



ABN: 97 111 822 283

AOR - TraxRV Lithium Battery Warranty

Thank you for purchasing your TraxRV lithium battery from AOR.

Important Note: Australian Consumer Law

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If your lithium battery is not used correctly your warranty may be voided

Firstly, some information on battery maintenance:

Due to the high quality of materials used it is very rare for TraxRV batteries to fail if they have been used and maintained correctly. To ensure your batteries last the maximum time possible please observe the following simple rules.

A deep cycle battery's lifespan is closely related to how often and how deeply it is discharged. AOR highly recommends the use of Solar Panels, Battery Chargers, or any other means of regulated charging to keep the battery voltage correctly maintained at all times, this will achieve maximum longevity.

TraxRV Lithium Battery Warranty

AOR will replace a battery if it is faulty or defective in either manufacturing or materials during the warranty period.


Our batteries are covered by a pro rata warranty. This means that depending on the amount of time you have had the battery for, if you make a warranty claim you may have to pay a small pro rata fee, based on the time you have had the battery and a percentage of the replacement charge to battery's RRP. This is because you have had substantial use from your product, receiving a certain value already from your investment.

TraxRV Lithium Battery Warranty Periods:

Lithium Batteries: 2 Years Pro-Rata warranty

- 0-12 months from purchase date: full replacement
- 13-18 months from purchase date: full replacement with 30% pro rata fee of RRP
- 19-24 months from purchase date: full replacement with 60% pro rata fee of RRP

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 07 5390 0300

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 39 Ron Parkenson Crescent, Bells Creek, QLD 4551

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Warranty Conditions:

- The warranty period is not renewed or extended as a result of a warranty repair or replacement.
- The sales receipt for the product must be provided as a proof of purchase when a warranty claim is made.
- Return the battery at customers own cost to the AOR Caloundra at 39 Ron Parkinson Cres, Caloundra QLD 4551.
- The warranty is not transferable and is only offered to the original end user of the product.
- The warranty only applies to products purchased through AOR or authorized resellers.
- To the extent that any conditions or warranty implied by law is excludable, such a condition or warranty is excluded.

Warranty Exclusions:


Warranty offered by AOR is voided if the defect or fault is caused by:

- Failure to follow proper installation, operation, or maintenance of the product.
- Inappropriate or improper use of product for purposes other than that for which it was designed.
- Neglect, lack of care, poor handling, or accidental damage.
- Repairs, alterations, or modifications performed by a third party without our explicit consent.
- Tampering or alterations to the product markings or labelling.
- Contamination of product by foreign material.
- Incorrect charging, including overcharging and/or undercharging.

Warranty does not include:

- Labour costs
- Transit costs (if the product must be sent back to us)
- Normal maintenance costs
- To the extent permitted by law, any damage to property, personal injury, direct or indirect loss, consequential losses, or other expenses
- Changes in the condition or operational qualities of the product, resulting from incorrect storage, fitment, application, maintenance, environmental factors, or other influences

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How to Make a Warranty Claim

If you believe your product is faulty or defective due to improper manufacturing or construction, please follow these steps to make a warranty claim:

Option One: Standard Warranty Claim Process:

- Contact AOR by logging in and creating an account at <https://www.myaor.com.au/> and create a new ticket.
- A AOR team member will try to confirm whether or not the product is indeed faulty through simple testing, however you may be required to return the product to us at your cost for more advanced testing.
- Once the product has been confirmed to be faulty, we will repair or replace it under the terms of the relevant warranty. Fees may apply for pro rata warranties or transport costs to send a replaced or repaired product.
- In the event a product is deemed by our testing not to be faulty or, you have the choice to have the product returned at your cost.


Option Two: Pay in Advance Replacement Warranty Process:

To ensure a speedy turn-around and get you back on the road as fast as possible, AOR offer a Pay in Advance Replacement Warranty Process.

- Contact AOR by logging in and to creating an account at <https://www.myaor.com.au/> and create a new ticket.
- At the request of the customer AOR will invoice you for a replacement TraxRV lithium battery and once paid AOR will ship the item straight away to your requested delivery address.
- Once the faulty TraxRV lithium battery has been received back to AOR Caloundra and has been determined that it is covered under AOR's warranty, AOR will reimburse you the Pro-Rata warranty amount.
- By requesting the Pay in Advance Replacement Warranty Process please be advised that if the product you return is found **NOT** to be faulty or **NOT** covered under AOR's warranty policy then you will not be entitled to a refund for the cost of the Pay in Advanced Warranty Replacement and the product you returned will be shipped back to you at your expense.

If you have any questions, please contact AOR at <https://www.myaor.com.au/> or 07 5390 0300.

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