QOMOLANDER (USA) INC.
sales@qomolander.com
www.qomoenergy.com

WARRANTY TERMS & CONDITIONS

QOMOLANDER (USA) INC (the Manufacturer) warrants that its Products (as listed below) are free of defects in design, materials and manufacturing for the period of time or other limitation (whichever is reached first) as shown below and this warranty is transferable.

Table 2 – Warranty Term for Battery

Warranty Terms for all battery packs **0- 60 Month** **Full Warranty**
If the cells failed, we will send a replacement battery. If BMS failed, we will replace the BMS.

EFlow 5150 **Warranty Terms for battery pack** **61-96 Month**							
Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs
61-63	$800	64-66	$840	67-69	$880	70-72	$920
73-75	$960	76-78	$1,000	79-81	$1,040	82-84	$1,080
85-87	$1,120	88-90	$1,160	91-93	$1,200	94-96	$1,240

EFlow 5165H **Warranty Terms for battery pack** **61-96 Month**							
Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs
61-63	$900	64-66	$945	67-69	$990	70-72	$1,035
73-75	$1,080	76-78	$1,125	79-81	$1,170	82-84	$1,215
85-87	$1,260	88-90	$1,305	91-93	$1,350	94-96	$1,395

EFlow 38100H & EFlow 38105H Warranty Terms for battery pack 61-96 Month							
Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs
61-63	$900	64-66	$950	67-69	$1,000	70-72	$1,050
73-75	$1,100	76-78	$1,150	79-81	$1,200	82-84	$1,250
85-87	$1,300	88-90	$1,350	91-93	$1,400	94-96	$1,450

EFlow 51100H / EFlow 51100H mini / EFlow 51105H Mini Warranty Terms for battery pack 61-96 Month							
Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs
61-63	$1,100	64-66	$1,160	67-69	$1,220	70-72	$1,280
73-75	$1,340	76-78	$1,400	79-81	$1,460	82-84	$1,520
85-87	$1,580	88-90	$1,640	91-93	$1,700	94-96	$1,760

EMax 51105 Warranty Terms for battery pack 61-96 Month							
Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs
61-63	$1,200	64-66	$1,260	67-69	$1,320	70-72	$1,380
73-75	$1,440	76-78	$1,500	79-81	$1,560	82-84	$1,620
85-87	$1,680	88-90	$1,740	91-93	$1,800	94-96	$1,860

EMax 51150 & EMax 72105 Warranty Terms for battery pack 61-96 Month							
Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs
61-63	$1,600	64-66	$1,680	67-69	$1,760	70-72	$1,840
73-75	$1,920	76-78	$2,000	79-81	$2,080	82-84	$2,160
85-87	$2,240	88-90	$2,320	91-93	$2,400	94-96	$2,480

EMax 51210 & EMax 51230 Warranty Terms for battery pack 61-96 Month							
Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs	Month	Pro-Rated Costs
61-63	$2,000	64-66	$2,100	67-69	$2,200	70-72	$2,300
73-75	$2,400	76-78	$2,500	79-81	$2,600	82-84	$2,700
85-87	$2,800	88-90	$2,900	91-93	$3,000	94-96	$3,100

Table 2 – Warranty Term for Accessory

Accessory	Month	Terms
Charger	12 Month	Free Replacement
Harness Wire	12 Month	Free Replacement
Plug & Receptacle	12 Month	Free Replacement
Gauge	12 Month	Free Replacement
On Off Switch	12 Month	Free Replacement

The Warranty is deemed to have commenced 3 months after the date of manufacture (as marked on the Product), or on the date of purchase of the Product by the dears from the Manufacturer (as per the date of shipment from the Manufacturer's factory) or the date of purchase of Product by the customer from the dealers (as per the purchase receipt, first installation), whichever is the later. This is the Warranty Commencement Date. Any Warranty claim should be addressed to the party from whom the Product was purchased. If a dear or other intermediary is unwilling or unable to handle an end-user's claim then the end-user should approach the Manufacturer directly. See below for how to make a claim.

Transferability

This limited warranty of our battery is transferable to any owner.
Please keep the original sales receipt from our dealer for the first installation of our battery.
The warranty period starts from the date on the original sales receipt.
This policy takes effect on June 1, 2026, and applies to all QomoEnergy batteries purchased after that date.

Limitation

This Warranty is void if the Products in a Warranty claim have been:
• Stored, installed, used or charged in any manner that is contrary to the Manufacturer's instructions or data sheets or generally accepted good industry practice.
• Opened, modified or tampered with in any way, including the alteration or erasure of date codes

etc.
• Used for an application or in a manner for which they were not designed.
• Stolen or at any time outside of the customer's control (except in the normal course of business).
• Subjected either during storage or use to extreme environmental conditions, including heat, cold and moisture, or other limits defined in the Manufacturer's instructions and data sheets.
• All consequential losses and/or damages arising from the malfunction of a product are expressly excluded.
• This warranty does not cover any transportation costs. The customer is responsible for all shipping expenses related to the transportation of the product to and from the manufacturer, whether for a warranty claim or as a replacement under warranty.
• This warranty excludes labor costs, installation fees, service charges, towing, loss of time, inconvenience, loss of vehicle use, lost wages, lost profits, or any other consequential or incidental damages.

Non-Warranty Repairs

If outside of the Warranty period or for damage not covered under the Warranty, **QOMOLANDER** may offer to repair the Battery for a fee.

How to make a claim?

Step 1: Preliminary Troubleshooting (REQUIRED)
Before submitting a warranty claim, please check for available firmware updates using the Qomolander Bluetooth App. Many issues can be resolved by installing the latest firmware.

To perform a firmware update:
- Open the app "Qomolander" and tap the last tab.
- Tap OTA.
- Enter the password: qomolanderprogram.
- Select the correct battery model.
- Tap Start and allow the update to complete.

Important: During both a firmware update and a history download, your battery gauge will temporarily drop to 0% and the gauge may beep. This is normal and indicates the cart should not be driven or moved while the process is in progress. Everything will return to normal once the process is complete.

Step 2: Submit Your Warranty Claim

To initiate a warranty claim, email sales@qomolander.com within the applicable warranty period.

Please include the following information:

- Product serial number

- A copy of your purchase receipt showing the purchase date and battery serial number
- A brief description of your golf cart, including the make, model, and year
- A detailed description of the issue or defect
- Diagnostic screenshots from the Qomolander App:
- Dashboard page: Capture the entire Dashboard, making sure any error codes at the top are visible. Scroll to the bottom of the page so the Charge and Discharge buttons are also visible.
- Cells page: Capture the complete Cells page.
- Battery History Log:
- Open the app and tap the last tab.
- Tap History and allow the history to fully download.
- Once the download is complete, tap the envelope icon in the upper-right corner.
- Enter lai@qomolander.com as the recipient.
- In the Remarks field, enter the name of the dealer you purchased the battery from and a brief description of the issue.
- Send the email.

Step 3: Claim Review & Verification
After submission, QOMO ENERGY may request further information or verification. You must provide this to proceed.

Step 4: Repair Authorization (THE MOST CRITICAL STEP)
If a repair is needed, QOMO ENERGY will discuss a repair facility. You or they can suggest an Authorized, Certified Dealer/Installer. Usually, after-sales service is provided where you buy it.

Payment Responsibility
Please be advised that we are not responsible for any installation, removal, or labor charges that have not been authorized in advance via an official Warranty Labor Work Ticket.

Return

All shipping charges will be the sole responsibility of the buyer.

A RMA (Return Merchandise Authorization) must be obtained from **QOMOLANDER** before any Battery may be returned. The RMA must be clearly marked on the outside of the shipment. Any Battery that arrives without an RMA will be refused.

Qomolander (USA) INC
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001-818-334-4639
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