



## LIMITED WARRANTY FOR LMR BATTERIES / CHARGERS / AUDIO

July 1, 2025

Battery Type / Chargers	Warranty Period
Two-way radio batteries with NiCd cells	18 months
Two-way radio batteries with NiMH cells	18 months
Two-way radio batteries with Li-Ion / LiPo cells	18 months
PolyMax HPC™ two-way radio batteries	24 months
EC single unit - low profile radio specific chargers	12 months
Endura rapid chargers (including FOCS cases)	24 months
Endura ESM-50 speaker mics	24 months
Endura audio accessories (excluding ESM-50)	36 months
Endura EVC in-vehicle chargers	36 months

Power Products Unlimited, LLC (“PPU”) is committed to delivering products that meet the highest standards of quality and reliability. We stand behind our LMR batteries, chargers, and audio accessories with the following limited warranty coverage.

### Warranty Coverage and Duration

#### LMR Batteries

- Standard LMR batteries are warranted to be free from defects in materials and workmanship for 18 months from the date of purchase. During this period, batteries utilizing Japanese or Korean cells will retain at least 80% of their rated capacity; those with Chinese cells will retain at least 70%.
- PolyMax HPC™ batteries are warranted for 24 months from the date of purchase, maintaining 80% of their rated capacity throughout the warranty period.

#### Chargers and Cases

- Endura rapid chargers and FOCS cases are warranted against defects in materials and workmanship for **24 months** from the date of end-user purchase.
- Endura EVC in-vehicle chargers are warranted against defects in materials and workmanship for **36 months** from the date of end-user purchase.

#### Audio Accessories

- Endura audio accessories (excluding ESM-50 models) are warranted for **36 months** from the date of end-user purchase.
- ESM-50 speaker microphones are warranted for **24 months** from the date of end-user purchase.



## **Warranty Service**

Should a covered defect arise within the applicable warranty period, return the product with dated proof of purchase to Power Products Unlimited. Upon verification, PPU will, at its discretion, issue a credit or provide a replacement product. For batteries, the warranty is void if the date code label is missing or if the battery has been improperly charged. For all products, the warranty is void if the item has been altered, misused, damaged, or neglected.

Shipping costs for returning defective products are the responsibility of the purchaser. An RA (Return Authorization) number is required for all returns. PPU will cover outbound shipping costs for replacement products to the original purchaser.

## **Warranty Exclusions**

### **This limited warranty does not cover:**

- Damage or defects resulting from accident, misuse, abuse, neglect, improper handling, or failure to follow product instructions.
- Unauthorized testing, operation, installation, maintenance, alteration, modification, adjustment, or repairs.
- Exposure to fire, water, excessive moisture, extreme temperatures, or other environmental conditions outside the product's specified range.
- Deployed with equipment, accessories, or chargers not expressly authorized or recommended by Power Products.
- Normal wear and tear, or batteries that have reached or exceeded their rated life expectancy.
- Batteries with broken seals, evidence of tampering, or serial numbers that are defaced, modified, or removed.
- Deployed with equipment or service other than with compatible handheld radios as specified by Power Products.

## **Limitation of Liability**

This warranty is the sole and exclusive warranty provided by Power Products Unlimited, LLC. In no event shall PPU, its affiliates, subsidiaries, or their respective directors, officers, or employees be liable for any damages beyond the replacement or credit described above, including but not limited to indirect, incidental, or consequential damages.