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Dear valued customer,

Flux Power is fully committed to meeting customer expectations and expediting your service needs. As part of continuing communications to an evolving service organization, we are excited to inform you that our product warranties have changed by expanding support for M, L, and X-Series battery packs to eight years on battery packs shipped in 2022 or later. Additionally, for current and updated warranty policies, Flux Power no longer warrants user or shipper induced battery damage. Flux Power will only cover the cost of one pickup or delivery attempt per repair. Customers must ensure that the batteries only -no weight adapters or vehicles -are properly prepared for shipper pickup.

The table below provides our minimum charges for diagnosing non-warranty damages. These charges will be applied to the total cost to repair the battery if the customer chooses to proceed with a repair. All non-warranty repairs will require a purchase order deposit in the amount of 10% of the estimate to repair the battery plus the cost to ship the battery to a Flux Power repair facility. Battery pickup shipping charges will be incurred regardless of whether the customer moves forward with the repair. Outbound shipping costs after repair must be arranged by and incurred by the customer after repair charges have been paid. Loaner service packs are also available for rent while warranty or non-warranty repair is underway.

Scope of work	Battery Model	Minimum Charge	Labor Rate
Initial Inspection & Diagnosis	24 Volt Systems M & S Series	.5 hour	\$150 per hour
Initial Inspection & Diagnosis	36-80 Volt Systems M, L, X & GSE Series	1 hour	\$150 per hour
Flat Rate Cycling Test Fee	24 Volt Systems M & S Series	2 hours	\$150 per hour
Flat Rate Cycling Test Fee	36-80 Volt Systems M, L, X & GSE Series	4 hours	\$150 per hour
Flat Rate Cell Balancing Fee	24 Volt Systems M & S Series	2 hours	\$150 per hour
Flat Rate Cell Balancing Fee	36-80 Volt Systems M, L, X & GSE Series	4 hours	\$150 per hour
Weekly Service Pack Rate	24 Volt Systems M & S Series	\$122 - \$174 weekly	N/A
Weekly Service Pack Rate	36-80 Volt Systems M, L, & X Series	\$227 - \$354 weekly	N/A

Example uncovered repairs: shipping damage, over-discharged batteries, damage to external cables and connectors or auxiliary components such as gauges or Telematics boxes. The cycling test fee applies to all repairs in addition to repair labor costs. The cell balancing fee may apply to over-discharged batteries due to insufficient charging cycles in addition to cycling test fee and repair labor costs. Call Flux Power support for GSE rental rates or specific forklift configuration rates and availability of service rental packs. Rental rates do not include shipping costs.

Always inspect received battery shipments before signing from the shipper. Also, please refer to the following Technical Bulletin on proper charging of Lithium-ion Battery packs to avoid over-discharging:

[Flux Power Over-discharge Prevention Bulletin](#)

We thank you for choosing Flux Power as your lithium-ion battery pack supplier and look forward to continuing our partnership in adopting lithium-ion solutions in your operations.

Regards,
 Andrew Bojak
 Director of Product Support



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