

## WARRANTY CONDITIONS

- EAXTRON USA offer a one-year warranty on the connector (160A & 320A series)
- EAXTRON USA offer a lifetime warranty on the connector's flexible handle (160A & 320A series)

### To claim a warranty, please make sur the following has been respected:

**The use, installation, and maintenance of battery connectors must always be conducted by properly trained and qualified technicians.**

- Always turn off your equipment before connecting or disconnecting the plugs.
- According to industry standards, disconnection under load is only allowed as an **emergency** shutdown, in exceptional circumstances or dangerous situations. Disconnecting load bearing connectors may lead to electrical arcs, and therefore it is prohibited to disconnect under load near explosive materials. Overtime, these unnecessary, electrical arcs can also damage the contacts.
- Every 1000 cycles, after an emergency shutdown, or if you experience any abnormality in connector function (e.g. hard connection / disconnection), carefully check the integrity of the plugs and sockets. **In the case of damaged contacts or damaged connectors, replace the connector set immediately.**
- The use of a copper contact lubricant is recommended every 1000 cycles to maintain optimal efficiency over time.
- Always install the coding key to avoid mismatching voltage which can cause injury to the user and severe damage to equipment.
- Our connectors are designed to be used only **with copper conductor cables.**
- Do not disconnect the batteries when the charger is still on, doing so may cause an arc between the tips of the contacts, which will corrode the vital silver plating.
- The lifespan of a connector corresponds to the maximum number of mating/unmating cycles before losing all the silver plating on the contacts. Therefore, if a lack of silver or other plating default is observed in the contact mating area, please replace immediately
- **Never tug directly on the cables to disconnect the connectors, instead always use the handle and the housing.**
- When stripping the cable insulation, be careful to not cut any copper strands. Every strand of the wire must be inserted through to the contacts.
- To guarantee optimal product performance, take care to ensure the copper wires you use to install your connectors are not aged or oxidized.
- According to the EN1175-1 standard, cables must comply with HD 405-1 S1
- **Always use Effortless Connectors with their locking device** (the handle mounted on the socket and the locking collar on the plug).

If all these instructions & recommendations has been respected, but your eaxtron usa connectors still show a quality issue, please send us the entire defective connector properly crimped with the appropriate UL listed cable to the following address (use pre-paid shipment)

Eaxtron - USA Inc.  
The Trillium Building  
6320 Canoga Ave, Suite 1430  
Woodland Hills  
CA 91367 USA