# BigBattery <br> —— Your Source For Power 

## 48V HUSKY 2 USER MANUAL



Version 1.1

## VERSION HISTORY

| Edition | Date | Chapters | Reason for Change |
| :--- | :---: | :---: | :---: |
| 01 | $12 / 26 / 2023$ | All | Manual development |
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## 1. Definition of Terms

- AWG - American Wire Gauge
- A - Amp(s)
- Ah - Amp hour(s)
- AC - Alternating Current
- Battery Module - Single battery
- Battery System - Two or more battery modules connected to a controller box
- BMS - Battery Management System
- Capacity - Measure of stored energy, typically in Ah or mAh
- Controller Box - Master BMS Unit
- Cell Balancing - Process of ensuring uniform charge among cells in a battery
- Cycle Life - Total charge-discharge cycles before capacity decline
- C-rating - Charging/discharging rate relative to battery capacity
- DC - Direct Current
- DOD - Depth of Discharge
- ESS - Energy Storage System
- kW - Kilowatt
- kWh - Kilowatt-hour
- LFP - Lithium Iron Phosphate or LiFePO4
- mm - Millimeter(s)
- mV - Millivolt(s)
- Overcharge - Charging beyond recommended voltage limits
- PPE - Personal Protective Equipment
- PV - Photovoltaic
- Self-Discharge - Natural battery discharge over time
- State of Charge (SOC) - Battery's remaining charge as a percentage
- State of Health (SOH) - Overall battery condition and performance
- Thermal Runaway - Dangerous overheating with potential battery damage
- V - Volt(s)


## 2. Safety Instructions

Before you start working, make sure to read and follow all safety instructions for handling the battery. When installing it, be sure to meet all the rules and regulations in your area. Ask your local authority for the right permits and approvals before you install it.

Lithium Iron Phosphate (LiFePO4) batteries are an inherently safe chemistry. However, safety measures should always be taken as consideration before, during, and after installation and during ongoing use and maintenance. The following safety notices are crucial for both the installer and end users when operating this product normally.

## Improper installation could result in harm to the installer, the operator, or others, as well as damage to the battery or connected equipment.

## WARNING:

Do not make any connections or disconnections to the system when the batteries are in operation. Working with active batteries can lead to system component damage or pose a risk of electrical shock.

Do not charge with a charge voltage above the specified on section 5.1.
Do not charge nor discharge battery when ambient temperature is above $55^{\circ} \mathrm{C}$ ( $131{ }^{\circ} \mathrm{F}$ ). Do not install battery where it may contact conductive materials, water, seawater, strong oxidizers, nor strong acids.


Do not install battery in a location exposed to direct sun, hot surfaces, nor hot locations. Do not install batteries in a tight clearance compartment, overheating may result.
Keep any flammable/combustible material (e.g. paper, cloth, plastic, etc.) that may be ignited by heat, sparks, flames, or any other heat source at a minimum distance of two feet away from the batteries.
Disconnect batteries immediately if, during operation or charging, they emit an unusual smell, develop heat, or behave abnormally.

Have a Class ABC or Class BC fire extinguisher on the premises.

Never short-circuit DC inputs: may result in a risk of electric shock or fire.
Do not disassemble the battery: Contact BigBattery for proper handling instructions. Incorrect servicing or re-assembly may result in a risk of electric shock or fire and voiding the warranty

## PRECAUTION:

Qualified personnel must handle all product work to reduce the risk of electric shock.
Follow local and national electrical standards for installation and confirm utility provider and local authorities requirements before grid connection.
Maintain visibility of warning labels and nameplates.
Choose battery placement with future user safety in mind.
Keep children away from the battery and systems.
Use team lift technique due to battery weight.
Use batteries as directed; do not open or modify.
Avoid inserting foreign objects into battery terminals.
Handle batteries and/or battery-powered devices cautiously when using metal tools or when around the system. Risk of electrical arcs or short-circuits can cause serious harm, death, and equipment damage.
Do not charge or discharge the battery if ambient temperature is below -20 ${ }^{\circ} \mathrm{C}\left(-4^{\circ} \mathrm{F}\right)$.
Beware of the battery current: Please ensure that the battery is "off" before installing or working on the battery. Use a voltmeter to confirm there is no voltage present.
Always wear protective gear when handling batteries (PPE).
Handle batteries carefully to prevent damage; avoid pulling, dragging, or mishandling.
Inspect batteries before use; don't use damaged or swollen ones; contact BigBattery immediately.
Don't paint any part of the batteries, inside or out.
Make sure all cable connections are properly tightened and secured, and to prevent any accident caused by improper installation.
Install and remove batteries using the handles provided.
Do not place any objects on top of batteries.
Before storing battery for more than 6 months, fully charge the battery and disconnect batteries from your system.

## Disclaimer:

BigBattery, Inc has the authority to modify the content here without prior notice. To access the latest manual version, please visit our website at www.bigbattery.com.

## 3. Introduction

Introducing BigBattery's 48V HUSKY2! These revolutionary lithium battery systems designed to push the boundaries of efficiency, flexibility, and reliability in energy management are the BEST Batteries Money can Buy. The 48V HUSKY2 represents a leap forward in energy storage technology, offering a compact and scalable solution for seamlessly integrating renewable energy sources into your home, business, or mobile applications. With its cutting-edge features and intelligent design, this advanced lithium battery system promises to empower individuals and organizations to take control of their energy usage like never before. Equipped with one of our HUSKY2 battery systems from BigBattery, you'll stay powered and prepared!

This User Manual is designed to provide you with an understanding of the specs, features, capabilities, and installation of these batteries. Read and take note of all safety information prior to installing or operating your battery. This document applies to the 48V (FHSKY-48051-G2) HUSKY battery systems.

### 3.1. Product Description

The 48V 5kWh HUSKY 2 battery system is ideal for low-voltage applications and for your golf carts, RV's, solar systems, off-grid power systems, emergency power supplies, and more. Each single battery module is 5.12 kWh and it can be expanded up to 40 kWh when connecting in parallel. These batteries utilize lithium iron phosphate (LiFePO4 or LFP) cells, renowned for their top-notch safety.

They are water resistant and equipped with an intelligent Battery Management System (BMS) that continuously monitors and records cell voltage, along with real-time data on current, voltage, and temperature for the module. The BMS features a passive balance function and an advanced battery control method, which collectively enhance battery pack performance. Furthermore, the battery includes built-in fire-extinguishing modules for added safety. It has built-in heating elements so the battery can be charged in freezing environments temperatures. The battery utilizes a standard M8 bolt connection, which easily and safely secures power to your battery unit. Designed to endure, the HUSKY2 has a lifespan of over 10 years and is engineered to withstand more than 4000-6000 cycles at $80 \%$ Depth of Discharge (DOD) at a rate of $0.5 \mathrm{C}^{\circ}$.

You can always monitor the batteries' capacity with the State of Charge meter or check the battery's health and performance from your phone with the bluetooth BlgBatteryApp, which will display information of the condition of your battery.

### 3.2. Features \& Applications

## Applications:

- Golf carts
- Homes
- Cabin Off-Grid
- Solar


## Features:

- Advanced BMS (Battery Management System)
- Lithium-Ion LiFePO4/LFP Chemistry
- Easy connection to a larger power system
- Expandable system with easy parallel connections
- Multiple layers of safety and battery protection
- Built-in heating system
- Built-in fire suppression system
- Impact Resistant
- Water resistant
- (ESS)
- Backup Power
- RVs
- Boats
- Good insulation performance
- High quality \& durable ABS construction
- Utilizes standardized M8-bolt connector for battery power source.
- Parallel Communication
- CAN bus and RS-485 communication for parallel communication
- RJ-45 ports
- LED SOC Meter
- Mobile Monitor Application


## 4. Packed Components

### 4.1. 48V HUSKY2


(X1) 48V 5.2 kWh HUSKY2 (FHSKY-48051-G2)


ADD UPS


SOC Battery Meter (MTR108)

(x1) 4AWG Black and Red Ring Terminal Cables [3 feet] (CBL015)

## 5. Product Specifications

### 5.1. Battery Overview

Figure 1: HUSKY2 Battery Overview


Before handling the battery, always switch it off and verify there is no voltage with a voltmeter to prevent accidental contact with live terminals. Failure to do so could lead to severe injury or fatality.

### 5.2. Battery Specifications

## BATTERY SPECIFICATIONS



| SKU | FHSKY-48051-G2 |
| :---: | :---: |
| System Voltage | 48 V |
| Nominal Voltage | 51.2 V |
| Chemistry | LiFePO4 |
| kWh Capacity | 5.12 kWh |
| Ah Capacity | 100 Ah |
| Charging Voltage Range | 55.6V-57V |
| Max Charge Voltage | 57 V |
| Operating Voltage Range | 48V-57V |
| Suggested Low Voltage Cutoff | 48V-50.8V |
| BMS Cutoff Range | 42V-47V |
| Cell Configuration | 16 S |
| Max Continuous Discharge Current | 100A |
| Max Continuous Power | 5120W |
| Max Discharge Peak Current | 150A (Max 5 seconds) |
| Max Charge Current | 100A |
| Charge Temperature Range | $-4^{\circ} \mathrm{F}-113^{\circ} \mathrm{F}\left(-20^{\circ} \mathrm{C}-45^{\circ} \mathrm{C}\right)$ |
| Discharge Temperature Range | $-4^{\circ} \mathrm{F}-122^{\circ} \mathrm{F}\left(-20^{\circ} \mathrm{C}-50^{\circ} \mathrm{C}\right)$ |
| Optimal Discharge Temp. Range | $59^{\circ} \mathrm{F}-95^{\circ} \mathrm{F}\left(15^{\circ} \mathrm{C}-35^{\circ} \mathrm{C}\right)$ |
| Storage Temperature Range | $\begin{gathered} -4^{\circ} \mathrm{F}-122^{\circ} \mathrm{F}\left(-20^{\circ} \mathrm{C}-50^{\circ} \mathrm{C}\right) \\ (\text { Max } 6 \text { months) } \end{gathered}$ |
| Dimensions ( $\mathrm{D} \times \mathrm{W} \times \mathrm{H}$ ) | $12.6 \times 18.1 \times 9.8$ in ( $320 \times 460 \times 249 \mathrm{~mm}$ ) |
| Weight | $100 \mathrm{lbs}(45.4 \mathrm{~kg}$ ) |
| Max Connections | Up to (8) Parallel |
| Protection Rating | IP65 |
| Communications | CANBus/RS485 |
| Heating Function | Yes |

### 5.3. Battery Diagram

Figure 2: HUSKY2 Battery Diagram


| Item | Name | Description | Details |
| :---: | :---: | :---: | :---: |
| $\mathbf{1}$ | BAT- | Negative Battery Terminal | M8 Screw |
| $\mathbf{2}$ | BAT+ | Positive Battery Terminal | M8 Screw |
| $\mathbf{3}$ | SOC | Battery State of Charge LEDS <br> Indicators | 4 LEDS On $=100 \%$ <br> 3 LEDS On $=75 \%$ <br> 2 LEDS On $=50 \%$ <br> 1 LED On $=25 \%$ |
| $\mathbf{4}$ | Alarm | Alarm LED Indicator |  |
| $\mathbf{5}$ | On LED | ON/Operating LED Indicator |  |
| $\mathbf{6}$ | RS485/CAN | RJ45 Communication Port | RS485/CAN |
| $\mathbf{7}$ | On/Off Button | Button Switch On/Off the BMS |  |

### 5.4. Battery Communication Ports



| Pin | Details |
| :---: | :---: |
| $\mathbf{1}$ | CAN-H |
| $\mathbf{2}$ | CAN-L |
| $\mathbf{3}$ | GND |
| $\mathbf{4}$ | LIN |
| $\mathbf{5}$ | WARK |
| $\mathbf{6}$ | 12 V |
| $\mathbf{7}$ | RS485 A+( T/R+) |
| $\mathbf{8}$ | RS485 B-( T/R-) |

Note: Both RJ45 Communication Port can be used for RS485 or CAN protocols for parallel communication.

### 5.5. Battery LED Indicators

| Status | Operation | RUN | Alarm | SOC **** | Notes |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Shutdown / Sleep |  | OFF | OFF | OFF |  |
| Stand by | Normal | ON | OFF | $\begin{gathered} 4 \text { LEDS On }=100 \% \\ 3 \text { LEDS On }=75 \% \\ 2 \text { LEDS On }=50 \% \\ 1 \text { LED On }=25 \% \end{gathered}$ | - |
| Charge | Normal | Flash 1 | OFF |  | Flash 1 |
|  | Alarm | Flash 1 | OFF |  | : 1.0s |
|  | End-Off Voltage | ON | OFF |  |  |
|  | Over-Temp / Over-Current Protection | OFF | ON |  |  |
| Discharge | Normal | Flash 2 | OFF |  | Flash 2 |
|  | Alarm | Flash 2 | OFF |  |  |
|  | End-Off Voltage | OFF | ON |  |  |
|  | Over-Temp / Over-Current Protection | OFF | ON |  |  |

## 6. Installation

$\triangle$
WARNING: Before installing, make sure to review all warnings and precautions in Section 2, as well as the installation safety guidelines in Section 6.1 below.

### 6.1. Installation Safety Guidelines

- Inspect batteries upon receipt for any signs of damage before use. In case of battery damage, reach out to BigBattery for repair or replacement. Avoid using a defective battery as it may result in incorrect battery voltage that could potentially ruin your appliances. Damaged batteries have the potential to cause fire hazards.
- Check to ensure that all cables are in good condition.
- Be sure your battery packs are powered "OFF" before making/removing any connections.
- It is crucial to never create a short circuit on the external battery terminals. When attaching the battery, ensure that each cable is properly connected to the correct terminal. There should be no conductive material between the terminals that could cause a short circuit.
- Use a screwdriver with a rubber coated handle.
- Do not put the HUSKY2 batteries in series. The BMS and internal components are not designed to handle this setup, which could cause the modules to fail.
- Always mount the battery in an upright position.


### 6.2. Battery Installation

(1)

Place the battery on a flat floor or shelf.
(2)

Take off the "handle" from the case, and the metal piece can become a "ground mounting bracket" for securing the battery to the floor with an electric drill. If placed on the battery's side, it can be a "back mounting bracket" to attach the battery to the wall using an electric drill, as shown in figure 3 ;

Figure 3: HUSKY2 Mounting Installation

(3)

When connecting several batteries in parallel, you can utilize the rectangular metal strip as a linking plate, and secure the batteries together using an electric wrench, as shown in figure 4.

Figure 4: HUSKY2 Mounting Batteries in Parallel

(4)

When using just one battery, connect it directly to the capacity meter at Address No.1. If there are multiple battery modules in parallel, designate Battery No. 1 as the master, connecting it to the meter. The other slave batteries should interconnect their communication ports in a daisy chain sequence using a communication network cable (UTP), as shown in figure 5. It's essential to ensure that the addresses of the slave batteries are distinct from one another.

Figure 5: HUSKY2 Comm Cable Connection Diagram

(5)

Connect the power cables in parallel. In other words, using the battery power ring terminal cables connect all the positives to each other, and the negatives to each negative connector, as shown in figure 6;

Figure 6: HUSKY2 Power Cable Connection Diagram


(6)

Connect the Battery Positive and Negative Terminal to your golf cart's motor controller.

## 7. Battery Commissioning

In order for the batteries to communicate with each other, they need to have their ID changed accordingly through the mobile app.

### 7.1. Battery Configuration

(1)

Search for BatteryMonitorBL APP on the Apple Store or in the Play Store and download it, as shown in figure 7.

Figure 7: App Store Download

(2)

Open the BatteryMonitorBL App and turn ON the HUSKY2 battery.
(3)

Connect the HUSKY2 battery and the BatteryMonitorBL APP by Bluetooth. Search for batteries and connect it according to the Battery's Bluetooth label; then click "Connect". It will display the battery information, as shown in figure 8.

Figure 8: App and HUSKY2 Battery Connection

(4)

Select the ID address. Enter the settings interface. Click on "Module ID", select the appropriate ID (defaults=1). The master battery that connects to the meter must be set to 1 , the battery next in the daisy chain should be set to 2 and so on. All the batteries need to have a unique ID in order to properly communicate. Reset the battery after any change on the app. All these steps are illustrated on figure 9.

Figure 9: App Configuration


## 8. Battery Operation Guide

$\triangle$
WARNING: Before installing, make sure to review all the parameters listed on chapter 5.2.

### 8.1. Charging

- During the initial charging, monitor the battery's charge voltage to ensure it is within appropriate voltage limits.
- Only use the battery charger provided by BigBattery, or the inverter charging settings listed on section 5.2. Using non-recommended chargers may cause improper charging and damage the battery's capacity.
- The battery can be charged in freezing temperatures ( $-20^{\circ} \mathrm{C} /-4^{\circ} \mathrm{F}$ ) thanks to a heating element. When charging is detected, the heating will start until the battery temperature is above $0^{\circ} \mathrm{C} / 32^{\circ} \mathrm{F}$ and then the charging will start.
- Use LiFePO4 batteries for "opportunity charging." Charge them whenever you can but do it with small amounts of energy. It's better to do this than using fast chargers. Fast charging can make the battery's life shorter.
- It is suggested to charge the battery when it has a minimum of 10-20\% SOC. Deep discharge won't harm the battery's health, but the BMS requires some voltage to function properly.
- The Bulk/Absorb Voltage of an LFP battery is the same as the charging voltage. BigBattery products do not need Float Voltage, Equalize voltage or absorption time.


### 8.2 Discharging

- The battery can be fully discharged. Unlike lead-acid batteries, the Voltage of a lithium battery stays very constant during discharge, delivering the same amount of power and energy from $100 \%$ to $0 \%$ SOC.
- LFP batteries handle discharging to $0 \%$ safely, but shallower cycles offer benefits. Opting for $20 \%$ SOC, instead of $0 \%$, extends the battery's lifespan to more than 6000 cycles.
- Do not discharge if the temperature is above $55^{\circ} \mathrm{C} / 131^{\circ} \mathrm{F}$.
- You will see an apparent loss of capacity when discharging at below-freezing temperatures that reverses when the battery gets above freezing.
- The BMS will automatically shut down when the battery reaches a low voltage, so there's no need for manual intervention. Avoid over discharging by removing the load when the battery's discharge is done.


### 8.3 State of Charge

This is the Depth of Discharge of the HUSKY 2 family batteries:


### 8.3 Storage

- LFP batteries have an extremely low self-discharge rate, which makes long-term storage convenient. Storing a lithium battery for up to a year is not an issue, as long as it has some charge remaining before being placed in storage.
- Before storing lithium-ion batteries, charge them to at least $50 \%$ charging level. Do not store batteries that are fully discharged. In the case of a fully charged battery, it should be discharged to $80 \%$ before it is stored.
- If you need to store batteries for longer periods, be sure to simply disconnect all wires from them. That way there can not be any stray loads that slowly discharge the batteries.
- Make sure that you store the battery within the temperatures listed on section 5.2. Storing them at low temperatures is certainly much better than storage at high temperatures. The electrolyte in LiFePO4 cells does not contain any water, so even when it freezes it does not expand, and does not damage the cells. Just let the battery warm up a bit before you start discharging it again, which is OK at $-4^{\circ} \mathrm{F}\left(-20^{\circ} \mathrm{C}\right)$.

This is the storage temperature that the batteries should be stored, and the charging intervals and methods to do so.

| Storage Temperature | Charging Interval | Charging Method | Model |
| :---: | :---: | :---: | :---: |
| $\leq 20^{\circ} \mathrm{C}$ | Once / 9M | 56V 30A CC/CV Charging to 56 V , cut-off current: 5A | 48V HUSKY 2 |
| $20^{\circ} \mathrm{C} \sim 30^{\circ} \mathrm{C}$ | Once / 6M |  |  |
| $30^{\circ} \mathrm{C} \sim 40^{\circ} \mathrm{C}$ | Once / 3M |  |  |

### 8.4 Extend the life of your Battery

THe HUSKY 2 Battery is designed 10 years or more when used correctly. To ensure a proper battery operation, you must follow the previous listed instructions and battery parameters. In order to extend the lifespan of your battery, follow these recommendations.

- Avoid discharging the battery more than 80\% Depth of Discharge (DOD) unless it is truly necessary.
- Keep the battery temperature under $95^{\circ} \mathrm{F}\left(35^{\circ} \mathrm{C}\right)$ and above $59^{\circ} \mathrm{F}(15$ ${ }^{\circ} \mathrm{C}$ )
- Keep battery charge and discharge current under 0.5 of the Capacity (C-rating)
- Never disassemble the battery, unless our tech support guides you. If the battery has any problems, contact us for assistance.
- Keep the battery away from excessive physical shocks or vibration. These can damage the battery's internal structure and hamper its operation.
- Dirty battery terminals can lead to improper flow of current during operation. Therefore, it is recommended that you clean the terminals while installing the battery pack.


## 9. Service

### 9.1 Troubleshooting

| No. | Error | Description | Solution |
| :---: | :---: | :---: | :---: |
| 1 | No DC output | Battery is off or low voltage | Turn ON or charge the battery |
| 2 | Power supply time is too short | Battery capacity lack or not fully charged | Fully Charge the battery. <br> Maintenance or replacement |
| 3 | Battery can't be charged fully | Power system DC output voltage falls below the minimum charge voltage | Regulating DC output voltage of power supply to battery suitable charging voltage |
| 4 | ALM LED always lights | Power line connection short circuit | Disconnect the power cable and check all cables |
| 5 | The battery output voltage is unstable | Battery management system do not operate normally | Press the switch to restart the battery |
| 6 | The charge and discharge capacity is insufficient | Unbalance voltage with cell | Examine/balance the cell |
| 7 | Unable to charge and discharge | BMS or cell/temperature sensor damaged | Maintenance or replacement |
| 8 | Different SOC value of batteries in parallel | Normal phenomenon | No operation |
| 9 | Alarm is ON | Current Protection | Charging or Discharging Current is too high and needs to be reduced. |
| 10 | Alarm is ON | Over Temperature | Turn off the battery and cool down location. |
| 11 | Alarm is ON | End-Off Voltage | Charge the battery |

### 9.2 Maintenance

| Item | Maintenance | Maintenance Intervals |
| :---: | :---: | :---: |
| Power Cables | Check whether there is mechanical damage to the power cable and whether the terminal insulation sleeve has fallen off; if there is such a phenomenon, please turn off the machine and carry out maintenance or replacement | Once every 6 months |
|  | check whether the power cable is loose; if there is any sign of looseness, please use a standard torque wrench to tighten it |  |
|  | check the system for loose screws or discoloration of the copper bus bar; if the screws are loose, please tighten them with a standard torque wrench; if the copper bus bar is discolored, please contact the manufacturer for after-sales replacement |  |
| Comm Cables | check whether the parallel communication cable terminal is loose, if it is loose, re-tighten it | Once a year |
|  | check whether the color of the communication cable has obvious discoloration, if discoloration, please shut down the machine to replace the communication cable |  |
| Cabinet | Check the cleanliness of the front door, back door and battery module inside the cabinet, if there is obvious dusty, please clean up in time. | Once 6-12 months |
| System Running Status | check if all parameters are normal when the system is running (voltage, current, temperature, etc.) | Once every 6 months |
|  | check whether the main core components of the system are normal, including system switches, contactors, etc. are normal |  |
|  | check whether the system air inlet and outlet, air ducts are normal, if there is blockage and congestion, need to clean up in time |  |
| Charge and Discharge Maintenance | Use light load and shallow charge/discharge to check whether the SOC, SOH status of the battery is normal (using the upper computer software to read); it is recommended that the depth of discharge and charge/discharge power should not exceed $20 \%$ of the rated value | Once every 6 months |

## 10.Recycling

Lithium iron phosphate batteries are potentially dangerous and shouldn't be tossed in the trash. Many websites and organizations can recycle them for free. If you're in the U.S. or anywhere globally, search for "Lithium Battery Disposal Near Me" online. Numerous places can safely dispose of these batteries. Make sure to call first to confirm they're open.

If you can't find a safe disposal option, contact our customer service team instead of improperly disposing of the battery. We can take care of recycling your batteries for you.

## 11.Warranty \& Returns

In the unlikely event you are having an issue with one of our batteries we have developed a straightforward warranty \& return policy which includes the following:

- For all returns or warranty claims contact support@bigbattery.com.
- 30-day money back guarantee. Returns of undamaged batteries unrelated to warranty claims may be issued full refunds less a $20 \%$ restocking fee.
- We have a 10-year warranty on all new batteries. For more information, visit the Policies page at BigBattery.com.
- We offer a 30-day warranty on all cells, accessories \& complimentary products (Anderson connectors, wires, chargers, etc.).
- Warranty only applies to original owner (non-transferable).
- Warranties can be used for an exchange of a component only once per component.
- Operating the battery outside of acceptable parameters, according to our listed battery specs (ref. Section 5.2 ) will void your warranty.
- Example: Using an incorrect charger may exceed max. charging voltage specifications.
- WARNING: Make sure to use the appropriate charger for your battery.
- Customer pays return shipping on returns or warrantied component inspections initiated after the first 30 days of ownership. Please note some battery returns may require special documentation and packaging, and these instances will encounter extra fees. This is to correctly comply with lithium battery shipping regulations.
- If you have a quality issue with a product, please contact our support team to help properly diagnose the problem. If the product you receive does not meet our rigorous quality standards, then we will issue you a replacement component or fix the original at no additional cost. Replacement batteries or components will only be sent after we have received your returned battery or component and finished an inspection to determine the cause of any problems. BigBattery is not responsible for return shipping.
- DIY modifications or damage due to gross negligence or abuse are not covered by the warranty.

Please visit www. bigbattery.com to review the latest policy.

For all returns, please mail your package in a traceable method to the address below. Include a note with your name, your order number and describing your situation and/or request.

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