

EPOCH BATTERIES

USER MANUAL | SERIES CONNECTIONS ARE NOT APPROVED FOR THIS MODEL UNLESS EPOCH PROVIDES WRITTEN MODEL-SPECIFIC GUIDANCE

12V 172Ah Dual Purpose LiFePO4 Battery

Model / SKU: 12172A-DP

Cranking + Deep Cycle | Bluetooth | Group 31 | IP65



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

Nominal Voltage	12.8V
Capacity	172Ah
Stored Energy	2.20kWh
Peak Current	1,000A @ 5 seconds
Max Continuous	200A

Revised: 2026-06-20

Read this manual completely before installing, charging, operating, storing, or servicing the battery.

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 12172A-DP dual-purpose 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, and safe work practices. When the installation is part of a boat, RV, vehicle, or building system, comply with all applicable codes and 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, engines, DC-to-DC chargers, solar controllers, or inverters.
- 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 12172A-DP is a 12.8V, 172Ah, 2.20kWh LiFePO4 battery designed for systems that need both high-output cranking capability and deep-cycle runtime.

This manual explains how to use the battery safely in marine, RV, solar, overland, backup, and general 12V lithium replacement applications where the system requirements match the battery specifications.

Who should use this manual

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

Important compatibility note

The 12172A-DP is a lithium 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, engine or alternator compatibility, and load requirements.

NOTICE: Do not rely on lead-acid charger defaults. Configure chargers, converters, inverter chargers, alternator charging equipment, DC-to-DC chargers, and solar charge controllers for LiFePO4 settings before connecting the battery.

2. Product Overview

The Epoch 12172A-DP combines LiFePO4 chemistry, high peak current, Bluetooth monitoring, BMS protection, and an IP65 enclosure in a compact Group 31 form factor.

Primary uses

- Marine cranking and starting applications where the outboard and electrical system requirements match the battery.
- Dual-purpose marine battery systems supporting both engine starting and accessory loads.
- Fish finders, livewell pumps, bilge pumps, lighting, electronics, and other 12V loads within current limits.
- RV, camper, van, and overland 12V house power systems where fitment and charging profiles match.
- Solar charge controller, inverter charger, converter, and DC-to-DC charging systems programmed for LiFePO4.

Key features

Dual-purpose design	Built for cranking output and deep-cycle energy storage.
LiFePO4 chemistry	Stable lithium iron phosphate chemistry with long cycle life.
High peak output	Up to 1,000A for 5 seconds for compatible starting applications.
Continuous current	Up to 200A continuous charge or discharge, subject to system limits.
Bluetooth	Monitor battery data with the Epoch Li-Ion app.
Advanced BMS	Protection against overcharge, over-discharge, over-current, short circuit, and temperature extremes.
IP65 enclosure	Dust and water-resistant enclosure for demanding environments; not intended for submersion.
Parallel expansion	Up to 4 identical batteries may be connected in parallel for higher capacity.

3. Specifications

Electrical and system specifications

Brand	Epoch Batteries
Model / SKU	12172A-DP
Series	Series connections are not approved for this model unless Epoch provides written model-specific guidance
Battery type	Dual-purpose cranking and deep-cycle LiFePO4 battery
Group size	Group 31
Chemistry	LiFePO4 / Lithium iron phosphate
Cell type	Prismatic LiFePO4
Cell configuration	4S1P
Nominal voltage	12.8V
Nominal capacity	172Ah
Energy stored	2.20kWh
Operating voltage range	10.0V - 14.6V
Maximum charge voltage	15.0V maximum input rating; do not use as target charge voltage
Bluetooth	Yes - Epoch Li-Ion app for iOS and Android
Self-heating	No

Current, temperature, and mechanical specifications

Max continuous discharge	200A
Max continuous charge	200A
Peak discharge	1,000A @ 5 seconds
Cranking output	Approx. 1,000 CCA
Series / parallel	Maximum 4 batteries in parallel; Series connections are not approved for this model unless Epoch provides written model-specific guidance
Charge temperature	-5°C to 55°C / 23°F to 131°F battery specification; use 0°C to 55°C / 32°F to 131°F for conservative charger programming unless Epoch provides different written guidance
Discharge temperature	-20°C to 60°C / -4°F to 140°F
Storage temperature	0°C to 35°C / 32°F to 95°F
Dimensions	12.91 in L x 6.22 in W x 8.46 in H / 32.79 x 15.80 x 21.49 cm
Weight	40 lb / 18.14 kg
Case material	ABS and PC blend, UL94-V0 flame rating
Enclosure	IP65 dust and water-resistant enclosure

3. Specifications, Continued

Recommended charging settings

Bulk / absorption voltage	14.2V - 14.6V
Float voltage	13.4V - 13.8V, or disabled if the charger/system supports safe lithium operation without float
Equalization	Disabled
Temperature compensation	0 / Disabled
Recommended charge rate	Up to 50% of battery or battery bank capacity, within charger, wiring, and system limits
Battery charge temperature	0°C to 55°C / 32°F to 131°F for charger programming unless Epoch provides model-specific guidance.
Battery discharge temperature	-20°C to 60°C / -4°F to 140°F
BMS high-voltage cutoff	14.6V high-voltage cutoff

BMS protection and compliance

BMS protections	Overcharge, over-discharge, over-current, short-circuit, high-temperature and low-temperature disconnect protections.
Cycle life	4,000+ cycles under appropriate use conditions
Maintenance	Maintenance-free; no watering, no acid service, no lead-acid equalization.
Cell certifications / compliance	UL 1642 cells, UL 9540A cells, IEC 62619:2022, CE, RoHS.
Shipping classification	UN 38.3, Class 9 lithium battery.
Warranty	11-year manufacturer warranty
Terminal type and torque	M8 female 8-12 Nm (71-106 in-lb)

NOTICE: The maximum charge voltage is not a recommended daily charger target. Use the recommended LiFePO4 charging settings. Equalization and temperature compensation must be disabled unless Epoch provides written guidance for a specific charging device.

4. Safety Guidelines

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

Do not

- Do not connect this model in series unless Epoch provides written model-specific approval.
- 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 parallel bank.
- Do not connect to a charger, alternator system, or solar controller that cannot be configured for LiFePO4.
- Do not use lead-acid equalization, desulfation, or repair modes.
- Do not exceed 200A continuous charge or discharge current at the battery.
- Do not exceed 1,000A peak discharge for 5 seconds.
- 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: Never attempt to open the battery case. Internal cells and BMS components are not user-serviceable.

5. Pre-Installation Checklist

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

☐	Battery model, voltage, capacity, and current ratings match the application.
☐	Battery tray fits Group 31 dimensions and leaves clearance for terminals, cables, covers, and ventilation.
☐	Battery is free of shipping damage, cracks, swelling, leaks, loose hardware, or unusual odor.
☐	Installation location is dry, secure, and protected from direct heat, standing water, fuel vapors, and mechanical damage.
☐	Mounting method prevents movement from vibration, road shock, waves, or sudden stops.
☐	Charging equipment can be programmed to LiFePO4 settings listed in this manual.
☐	Overcurrent protection is DC-rated and sized for the circuit, cable ampacity, and expected loads.
☐	Cable gauge, length, insulation type, and routing are suitable for the current and environment.
☐	Positive and negative polarity are clearly identified at every connection point.
☐	All loads and chargers are off before connecting or disconnecting the battery.

Inspection before first charge

- Verify terminal caps and covers are in place until wiring begins.
- Record the battery serial number, purchase date, and resting voltage.
- Fully charge the battery using compatible LiFePO4 equipment before placing it into service, unless the battery is already at the required state of charge for the application.

6. Installation Guide

Location

- Install in a clean, dry, accessible location protected from accidental impact.
- Avoid continuous exposure to direct sunlight, exhaust heat, engine heat, or other high-temperature sources.
- Do not mount where the battery can sit in standing water or be submerged.
- Keep away from combustible materials, fuel sources, and areas where tools may fall across terminals.
- Allow enough space for cable bend radius, terminal covers, strain relief, and inspection access.

Mounting

- Mount the battery upright unless Epoch provides written guidance for another orientation.
- Use a tray, hold-down, strap, or bracket that is appropriate for the battery weight and the motion of the application.
- Do not rely on the terminals, terminal bolts, or cables to restrain the battery.
- Do not place heavy equipment on the battery case.

Environment

- The IP65 enclosure is dust and water resistant, but it is not intended for submersion or pressure washing.
- Maintain the battery within specified operating temperature limits.
- In marine compartments, confirm that installation practices meet applicable marine electrical standards and the boat manufacturer's requirements.

CAUTION: The battery weighs approximately 40 lb / 18.14 kg. Use proper lifting technique and avoid dropping the battery.

7. Electrical Connection Guide

Correct polarity

Connect the positive battery terminal to the positive side of the system and the negative battery terminal to the negative side. Reverse polarity can damage chargers, inverters, electronics, and the battery BMS.

Terminal hardware

- The battery uses M8 female terminals. Use only compatible fasteners, lugs, and hardware.
- Use clean, flat, properly crimped lugs sized for the cable and terminal hardware.
- Keep terminal surfaces clean and dry before assembly.
- Tighten terminal connections to 8-12 Nm (71-106 in-lb). Do not over-tighten terminal hardware.
- Install protective terminal covers after wiring is complete.

Cable routing

- Route positive and negative cables away from sharp edges, moving parts, exhaust heat, fuel lines, and standing water.
- Use grommets where cables pass through panels or bulkheads.
- Support cables so vibration and weight do not pull on terminal hardware.
- Keep high-current DC cables as short as practical and size conductors for voltage drop, heat, and ampacity.

Overcurrent protection

Install a DC-rated fuse or circuit breaker as close as practical to the battery positive terminal. Select protection based on conductor ampacity, expected continuous load, equipment requirements, interrupt rating, voltage rating, and applicable code. Fuse or breaker sizing must be compatible with the circuit and connected equipment.

WARNING: A fuse or breaker protects wiring and equipment from fault current. The battery BMS is not a substitute for correctly selected circuit protection.

8. Parallel Battery Banks

The 12172A-DP supports up to four identical batteries in parallel to increase capacity while keeping nominal system voltage at 12.8V.

Parallel rules

- Use only identical Epoch 12172A-DP batteries in the same parallel bank.
- Do not mix with lead-acid batteries, other lithium batteries, different capacities, or different product generations unless Epoch provides written guidance.
- Fully charge batteries and match state of charge before connecting them in parallel.
- Use equal-length, equal-gauge cables where practical so batteries share current more evenly.
- Use busbars or a balanced connection method for multi-battery banks.
- Fuse each battery or each battery string when required by the installation design or applicable codes.
- Do not exceed the current rating of any battery, cable, fuse, breaker, busbar, switch, charger, inverter, or connected equipment.

Parallel capacity reference

Bank	Voltage	Capacity	Energy
1 battery	12.8V nominal	172Ah	2.20kWh
2 batteries	12.8V nominal	344Ah	4.40kWh
3 batteries	12.8V nominal	516Ah	6.60kWh
4 batteries	12.8V nominal	688Ah	8.80kWh
WARNING: Do not connect this model in series. Series wiring increases voltage and may exceed the battery design limits unless expressly approved in model-specific Epoch documentation.			

9. Marine Cranking and Dual-Purpose Use

This battery is designed for both cranking and deep-cycle use in compatible 12V applications. It can support compatible marine starting loads and accessory loads when the full system is correctly designed.

Before using for engine starting

- Verify the outboard or engine manufacturer's battery requirements, including minimum CCA, reserve capacity, charging voltage, alternator output, and lithium compatibility.
- Confirm the engine and boat electrical system are compatible with LiFePO4 batteries and the 12172A-DP BMS behavior.
- Verify the battery is fully charged before the first starting test.
- Confirm cable size and connections are suitable for high starting currents.
- Keep a safe backup plan for critical starting applications when operating offshore or in remote locations.

Accessory and house loads

- Accessory loads such as pumps, electronics, lights, and fish finders must remain within continuous current limits.
- Use separate fused circuits or distribution panels sized for each load.
- Avoid discharging the battery so deeply that starting reserve is unavailable when the battery is also used for cranking.
- Use Bluetooth monitoring or a battery monitor to track state of charge during long accessory use.

Alternator and charging considerations

Some alternators and engine charging systems are not designed to charge lithium batteries directly. If required, use an appropriate DC-to-DC charger, regulator, or alternator protection device. Follow the engine, boat, charger, regulator, and alternator-protection manufacturer requirements before changing a starting battery system.

10. Charging Guide

Use only charging equipment that can be configured for LiFePO₄ batteries and the voltage values in this manual. Charging equipment can include AC chargers, converters, inverter chargers, solar charge controllers, DC-to-DC chargers, and alternator charging devices.

Recommended charger settings

Bulk / absorption	14.2V - 14.6V
Float	13.4V - 13.8V, or disabled if the charger/system supports safe lithium operation without float
Equalization / desulfation	Disabled
Temperature compensation	Disabled / 0
Maximum charge current	200A per battery, subject to equipment and wiring limits
Recommended charge rate	Up to 50% of battery or bank capacity unless the system design requires a lower value
Charge temperature	Use 0°C to 55°C / 32°F to 131°F for conservative charger programming unless Epoch provides different written guidance

Charging procedure

1. Turn off loads when practical before charging, especially during setup or testing.
2. Confirm charger polarity before connecting.
3. Program the charger for LiFePO₄ settings before connecting to the battery.
4. Connect the charger leads securely to the correct terminals or approved system connection points.
5. Start charging and monitor the battery during the first full charge cycle.
6. Stop charging immediately if the battery, charger, cables, or connections become unusually hot or behave abnormally.

NOTICE: Do not use lead-acid repair, recovery, recondition, desulfation, or equalization programs. These modes can exceed lithium battery settings and may damage the battery or connected equipment.

10. Charging Guide, Continued

Solar charge controllers

- Select a controller that supports user-programmable LiFePO4 settings.
- Disable equalization and temperature compensation.
- Confirm that the controller voltage settings apply to a 12V LiFePO4 battery bank.
- Verify that PV input voltage and controller output current are within equipment ratings.

Inverter chargers and converters

- Use lithium settings or a custom profile that matches the values in this manual.
- Confirm that charge current does not exceed battery bank, cable, fuse, breaker, and inverter charger ratings.
- If the charger requires absorption time or end-current settings, use Epoch guidance and charger manufacturer instructions. Avoid long lead-acid absorption periods.

DC-to-DC chargers and alternators

- Use a DC-to-DC charger or regulator when needed to protect alternators and control lithium charge current.
- Verify alternator temperature, duty cycle, and compatibility with lithium charging behavior.
- For marine applications, confirm outboard/engine manufacturer charging requirements before replacing the starting battery.

Low-temperature charging

The battery includes low-temperature protection, but protection features are not a substitute for correct charging settings. For conservative setup, program charging equipment to charge only from 0°C to 55°C / 32°F to 131°F unless Epoch provides written guidance for this model and charging system.

11. Bluetooth Monitoring

The 12172A-DP supports Bluetooth monitoring through the Epoch Li-Ion app for iOS and Android devices. The app can help users view battery status and identify conditions that may require attention.

Setup

7. Download the Epoch Li-Ion app from the Apple App Store or Google Play.
8. Enable Bluetooth on the phone or tablet.
9. Allow Bluetooth permissions when prompted. On some Android versions, location services may be required for Bluetooth scanning.
10. Stand near the battery and open the app.
11. Select the battery from the available device list.
12. Confirm displayed voltage, temperature, state of charge, and status values before placing the system into service.

Monitoring best practices

- Check app readings during initial installation, after charging, and after the first few high-current loads.
- Use app data as a monitoring aid, not as a substitute for safe wiring, correct charger settings, or a proper commissioning check.
- If readings are abnormal, verify with a calibrated multimeter where safe and contact support if the condition persists.

NOTICE: Voltage alone is not a precise state-of-charge indicator for LiFePO4 batteries because voltage remains relatively flat through much of the discharge curve. Use the app or a shunt-based battery monitor for better visibility.

12. Operation and Storage

Normal operation

- Operate within the listed charge, discharge, voltage, and temperature limits.
- Avoid repeated deep discharges when maximum service life is desired.
- Keep terminals clean, dry, covered, and protected from accidental shorting.
- Do not exceed the ratings of connected equipment or conductors.
- Monitor battery temperature during high-current charging, high-current loads, or hot ambient conditions.

Storage

- Store in a cool, dry, clean area within the recommended storage temperature range.
- Disconnect all loads and chargers before long-term storage to prevent parasitic draw.
- Store away from direct sunlight, moisture, flammable materials, and conductive debris.
- Check battery voltage and state of charge periodically during storage.
- Recharge as needed with a compatible LiFePO4 charger before the battery becomes deeply discharged.

Returning to service after storage

13. Inspect the case, terminals, and cables for damage or contamination.
14. Confirm resting voltage and Bluetooth status.
15. Fully charge using compatible LiFePO4 settings.
16. Verify all connections are clean and secure before applying loads.

13. Maintenance

This battery is maintenance-free in the sense that it requires no watering, acid checks, or lead-acid service. It still requires periodic inspection of the battery, terminals, wiring, mounting, and charging system.

Inspection schedule

Before each trip or use	Check battery condition, terminal covers, cable security, and state of charge.
Monthly during active use	Inspect terminals, cables, mounting, charger settings, and Bluetooth/app status.
Every 3-6 months	Check all accessible connections, cable insulation, fuse/breaker condition, and mounting hardware.
After severe vibration, impact, water exposure, or electrical fault	Stop use, inspect carefully, and contact Epoch Batteries support before reuse.

Cleaning

- Turn off chargers and loads before cleaning.
- Use a clean, dry cloth or slightly damp cloth on the outside case only.
- Do not pressure wash, submerge, steam clean, or use solvents on the battery.
- Keep terminals dry and free of corrosion, salt, dirt, and conductive debris.

Connection checks

- Loose or dirty connections can cause voltage drop, heat, poor cranking performance, charging faults, or equipment shutdowns.
- If a connection has overheated, replace affected cable lugs, hardware, and protection devices as needed. Do not simply retighten damaged parts.
- If terminal hardware is loose and shows no heat damage, turn off chargers and loads, then tighten terminal connections to 8-12 Nm (71-106 in-lb). Do not exceed the specified torque.

14. Troubleshooting

If a problem occurs, make the system safe before diagnosing. Turn off chargers and loads when safe, avoid short circuits, and contact Epoch Batteries support if the issue remains unresolved.

Symptom	Possible Cause	Action
Battery will not charge	Charger not configured for LiFePO4; charger off; reverse polarity; battery temperature outside charge range; BMS protection active.	Verify charger settings and power, confirm polarity, allow battery to return to safe temperature, check app status, contact support if unresolved.
Low runtime	Battery not fully charged; loads higher than expected; parasitic draw; cold conditions; battery imbalance in parallel bank.	Fully charge, measure load current, disconnect unused loads, inspect parallel wiring, verify state of charge with app or monitor.
Engine cranks slowly	Low state of charge; cable voltage drop; loose or dirty terminals; engine requirements exceed system capability.	Charge battery, inspect high-current cables and terminals, verify outboard/engine battery requirements, test under load.
Battery shuts off under load	Over-current, short circuit, low voltage, high temperature, or BMS protection event.	Remove load, inspect wiring and equipment, allow battery to recover, reduce load, check app status.
Battery or cables are hot	Loose connection, undersized cable, excessive current, poor ventilation, or charger issue.	Stop use immediately, let components cool, inspect and replace damaged parts, verify current and cable sizing.

14. Troubleshooting, Continued

Symptom	Possible Cause	Action
Bluetooth will not connect	Phone permissions disabled; too far away; another device connected; app needs restart.	Enable Bluetooth permissions, enable location services if required by Android, move closer, restart app, power cycle phone if needed.
Charger shows fault	Incorrect charger profile; charger voltage/current limits; BMS protection; reverse polarity; temperature outside range.	Confirm LiFePO4 profile, disable equalization/temp compensation, check voltage at terminals, consult charger manual.
Excessive self-discharge	Parasitic loads connected; battery stored too long without checking; damaged equipment drawing current.	Disconnect all loads, measure parasitic draw, recharge, monitor voltage during storage.
Visible damage or swelling	Impact, overheating, electrical fault, or improper use.	Stop use. Isolate battery in a safe area away from combustibles. Contact Epoch support. Do not charge or discharge.
Water exposure	Battery sprayed, submerged, or installed in wet compartment.	Stop use if water intrusion is suspected. Dry exterior only. Do not open battery. Contact support before reuse.

When to stop troubleshooting

- Stop if there is smoke, odor, leakage, swelling, melting, arcing, fire, or severe heat.
- Stop if you cannot safely identify polarity or isolate chargers and loads.
- Stop if the battery has been involved in a collision, fire, flood, or short-circuit event.

WARNING: Do not bypass protection devices or repeatedly reset a breaker without finding the cause of the fault.

15. Warranty and Support

Warranty summary

This battery is covered by an 11-year manufacturer warranty against qualifying manufacturing defects. Warranty coverage is subject to Epoch Batteries' current warranty terms and exclusions.

Examples of conditions that may not be covered

- Misuse, abuse, neglect, improper handling, or improper maintenance.
- Incorrect polarity, short circuits, overcurrent events, undersized wiring, or missing overcurrent protection.
- Use with incompatible chargers, lead-acid equalization/desulfation modes, or charging outside recommended limits.
- Unauthorized modification, disassembly, attempted repair, or alteration of labels/serial numbers.
- Damage from accidents, impacts, natural disasters, fire, flooding, submersion, or external causes.
- Use with non-approved accessories or system designs that exceed product ratings.

Warranty claim procedure

17. Stop using the battery if a defect or unsafe condition is suspected.
18. Record model number, serial number, purchase date, system configuration, charger model, and observed symptoms.
19. Photograph the battery, terminals, installation area, charger settings, and any visible damage.
20. Contact Epoch Batteries support at 1-888-501-1846 or support@epochbatteries.com.
21. Follow instructions from Epoch support for inspection, return, replacement, repair, or other resolution.

Limitation of liability

Warranty remedies may be limited to repair, replacement, or refund at Epoch Batteries' discretion under the applicable warranty terms. Epoch Batteries is not responsible for indirect, incidental, or consequential damages except where required by law.

16. Commissioning Record

Complete this record at installation. Keep it with the customer documentation and proof of purchase.

Battery model	12172A-DP
Serial number	
Purchase date	
Installation date	
Installer / company	
Application	Marine / RV / Solar / Other: _____
Number of batteries	1 / 2 / 3 / 4
Parallel bank voltage	
Resting voltage before connection	
Charger model and settings verified	
Fuse / breaker rating and location	
Cable gauge and length	
Bluetooth/app status checked	
Terminal torque confirmed	8-12 Nm (71-106 in-lb)
Installer notes	

Maintenance Log

Date	Voltage / SOC	Inspection notes	Action taken	Initials

Support Contacts

Epoch Batteries technical support

Phone	1-888-501-1846
Email	support@epochbatteries.com
Website	EpochBatteries.com
Locations	Marietta, GA San Juan, PR

Before contacting support

- Have the model number, serial number, purchase date, and proof of purchase available.
- Document charger settings, system voltage, number of batteries, fuse/breaker rating, and connected loads.
- Provide photos of the installation, terminals, labels, charger display, and any fault messages.

End of manual