



Although we want you to be 100% satisfied we must limit our liability. By installing our product you agree to our limited warranty and the limits of our liability and waiver of claims.

## **WARRANTY SERVICE REQUESTS**

All warranty service requests must be initiated by emailing [Warranty@GreenBeanBattery.com](mailto:Warranty@GreenBeanBattery.com) the following information:

- First and Last Name
- Phone Number
- Address of Vehicle for Service
- Vehicle Identification Number
- Reported Mileage
- Invoice Number
- Images of Diagnostic Trouble Codes or Copy of Diagnostic Report

All suspected warranty claims must be diagnosed or verified. The vehicle can be taken to a repair shop, dealer, or parts store to obtain trouble codes and/or diagnostic reports. You can purchase an OBD II scanner, as well. Diagnostic trouble codes provided by a personal-use OBD II Scanner will suffice.

1. Take a picture of the scanner and codes.
2. Email the pictures of the diagnostic trouble codes to [\*Warranty@GreenBeanBattery.com\*](mailto:Warranty@GreenBeanBattery.com)

If you have the vehicle diagnosed, the following information must be provided by the repair shop or dealership:

- All Diagnostic Trouble Codes from all computer modules of the vehicle. This includes but is not limited to the Powertrain Control Module, Battery Energy Control Module, Engine Control Module, Transmission Control Module, Body Control Module, Transmission Control Module, and ABS Control Module.

Upon review of the diagnostic trouble codes, and determination of a battery failure within the customer's warranty period, Green Bean Battery will replace the failed battery at no charge to the customer. Green Bean Battery will not reimburse for diagnostic or towing expenses associated with any warranty claims.

## **TERMS OF THE WARRANTY**

### *Limited Liability & Waiver of Claims*

Green Bean Battery guarantees our battery for the entirety of the warranty period regardless of age or mileage. Our Green Bean Unlimited Mileage Warranty includes battery replacement for a failed battery in accordance with our warranty process stated above.

This product warranty becomes null and void if the damage is caused by misuse, abuse, or accident; the attachment of any unauthorized accessory; alteration to the product; improper installation; exposure to harsh weather and/or chemicals; or lack of proper maintenance. This warranty also becomes null and void if the product is opened or any sticker is tampered with, broken, or missing, or if the damage is caused by any other condition that is beyond the control of Green Bean Battery.

IN ALL CASES, GREEN BEAN BATTERY SHALL NOT BE RESPONSIBLE FOR ANY TYPE OF INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES. ALL OTHER WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE EXCLUDED.

By accepting this product, you hereby waive and release any claim now or hereafter existing against Green Bean Battery, its employees, officers, directors, agents, and customers, on account of any and all claims, demands, suits, causes of action, and all legal proceedings, whether civil or criminal, damages, losses, liabilities (including, but not limited to, strict liability in tort), obligations, penalties, judgments or fines and other sanctions, and any costs and expenses in connection therewith, including legal fees and expenses of whatever kind and nature, which may result from or arise out of injury to or death or loss or damage to property or the loss of use of any property which may result from or arise out of the possession, condition, use or operation of this product.

### *The Facts*

- Warranty is transferable in accordance with our warranty transfer program: [www.greenbeanbattery.com/warranty-transfer-program/](http://www.greenbeanbattery.com/warranty-transfer-program/)
- Warranty is NOT transferable to any other vehicle except where required by law. This means the warranty only applies to the purchased battery in the original vehicle. This warranty becomes null and void if you install the battery in a different vehicle other than the original vehicle.
- Warranty becomes null and void if the vehicle is totaled in an accident or otherwise written-off.
- If the battery is found to be defective in material, workmanship, or installation by Green Bean Battery during the warranty period, Green Bean Battery will replace the hybrid battery free of charge once the vehicle has been diagnosed with a hybrid battery failure and will review the diagnostic information to confirm the failure.

### *This Warranty Excludes Failures Due To*

- Improper installations conducted by individuals or businesses that are not Green Bean contracted installers.
- The vehicle is stored for a period of thirty (30) days or more.
- Physical damage caused after the delivery of the battery to the customer.
- Removal, tampering, or damage to warranty labels.
- Any modification or bypass of vehicle systems not in congruence with the manufacturer specifications.
- Reinstallation of the HV battery into a different vehicle.
- The hybrid battery becomes damaged due to a stalling engine and/or the vehicle being driven when the engine is not operating properly. Diagnostic trouble codes that indicate this condition include but are not limited to P0A0F, P0AB9, P3190, P3191, P3193, P1196, P0101, P0102, P0505. A \$375 service fee will be applicable if the hybrid battery discharges due to engine failure.
- Flooding, fire, or other damaging incidents in which the battery's environment is compromised.
- Any condition beyond the control of Green Bean Battery, Inc.

