

EPOCH BATTERIES

USER MANUAL

| ESSENTIAL SERIES HEATED BLUETOOTH LIFEPO4 BATTERY

12V 334Ah Essential Series LiFePO4 Battery

Model / SKU: 12334A-H

Essential Series | Deep Cycle | Bluetooth | Internal Heating | IP54

Revised: 2026-06-20 | Read this manual completely before installing, charging, operating, storing, or servicing the battery.



Product photo shown for identification. Actual labels, accessories, and supplied hardware may vary by production revision.

Nominal Voltage	12.8V
Capacity	334Ah
Stored Energy	4.28kWh
Continuous Output	200A
Peak Current	400A @ 3 seconds

Legal Provisions and Important Notice

Purpose and importance of this manual

This manual provides instructions for safe handling, installation, charging, operation, storage, maintenance, troubleshooting, and warranty support for the Epoch 12334A-H heated Bluetooth LiFePO4 battery. It is intended to help users and installers reduce risk, protect connected equipment, and obtain reliable battery performance.

Qualified installation

Battery systems can deliver very high current. Installation and service should be performed by persons who understand DC electrical systems, lithium battery charging, overcurrent protection, conductor sizing, terminal torque, and safe work practices. When the installation is part of a boat, RV, vehicle, trailer, cabin, or building system, comply with all applicable codes and equipment manufacturer requirements.

Product changes

Specifications, accessories, firmware, labels, and documentation may change without notice. Use the latest Epoch Batteries documentation and product labeling for installation, operation, and service.

Warranty and compliance

Failure to follow this manual, using incompatible chargers or accessories, modifying the battery, improper installation, abuse, water intrusion beyond the product rating, incorrect polarity, overcurrent events, or operation outside specified limits may void warranty coverage and may create safety hazards.

WARNING: Incorrect installation or use can cause fire, electric shock, severe injury, death, or damage to the battery and connected equipment. Stop and contact Epoch Batteries support if any instruction is unclear.

Safety Signal Words

This manual uses the following signal words to identify the severity of a hazard or instruction.

DANGER	Indicates a hazardous situation that, if not avoided, will result in death or serious injury.
WARNING	Indicates a hazardous situation that, if not avoided, could result in death or serious injury.
CAUTION	Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.
NOTICE	Indicates practices that can damage the battery, connected equipment, or property.

General safety rules

- Read all instructions before use.
- Keep the battery away from children and pets.
- Do not open, drill, crush, puncture, drop, burn, or modify the battery.
- Do not short the terminals or allow tools, jewelry, or conductive objects to bridge the terminals.
- Use insulated tools and appropriate personal protective equipment.
- Confirm polarity before connecting chargers, loads, DC-to-DC chargers, solar controllers, inverters, or series/parallel wiring.
- Stop using the battery immediately if it becomes unusually hot, emits odor, smokes, leaks, swells, makes unusual sounds, or is physically damaged.

DANGER: Do not connect the positive and negative terminals together. A short circuit can release extremely high current and may cause arcing, burns, fire, or equipment damage.

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1. Introduction

Thank you for choosing Epoch Batteries. The Epoch 12334A-H is a 12.8V, 334Ah, 4.28kWh Essential Series LiFePO4 battery designed for high-capacity 12V deep-cycle energy systems.

This manual explains how to use the battery safely in RV, marine house-power, solar, off-grid, backup, van, camper, travel trailer, trolling motor auxiliary, and other applications where the system requirements match the battery specifications.

Who should use this manual

- End users who need basic safety, charging, Bluetooth, and storage guidance.
- Installers who need model-specific electrical limits, terminal information, and battery bank considerations.
- Dealers, support teams, and service technicians who need a consistent troubleshooting and warranty reference.

Important compatibility note

The 12334A-H is a lithium deep-cycle battery and is not a drop-in replacement for every lead-acid installation. Before installation, verify tray fitment, terminal clearance, cable size, overcurrent protection, charger profile, charging source compatibility, and load requirements.

NOTICE: This model is designed as a heated Bluetooth deep-cycle LiFePO4 battery for energy storage and house-power applications. For engine starting or cranking applications, use a cranking-rated battery or confirm system compatibility directly with Epoch before installation.

2. Product Overview

The Epoch 12334A-H combines LiFePO4 chemistry, internal heating, Bluetooth monitoring, advanced BMS protection, IP54 weather resistance, and 4.28kWh of stored energy for high-capacity 12V deep-cycle applications.

Primary uses

- RV, camper, travel trailer, and motorhome 12V house-power systems.
- Van, overland, and mobile 12V auxiliary power systems.
- Marine house batteries for onboard electronics, appliances, lighting, and accessories, within current limits.
- Solar charge controller, inverter charger, converter, and DC-to-DC charging systems programmed for LiFePO4.
- Backup power for compatible 12V equipment and larger lithium storage banks.
- 12V trolling motor and auxiliary applications where voltage, current, space, and mounting requirements match.
- 24V, 36V, and 48V systems using matched batteries in series, up to manufacturer limits.

Key features

LiFePO4 chemistry	Stable lithium iron phosphate chemistry for long cycle life and reliable deep-cycle operation.
334Ah capacity	Stores approximately 4.28kWh of energy for extended 12V runtime.
Internal heating	Built-in heating helps support charging in sub-zero conditions when connected to compatible charging equipment.
Bluetooth monitoring	Compatible with Epoch Li-Ion apps for iOS and Android battery visibility.
Advanced BMS	Helps protect against overcharge, over-discharge, over-current, short circuit, and high or low temperature conditions.
IP54 enclosure	Dust-protected and splash-resistant for everyday mobile, RV, marine house-power, and outdoor use; not submersible.
Series/parallel expansion	Supports up to 4 batteries in series and up to 16 batteries in parallel, using matched batteries.
Maintenance-free	No watering, acid maintenance, or routine lead-acid service required.

NOTICE: IP54 weather resistance does not mean waterproof. Do not submerge, pressure wash, or install the battery where standing water can collect around the case or terminals.

3. Specifications

General and electrical specifications

Brand	Epoch Batteries
Model / SKU	12334A-H
Series	Essential Series

Battery Type	Heated Bluetooth deep-cycle LiFePO4 battery
Chemistry	LiFePO4 / lithium iron phosphate
Cell Configuration	4S1P
Nominal Voltage	12.8V
Nominal Capacity	334Ah
Stored Energy	4.28kWh / 4,280Wh
Operating Voltage Range	10.0V to 14.6V
Maximum Charge Voltage	14.6V
Bluetooth	Yes - compatible with iOS and Android apps
Internal Heating	Yes

Current, temperature, and mechanical specifications

Max Continuous Discharge	200A
Maximum Discharge Current	200A
Max Continuous Charge Current	200A
Max Discharge Peak Current	400A @ 3 seconds
Series Connections	Max 4 batteries in series, up to 48V system class
Parallel Connections	Max 16 batteries in parallel
Maximum Parallel Energy	Up to 68.48kWh at 12V system class
Maximum Configuration	4S16P, using matched batteries and rated equipment
Charge Temperature Range	-20 C to 55 C / -4 F to 131 F, with internal heating
Battery Charge Temperature Range for Charger Setup	0 C to 55 C / 32 F to 131 F
Discharge Temperature Range	-20 C to 60 C / -4 F to 140 F
Recommended Storage Temperature	0 C to 35 C / 32 F to 95 F
Low-Temperature Charge Support	Yes - internal heating allows charging in sub-zero conditions
Dimensions	13.75 in L at base / 15.5 in L at handles x 7.63 in W x 10.0 in H / 10.5 in H with terminal bolts
Weight	60 lb / approx. 27.22 kg
Enclosure Protection	IP54
Terminal Type and Torque	M8 terminal hardware 8-12 Nm (71-106 in-lb)
Cycle Life	4,000+ cycles
Warranty	6-year manufacturer warranty

Recommended charging settings

Maximum Continuous Charge Current	200A
Bulk / Absorption Voltage	14.2V to 14.4V
Absorption End Condition	Stop when charge current $\leq C/20$, approximately 16.7A, or 15 minutes max

Float Voltage	Disabled preferred, or 13.3V to 13.6V
Re-Bulk Voltage	13.2V
Temperature Compensation	0mV/C / none
Equalization	Disabled
Battery Charge Temperature Range	0 C to 55 C / 32 F to 131 F
BMS High Voltage Cutoff	14.6V
SOC Recalibration Voltage	14.6V

BMS protection and enclosure

Battery Management System	Built-in smart BMS
Protection Functions	Overcharge, over-discharge, over-current, short-circuit, and high/low temperature disconnects
Enclosure Rating	IP54 dust-protected and splash-resistant
Shipping / Battery Labeling	UN 38.3 marking shown on product imagery

4. Safety Guidelines

Safe use depends on correct equipment, proper wiring, clean connections, compatible chargers, correct terminal torque, and operation within temperature and current limits.

Do not

- Do not mix this battery with lead-acid batteries in the same battery bank.
- Do not mix different battery models, capacities, ages, or chemistries in a series or parallel bank.
- Do not connect to a charger, alternator system, converter, inverter charger, solar controller, or DC-to-DC charger that cannot be configured for LiFePO₄.
- Do not use lead-acid equalization, desulfation, or repair modes.
- Do not exceed 200A continuous charge current.
- Do not exceed 200A continuous discharge current.
- Do not exceed 400a @ 3 seconds.
- Do not force charging if the BMS has stopped charging due to temperature, voltage, or fault protection.
- Do not install without properly sized DC overcurrent protection.
- Do not submerge, pressure wash, or expose the battery to standing water.
- Do not continue use after a severe impact, fire event, water intrusion, or visible case damage.

Emergency conditions

If the battery smokes, becomes unusually hot, emits odor, leaks, swells, or behaves abnormally, stop use immediately. If safe, disconnect chargers and loads. Move people away from the battery and contact emergency services when fire, smoke, chemical exposure, or injury is possible. Follow the product SDS and emergency responder instructions.

WARNING: Do not use water directly on a damaged or burning lithium battery unless directed by emergency responders. Use an appropriate extinguisher and follow local emergency procedures.

5. Pre-Installation Checklist

Complete this checklist before connecting the battery. Most installation problems can be prevented before the first cable is attached.

Check	Item
☐	Battery case is undamaged and terminals are clean.
☐	Battery model, voltage, capacity, and application requirements have been confirmed.
☐	Battery tray or mounting location fits the 13.75 in L at base / 15.5 in L at handles x 7.63 in W x 10.0 in H / 10.5 in H with terminal bolts case with cable clearance.
☐	Charger, inverter charger, converter, solar controller, or DC-to-DC charger is configured for 12V LiFePO ₄ charging.
☐	All batteries in a bank are the same model, age, capacity, and state of charge.
☐	Main fuse or circuit breaker is selected for the wire, load, and system voltage.
☐	Cables and lugs are sized for current, length, voltage drop, and installation environment.

[]	Polarity has been verified before making final connections.
[]	Terminal hardware and torque wrench are available for 8-12 Nm tightening.
[]	The Epoch Li-Ion app or another approved monitoring method is available for commissioning and checks.

6. Installation Guide

Location

- Install in a clean, dry, accessible location protected from accidental impact.
- Allow airflow around the battery and connected equipment.
- Keep away from heat sources, sparks, open flames, fuel, and flammable materials.
- Avoid prolonged direct sunlight and locations that exceed the temperature limits.
- Do not install where standing water can collect around the battery case or terminals.

Mounting and orientation

Secure the battery so it cannot slide, tip, or impact nearby equipment during operation, vehicle motion, trailer motion, vessel motion, or transport. Use a tray, strap, bracket, or enclosure appropriate for the application and battery weight.

Install in an upright position unless Epoch product documentation for this exact model allows another orientation. Ensure the top terminals and wiring remain protected from accidental contact.

Environmental protection

The IP54 enclosure is dust-protected and splash-resistant for many everyday mobile, RV, marine house-power, and outdoor environments. It is not designed for submersion, pressure washing, bilge flooding, or continuous water exposure.

NOTICE: Leave enough clearance above the terminals for cable bend radius, terminal boots, and inspection. Do not force cables to bend sharply at the terminal posts.

7. Electrical Connection Guide

Polarity

Connect positive (+) to positive and negative (-) to negative. Reverse polarity can damage the battery, charger, inverter, electronics, or connected loads.

DANGER: Before tightening the final connection, use a multimeter to confirm system polarity and voltage. Never rely only on cable color or assumptions.

Terminal connection procedure

1. Turn off chargers, inverters, loads, and DC disconnects before wiring.
2. Remove jewelry and use insulated tools.
3. Keep terminal caps or covers in place until each terminal is being wired.
4. Use clean, properly crimped lugs with flat contact surfaces.
5. Connect and tighten the positive terminal, then connect and tighten the negative terminal.
6. Tighten M8 terminal hardware to 8-12 Nm (71-106 in-lb). Do not over-tighten.
7. Install terminal boots or protective covers after final torque is confirmed.

Cable and protection requirements

Cable Size	Size conductors for maximum current, circuit length, voltage drop, ambient temperature, and applicable code requirements.
Main Protection	Install a fuse or DC-rated circuit breaker as close as practical to the battery positive terminal.
Voltage Rating	Protection devices and switches must be rated for the maximum system voltage, especially in series banks.
Wire Ampacity	The fuse or breaker must protect the smallest conductor in the circuit.
Lug Stack	Keep the terminal stack flat and secure. Use a busbar if multiple conductors must connect to one battery terminal.
Cable Routing	Route cables away from sharp edges, heat sources, moving parts, and wet areas.

Recommended disconnect sequence

To disconnect the battery from a system, turn off all chargers and loads, open the DC disconnect or breaker, remove the negative cable, then remove the positive cable. Cap or cover terminals immediately after disconnection.

8. Series and Parallel Battery Banks

The 12334A-H supports up to 4 batteries in series and up to 16 batteries in parallel. Use only matched 12334A-H batteries with similar age, condition, and state of charge.

Series connections

Series wiring increases voltage while amp-hour capacity remains the same. Use a charger and loads designed for the resulting system voltage.

Batteries in Series	System Class	Nominal Voltage	Capacity	Energy
1S	12V	12.8V	334Ah	4.28kWh
2S	24V	25.6V	334Ah	8.56kWh
3S	36V	38.4V	334Ah	12.84kWh
4S	48V	51.2V	334Ah	17.12kWh

WARNING: Series banks can exceed touch-safe voltages and require equipment rated for the complete pack voltage. Do not exceed 4 batteries in series.

Parallel connections

Parallel wiring increases amp-hour capacity and runtime while voltage remains the same. Use balanced wiring so each battery sees similar resistance during charging and discharging.

Batteries in Parallel	System Class	Nominal Voltage	Capacity	Energy
1P	12V	12.8V	334Ah	4.28kWh
2P	12V	12.8V	668Ah	8.56kWh
4P	12V	12.8V	1,336Ah	17.12kWh
8P	12V	12.8V	2,672Ah	34.24kWh
16P	12V	12.8V	5,344Ah	68.48kWh

Balanced wiring practices

- Charge each battery fully before connecting batteries into a bank.
- Use identical cable lengths and gauges for each battery in a parallel bank whenever practical.
- Connect loads and chargers through properly rated positive and negative busbars for larger banks.
- Fuse each battery or string when required by system design and applicable standards.
- Do not daisy-chain large banks when unequal cable resistance could cause uneven charging or discharging.

Maximum 4S16P configuration

A 4S16P bank uses matched batteries arranged into series strings and then parallel-connected for expanded voltage and capacity. Large series/parallel banks require equipment rated for the full system voltage and current, properly sized overcurrent protection, and balanced wiring.

9. Deep-Cycle Application Guide

RV, van, and camper systems

Use the 12334A-H as a high-capacity house-power battery for compatible 12V DC loads and power systems. Confirm that converters, inverter chargers, alternator charging equipment, and DC-to-DC chargers are programmed within the LiFePO₄ charging settings in this manual.

Marine house-power systems

Use this battery for onboard electronics, appliances, lighting, and accessory loads where continuous and peak current demands are within specification. Protect the battery from bilge water, salt spray, unsecured tools, and direct terminal exposure.

Solar and off-grid systems

Program solar charge controllers for 12V LiFePO₄. Disable equalization and temperature compensation unless the charging equipment specifically requires a setting of 0mV/C. Confirm that open-circuit solar voltage and controller output are appropriate for the battery bank voltage.

Backup and standby systems

For standby use, test the system periodically under load and confirm that the charger maintains the battery within the recommended voltage range. Do not leave parasitic loads connected for long periods without a maintenance charge schedule.

Engine starting notice

NOTICE: This model is not marketed as a cranking-rated battery. Use a cranking-rated battery for engine starting unless Epoch confirms compatibility for the specific engine and installation.

10. Charging Guide

Use lithium-compatible charging equipment programmed for 12V LiFePO₄ batteries. Compatible equipment may include an AC charger, converter, inverter charger, solar charge controller, or DC-to-DC charger.

Charging profile

Bulk / Absorption	14.2V to 14.4V
Maximum Charge Voltage	14.6V
Maximum Continuous Charge Current	200A
Absorption End	Stop when charge current $\leq C/20$, approximately 16.7A, or 15 minutes max
Float	Disabled preferred, or 13.3V to 13.6V
Re-Bulk	13.2V
Temperature Compensation	Disabled / 0mV/C
Equalization / Desulfation	Disabled
BMS High Voltage Cutoff	14.6V
SOC Recalibration	14.6V

First charge

Before first use, fully charge the battery with a compatible 12V LiFePO4 charger unless the battery is already at the required state of charge for the application. Confirm charger voltage, current, polarity, and temperature before connecting.

Cold-weather charging and internal heating

The battery includes internal heating to support charging in cold conditions. Use compatible charging equipment and allow the battery BMS and heater system to manage cold-charge protection. Do not bypass the BMS, force charge a protected battery, or apply lead-acid repair or equalization modes.

Charging source checklist

Check	Item
☐	Charger is compatible with 12V LiFePO4 batteries.
☐	Bulk/absorption voltage is set to 14.2V to 14.4V.
☐	Float is disabled or set to 13.3V to 13.6V.
☐	Equalization, desulfation, and repair modes are disabled.
☐	Continuous charge current does not exceed 200A per battery.
☐	Battery temperature and charger temperature settings are within the listed ranges.
☐	Solar, alternator, converter, or inverter charger output voltage cannot exceed battery limits.

Charging environment

- Charge in a ventilated area away from flammable materials.
- Keep terminals clean and protected from accidental short circuit.
- Do not charge a battery that is swollen, leaking, smoking, unusually hot, or physically damaged.
- Disconnect or stop charging if the charger, cables, fuse, or battery behaves abnormally.

11. Bluetooth Monitoring

Bluetooth monitoring provides convenient access to battery status through compatible Epoch Li-Ion apps for iOS and Android. App screens and available data may vary by app version and battery firmware.

App setup

1. Install the Epoch Li-Ion app from the Apple App Store or Google Play.
2. Enable Bluetooth on the mobile device.
3. Allow Bluetooth permissions when prompted.
4. For Android devices, enable location services if required by the operating system for Bluetooth scanning.
5. Open the app near the battery and select the battery from the available device list.
6. Enter the Bluetooth security PIN located on the battery label when prompted, if required by the app.

Recommended monitoring checks

State of Charge	Check SOC before trips, before storage, and during heavy loads.
Voltage	Confirm resting voltage and charger output voltage are within expected limits.
Current	Check that charge and discharge current stay within battery and system limits.
Temperature	Confirm battery temperature is within the listed charge, discharge, and storage ranges.
Faults or Alarms	If a protection event is shown, remove the load or charger and correct the cause before returning to service.

NOTICE: Bluetooth data is a monitoring aid. For system design, commissioning, and troubleshooting, confirm critical readings with a reliable multimeter, charger display, inverter display, or calibrated shunt monitor when needed.

12. Operation and Storage

Operating limits

Continuous Discharge Limit	200A
Maximum Discharge Current	200A
Peak Discharge Limit	400A @ 3 seconds
Continuous Charge Limit	200A
Operating Voltage Range	10.0V to 14.6V
Discharge Temperature Range	-20 C to 60 C / -4 F to 140 F
Charge Temperature Range	-20 C to 55 C / -4 F to 131 F, with internal heating

Depth of discharge

LiFePO₄ batteries can provide more usable energy than lead-acid batteries, but routine operation at moderate depth of discharge can improve long-term service life. Avoid leaving the battery fully depleted.

Storage

- Store in a clean, dry location within 0 C to 35 C / 32 F to 95 F whenever practical.
- For long-term storage, charge to approximately 50% state of charge or higher.
- Disconnect loads and chargers during storage unless the system is specifically designed for standby maintenance.
- Check voltage or app state of charge every 3 to 6 months and recharge if needed.
- Protect terminals from accidental short circuit while the battery is stored or transported.

CAUTION: A battery stored at very low state of charge can enter low-voltage protection and may not be recoverable if left discharged for an extended period.

13. Maintenance

The 12334A-H is maintenance-free compared with lead-acid batteries. It does not require watering or acid service. Routine inspections help maintain safe operation.

Maintenance schedule

Interval	Action
Before Each Trip or Use	Inspect case, terminals, cables, fuses, disconnects, mounting hardware, and app status.
Monthly During Active Use	Check terminal tightness, cable condition, app data, resting voltage, and system monitor readings.
Every 3 to 6 Months	Check state of charge during storage and recharge if needed.
Annually	Inspect torque, wiring layout, protection devices, battery tray, ventilation, and charger settings.
After Any Fault or Impact	Stop use, inspect for damage, record symptoms, and contact support as needed.

Terminal maintenance

- Turn off and disconnect chargers and loads before maintenance.
- Keep terminals clean and dry.
- Use a soft brush or dry cloth to remove dust and debris.
- Do not use solvents, abrasive cleaners, or pressure washing on the battery.
- Confirm M8 terminal hardware is tightened to 8-12 Nm (71-106 in-lb).
- Replace damaged lugs, cables, boots, or hardware before returning the battery to service.

Voltage checks

Use a reliable multimeter to check terminal voltage and charger output. Resting voltage changes slowly on LiFePO4 batteries, so use the Bluetooth app, a shunt-based battery monitor, and load testing when a more complete health check is needed.

14. Troubleshooting

Use the table below to identify common causes and corrective actions. Stop testing if there is smoke, heat, odor, swelling, liquid, arcing, or visible damage.

Symptom	Likely Causes	Corrective Actions
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Battery will not charge	Charger off, reverse polarity, incompatible profile, BMS protection, low-temperature condition, blown fuse.	Confirm charger settings and polarity. Check fuses and disconnects. Allow self-heating to operate when cold. Check app status and charger output.
Battery voltage is low	Battery discharged, parasitic load, BMS low-voltage protection.	Disconnect loads. Charge with a compatible 12V LiFePO4 charger. Check for parasitic draws before storage.
Low runtime	Higher load than expected, battery not fully charged, cold temperature, capacity imbalance in bank.	Fully charge. Measure load current. Check app SOC and wiring balance. Test one battery at a time if in a bank.
Fuse or breaker trips	Short circuit, overload, inrush current, undersized protection, damaged cable.	Disconnect loads. Inspect wiring. Confirm load current and protection rating. Replace damaged parts.
Battery becomes hot	High ambient temperature, excessive current, poor ventilation, charger fault.	Reduce load or charge current. Improve ventilation. Confirm charger settings and stop use if abnormal.
Charging stops in cold weather	Battery temperature below limit, heater waiting for available charge power, BMS protection active.	Use compatible charging equipment. Allow the internal heater to warm the battery. Do not bypass protection.
Bluetooth will not connect	Bluetooth disabled, permission not granted, distance too far, app issue, wrong PIN.	Enable Bluetooth and required permissions. Move closer to the battery. Restart the app. Verify the PIN on the battery label if prompted.
Unexpected shutoff	BMS protection, low voltage, overcurrent, short circuit, or high/low temperature condition.	Remove load or charger. Check app status, temperature, voltage, wiring, and protection devices before reconnecting.

WARNING: Do not repeatedly reset a fuse, breaker, charger, or BMS fault without identifying the cause. Repeated faults can indicate unsafe wiring or equipment mismatch.

15. Warranty and Support

Warranty coverage

The battery is accompanied by a 6-year manufacturer warranty. Warranty coverage applies to qualifying manufacturing defects under normal use and is subject to Epoch Batteries warranty terms and claim procedures.

Warranty exclusions

- Misuse, abuse, neglect, improper handling, or improper maintenance.
- Incorrect polarity, short circuit, overcurrent, or incompatible charging equipment.
- Use outside specified voltage, current, temperature, or environmental limits.
- Unauthorized modification, disassembly, repair, or tampering.
- Water intrusion, submersion, pressure washing, impact damage, fire, flood, or other external causes.
- Use with non-approved or incompatible accessories, chargers, or system components.
- Mixing with different battery models, capacities, ages, or chemistries in a battery bank.

Warranty claim procedure

1. Gather proof of purchase, model number, serial number, installation date, and a description of the issue.
2. Record photos of the installation, cables, fuses, charger settings, and any visible damage.
3. Record voltage, Bluetooth app data, charger display information, monitor data, or other system observations if available.
4. Contact Epoch Batteries support for troubleshooting and claim instructions.
5. Do not ship or return a battery unless instructed by Epoch Batteries support.

Support contact

Phone	1-888-501-1846
Email	support@epochbatteries.com
Website	EpochBatteries.com

16. Commissioning and Maintenance Records

Use these records for installation, support, maintenance, and warranty documentation.

Commissioning record

Battery Model / SKU	
Serial Number	
Purchase Date	
Installation Date	
Installer / Owner	
Application	
System Voltage	
Number of Batteries	
Initial Resting Voltage	

Initial State of Charge	
Charger Model and Settings	
Main Fuse / Breaker Rating	
Cable Gauge and Length	
Terminal Torque Confirmed (8-12 Nm)	
Bluetooth App Connected	
Internal Heating / Cold-Charge Protection Verified	

Maintenance log

Date	Voltage / SOC	Inspection Notes	Action Taken

End of manual.