Power Warranty Terms & Conditions

Standard 3-year warranty, with a 1-year warranty on the P3 Portable Power Pack

All Advanced Machine Power products are covered by a limited warranty against defects in materials and workmanship under normal use and service. Coverage begins on the original date of shipment unless otherwise stated in writing at the time of sale.

1. Standard Coverage

The standard warranty period for qualifying Advanced Machine Power products is 3 years. The P3 Portable Power Pack carries a 1-year limited warranty unless otherwise stated in writing at the time of sale. Extended warranty options of up to 5 years may be available on qualifying product lines if purchased at the time of sale or documented in the applicable quotation, order acknowledgment, or sales agreement.

2. What the Warranty Covers

During the applicable warranty period, Advanced Machine Power will, at its discretion, repair, replace, or otherwise remedy products found to have defects in materials or workmanship under approved operating conditions. Covered remedies may include replacement parts, repaired assemblies, technical service, or complete product replacement when appropriate.

3. Expected Battery Aging and Application Suitability

Rechargeable batteries are consumable energy-storage products and will experience normal, chemistry-specific aging over time. Capacity loss, internal resistance increase, reduced runtime, and other performance changes that occur at a rate commensurate with the expected wear characteristics of the selected battery chemistry, cell design, duty cycle, depth of discharge, charge rate, discharge rate, temperature exposure, storage conditions, and total cycle count are considered normal wear and tear and are not defects in materials or workmanship.

Normal chemistry-related degradation is not covered under this warranty. Customers are responsible for understanding the expected service life, cycle-life behavior, and operating limits of the battery chemistry and configuration selected for their application before purchase. Advanced Machine Power can provide application guidance, but the suitability of a battery system for a specific duty cycle, runtime expectation, environment, and replacement interval should be evaluated by the customer before ordering.

4. Conditions That May Void Coverage

The following actions or conditions may void all or part of the warranty coverage:

- Opening, disassembling, or tampering with the battery enclosure or internal components without written authorization
- Overcharging or over-discharging the battery beyond BMS-specified limits

- Use of unauthorized chargers or charging algorithms not approved by Advanced Machine Power
- Installation in unapproved equipment or applications not specified at the time of purchase
- Exposure to water, chemical spray, or excessive moisture beyond the rated protection level
- Operation in extreme temperatures outside the approved operating range for the product
- Dropping, impact damage, crushing, puncture, or other forms of mechanical abuse
- Modification of BMS firmware, controls, wiring, or hardware without written authorization
- Failure to follow prescribed maintenance, inspection, storage, or commissioning requirements
- Continued use of the product after a fault condition or safety event without contacting AMP support

5. Exclusions

This warranty does not cover normal wear and tear, cosmetic damage, damage caused by misuse or neglect, improper installation by unauthorized parties, use outside the intended application, or damage resulting from external accidents, fire, flood, contamination, or acts of nature.

6. Warranty Claim Process

To initiate a warranty claim, contact Advanced Machine Power support with the product serial number, installation details, operating history, and a description of the issue. AMP may request photos, logs, charger information, or diagnostic data before authorizing service. Do not return batteries or related equipment without prior written authorization.

6.1 Parts Exchange Procedure

Where the warranty issue is determined to be caused by a defective component, Advanced Machine Power may, at its discretion, ship a replacement part to the customer under a parts-exchange program. The customer is responsible for:

- Removing the defective part and installing the replacement part in accordance with all instructions and safety procedures provided by Advanced Machine Power
- Returning the defective part to Advanced Machine Power within the timeframe specified in the exchange authorization, using the return-shipping label and packaging instructions provided
- Failure to return the defective part will result in the customer being billed the full replacement cost of the shipped part

The customer is responsible for all labor costs associated with removing and installing any warranty replacement parts. Advanced Machine Power does not provide on-site labor, technician dispatch, or reimbursement for third-party labor under the standard warranty. On-site service may be available as a separately quoted service engagement; contact your sales representative for options and pricing.

6.2 Freight

The customer is responsible for all freight costs for both the outbound replacement shipment and the return of the defective part or product. Advanced Machine Power will select the carrier and shipping method unless otherwise agreed in writing. All risk of loss in transit is borne by the customer until the returned item is received at the Advanced Machine Power facility.

7. Limitations

Except where prohibited by law, this limited warranty is exclusive and replaces any other express warranties. Advanced Machine Power shall not be liable for indirect, incidental, special, or consequential damages, including lost productivity, lost profits, substitute equipment costs, or downtime-related losses.

8. Contact Information

For warranty support, contact support@advancedmachinepower.com or call 262-394-6822.