



M6DAC Pro / M6DAC V2

Dual-channel balance charger
User manual · version V1.0 (04/2025)



Read this manual carefully before first use and keep it for future reference. Never leave batteries charging or discharging unattended.

Importer: Rotorama, s.r.o. · www.rotorama.cz

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1. Introduction

Thank you for purchasing the **ToolkitRC M6DAC Pro/V2** dual balance charger, please read this manual carefully before use.

1.1 Symbols used



Tips – recommendations and hints for more convenient use.



Important – a warning; failure to observe it may damage the battery or the device, or create a hazard.



Information – supplementary explanation of terms and functions.

1.2 Further information

To ensure you have the best experience with this product, stay up to date with news, information and firmware updates for your charger at the manufacturer's website www.toolkitrc.com.

2. Safety

- ① M6DAC Pro/V2 allows input voltage of 7-28 V or AC 100-240 V. Please ensure that the power supply voltage is in line with this range. Pay attention to the positive and negative polarities of the power supply when connecting.
- ② Do not use this product in a hot area or near a heat source. Do not use this product in a damp, flammable or explosive gas environment.
- ③ Only use this product while under direct supervision. Do not leave charging batteries unattended.
- ④ When not using this product, please unplug the input power in time.
- ⑤ When using the charging function, please set the current matching with the battery. Don't set excessive current charging, so as not to damage the battery.

3. Product description and layout

M6DAC Pro/V2 is a dual-channel balanced charger product. Small size, high power density, innovative design, charging accuracy can be as low as 5 mV.

3.1 Key features

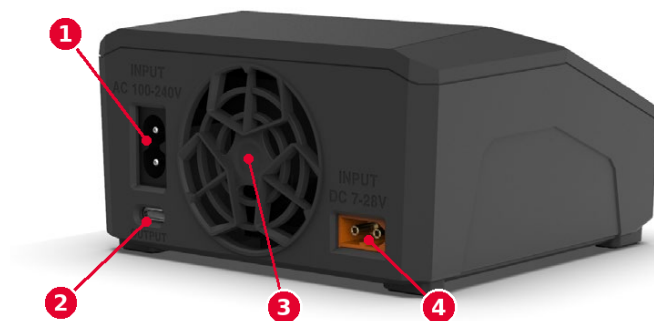
- Built-in AC power supply: 200 W (V2), 300 W (PRO).
- Charge, discharge and balance management of LiPo, LiHV, LiFe, Lion and LTO 1-6S, NiMH 1-16S and PB 1-10S batteries.
- Charging current: synchronous mode maximum 28 A at 700 W, asynchronous mode maximum 16 A at 400 W.
- Discharge current: recycle mode maximum 16 A at 400 W ×2, bridge mode maximum 16 A at 400 W (recommended power resistor 2-5 Ω), normal mode maximum 3 A at 15 W ×2.
- 65 W fast charge USB-C output.
- PD / QC / AFC / FCP / SCP / PE / SFCP / etc. full protocol.
- Built-in wireless charging (PRO version only).
- Lithium battery cut-off voltage can be set (TVC function).
- Constant current and constant voltage output, customizable 1-28 V constant voltage and 1-16 A constant current.
- Can be adapted to mainstream UAV batteries, automatically activated and charged.
- Multi-language system, can arbitrarily upgrade the required language.
- The device connects to PC like a USB drive for easy firmware upgrades. Simply copy and paste new firmware files to update.

3.2 Layout



Front

- ① Display
- ② Wireless charging area (only Pro)
- ③ Exit/CH key
- ④ Scroll wheel – turn: left or right, press: OK
- ⑤ Balance ports ×2 (2-6S)
- ⑥ Temperature sensor port, type DS18B20
- ⑦ Main ports ×2
- ⑧ States LED ×2

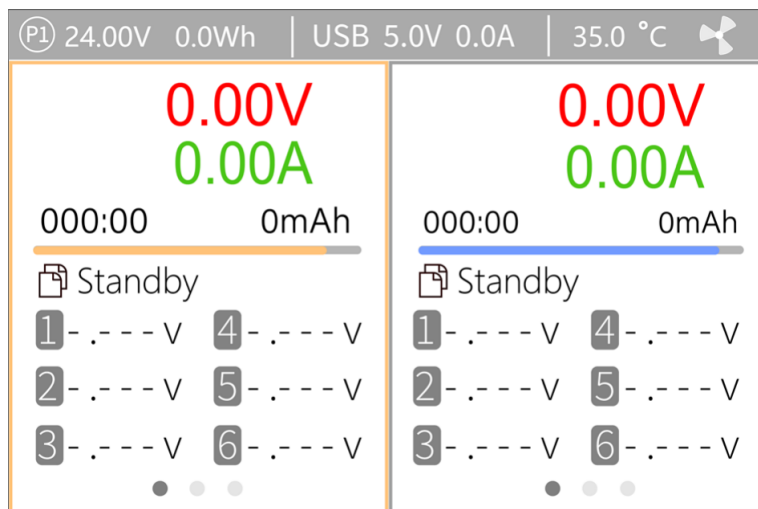


Back

- ① AC input 100–240 V
- ② USB-C output / firmware upgrade
- ③ Cooling fan
- ④ DC input 7–28 V

4. Quick start

- ① Connect a 7-28 V or AC 100-240 V power supply or input battery to the input port on the back of the M6DAC Pro/V2.
- ② The display shows the boot logo and stays for 2 seconds.
- ③ At the same time accompanied by do-re-mi's boot sound.
- ④ After booting, the display will enter the main interface and display as follows:



Main interface

- ⑤ Short press [Exit/CH], the cursor switches between the left and right channels.
- ⑥ Press and hold [Exit/CH] to start testing the internal resistance of the corresponding channel. After the test, the internal resistance will be displayed.
- ⑦ Scroll the scroll wheel to switch the pages in the corresponding channel.
- ⑧ Short press [OK] to select the charging task when the channel is idle; when the channel is working, you can adjust and end the work.
- ⑨ Press and hold [OK] to enter the system setting interface when both channels are idle.
- ⑩ Press [Exit] to end the modification or return to the previous interface.



- ① Short press the scroll wheel once to confirm the key function.
- ② Press and hold the scroll wheel for 2 seconds to delete the key function.
- ③ If any key is operated successfully, there will be a di-di prompt tone.

5. Charge and discharge settings

Short press [OK] on the main interface to enter the charging function, the following interface is displayed.

	Battery type	LiPo >
	Cells	Auto >
	Mode	charge >
	End voltage	3.00V >
	Charge current	10.0A >

① ②
Start

5.1 Battery type

Move the cursor to [Battery type] and press [OK] to modify the battery type, as shown below.

	Battery type
	LiPo
	LiHv
	LiFe
	Lion
	NiMh
	PB
	Power

The charger supports charging and discharging of 7 types of batteries: Lipo, LiHV, LiFe, Lion, LTO, NiMh and PB. Power supply and the smart battery can be also selected. After selecting a battery that matches the actual battery, short press [OK] and [Exit] to take effect and return to the previous interface.



When the settings menu enables the battery selection feature, entering the charging settings will begin the battery selection. Scroll the scroll wheel, move the cursor, select the stored battery type, or create a new battery, press [Enter] to enter the battery setting interface, as shown below.


Battery selection

1	Lipo	6S	10.0A	charge	>
2	LiHv	3S	5.0A	Discharge	>
3	New				>



- ① Choosing the wrong battery type to charge may damage the battery, the charger, and the risk of burning, so please choose carefully.
- ② Do not use this product to charge batteries that do not indicate the battery type.



Glossary of battery terms explanation

- ① Lipo: often referred to as a lithium polymer battery with a nominal voltage of 3.70 V and a fully charged battery of 4.20 V.
- ② LiHV: often referred to as a high-voltage lithium battery with a nominal voltage of 3.85 V and a fully charged battery of 4.35 V.
- ③ LiFe: often referred to as iron-lithium battery, with a nominal voltage of 3.30 V and a fully charged battery of 3.60 V.
- ④ Lion: often referred to as a lithium-ion battery with a nominal voltage of 3.60 V and a fully charged battery of 4.10 V.
- ⑤ LTO: often referred to as a lithium titanate battery with a nominal voltage of 2.40 V and a fully charged battery of 2.70 V.
- ⑥ NiMh: often called NiMH battery, nominal voltage 1.20 V.
- ⑦ PB: often called lead-acid battery, nominal voltage 2.00 V.

5.2 Number of cells

Move the cursor to [Cells] and press [OK] to modify the number of battery cells. The display is as follows.



Cells

Auto

1 S

2 S

3 S

4 S

5 S

6 S

Turn the scroll wheel to adjust the value. When set to [Auto], the charger will automatically recognize the number of connected battery cells according to the battery voltage connected to the output port. Short press [OK] and [Exit] to take effect and return to the previous interface.



- ① Over-discharging or over-charging of the connected battery may lead to incorrect recognition of the battery cell number, and it is necessary to manually set the correct cell number.
- ② If the cell number is set incorrectly, it may not be fully charged, or the battery may be damaged by overcharging. Please set it carefully.
- ③ After a Lixx battery is connected to the balance port, the number of battery cells can be more accurately identified.

5.3 Mode

Move the cursor to [Mode] and press [OK] to modify the working mode, as shown below.

 Mode

Charge

Discharge

Storage

Destroy

Lipo, LiHV, LiFe and Lion batteries can be charged, discharged, cycled, destroyed and stored. NiMh battery can choose to charge, discharge and cycle. PB battery can choose to charge and discharge. Short press [OK] and [Exit] to take effect and return to the previous interface.



Destroy mode will clear the electrical energy and should only be used when discarding the battery. Otherwise, it may cause irreversible damage to the lithium battery.

5.4 Discharge mode

When the working mode selects discharge, storage and cycle mode, the battery setting interface will increase the discharge mode, as shown below.

	Battery type	LiPo >
	Cells	Auto >
	End voltage	3.00V >
	Mode	Discharge >
	Discharge mode	Inter >
	Discharge current	10.0A >

①
②
Start

Move the cursor to [Discharge mode] and press [OK] to modify the discharge mode, as shown below.



Discharge mode

Inter

Recycle

Bridge

M6DAC Pro/V2 supports three discharge modes.

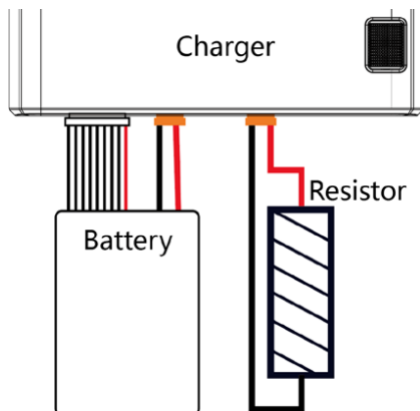
- ① **Inter** (internal) mode – discharge through internal heat consumption, maximum support 3.0 A at 15 W discharge.

- ② **Recycle** mode – when the input is a suitable battery, this function can recover the electric energy from the discharging battery to the input battery.

❖ **Note: In the settings menu, the input type is battery.**

- ③ **Bridge** mode – dissipate electrical energy through a power resistor. When the battery is connected to any channel, the resistor is connected to another channel. Recommended power resistor 2–5 Ω and 100–500 W.

❖ **Note: The input power supply requires an adapter.**



Bridge mode connection

5.5 Input MaxVoltage

When the discharge mode is selected to recycle, the battery setting interface will increase the input MaxVol setting, as shown below.

	Battery type	LiPo >
	Cells	Auto >
	End voltage	3.00V >
	Mode	charge >
	Discharge mode	Recycle >
	Charge current	10.0A >
	Input max voltage	28.0V >

①
②
Start

Move the cursor to [Discharge mode] and press [OK] to adjust the input MaxVol. If the input voltage reaches this voltage during discharge, the discharge will stop.



Please set the input cut-off voltage within the safe voltage range of the power supply battery. After the voltage is reached, the charger will automatically stop recycling and discharging. Setting a high over-voltage may damage the input power battery.

5.6 End voltage (TVC)

Move the cursor to [End voltage] and press [OK] to modify the end voltage of the single battery. When the working mode is charging, it is the charging cut-off voltage, and the range is plus or minus 50 mV of the full voltage. When the working mode is discharge, it is the discharge cut-off voltage. Scroll the scroll wheel to adjust the value in steps of 0.01 V.

V

End voltage

4.17V
4.18V
4.19V
4.20V
4.21V
4.22V
4.23V



- ① Only LiPo, LiHV and LiFe batteries can set the end voltage.
- ② If not familiar with battery characteristics, please do not modify the cut-off voltage.
- ③ The charging cut-off voltage can be set to a range of plus or minus 50 mV of full voltage.
- ④ Glossary explanation: TVC is the English abbreviation for terminal voltage control.

5.7 Current setting

Move the cursor to [Charge current] or [Discharge current] and press [OK] to modify the current. Rotate the scroll wheel to adjust the value in steps of 0.1 A. Quickly scroll the scroll wheel to quickly increase or decrease. The charger supports up to 16.0 A. In synchronous mode, maximum support 28 A.

	Charge current
	10.7A
	10.8A
	10.9A
	11.0A
	11.1A
	11.2A
	11.3A



- ① Please set the charging rate of 1-2 C according to the battery capacity. For example: for a battery with a capacity of 2000 mAh, please set the charging current to 2.0-4.0 A as appropriate.
- ② Charging and discharging current are only valid in the corresponding working mode.
- ③ For the setting of discharge mode, please refer to the chapter *System settings* in this manual.

5.8 NiMh setting (PeakV)

When the battery type is NiMh, you can set the negative pressure value when the battery is fully charged, the range is 3 mV - 15 mV, as shown below.



Nixx peak

5mV

6mV

7mV

8mV

9mV

10mV

11mV



- ① Only NiMh battery can set negative battery voltage.
- ② Glossary explanation: PeakV is the voltage drop of each piece that peaks when the nickel-metal hydride battery is fully charged.

5.9 Cycle setting

When the battery type is NiMh and the work mode is selected to cycle, the battery setting interface will increase the number of cycles and the rest time setting, as shown below.

	Mode	Cycle >
	Discharge mode	Inter >
	End voltage	3.00V >
	Nixx Peak	5mV >
	Charge current	2.0A >
	Discharge current	2.0A >
	Cycle times	2 >
	Rest time	2Min >

①
②
Start

Move the cursor to [Cycle times] and press [OK] to set the cycle times to 2-12. The charger will follow the pattern cycle of discharging → charging → discharging → charging ... “Discharge → Charge” is 2 times.

 Cycle times
2
3
4
5
6
7
8

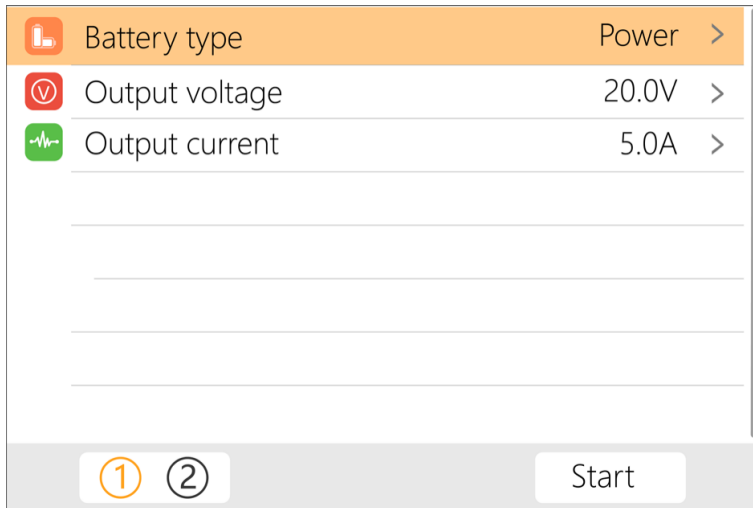
Move the cursor to [Rest time] and press [OK] to set the interval time of the cycle charging. The range is 2 to 10 minutes, as shown below.

 Rest time

2Min
3Min
4Min
5Min
6Min
7Min
8Min

5.10 Power mode setting

When the battery type is power, the battery setting interface only has two options: output voltage and maximum current, as shown below.



Move the cursor to [Output voltage] and press [OK] to modify the output voltage. The voltage range is 1 V to 28 V. Move the cursor to [Max current] and press [OK] to modify the maximum current, which is the maximum current of the output power supply. The range is 0.5 A to 16 A.

5.11 Smart battery

When the battery type is smart battery, the battery settings are only the drone type and maximum current, as shown below.

	Battery type	UAVbat >
	Drone model	Mavic2 >
	Max current	3.8A >
① ②		Start

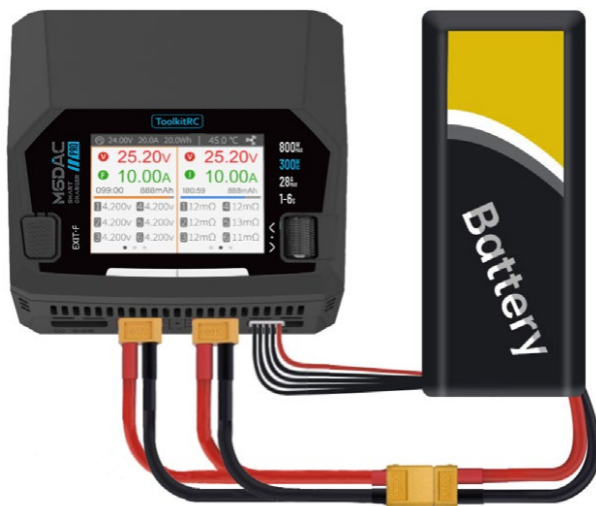
Move the cursor to [Drone model] and press [OK] to select different drone models, as shown below.

	Drone model
Mavic2 17.6V	
MavicS 13.05V	
Phantom 17.4V	
Inspire 26.1V	

Move the cursor to [Max current] and press [OK] to set the charging current. The range is 0.5 A to 16 A.

5.12 Synchronous mode

In the settings menu, when the synchronization function is turned on, the M6DAC Pro/V2 will allow two channels to charge the same battery with a total current of 28 A. Connect as shown below.

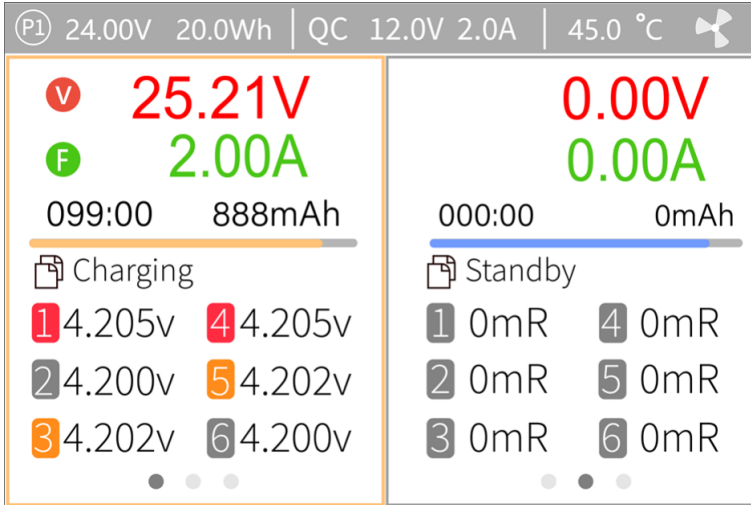


Synchronous mode connection

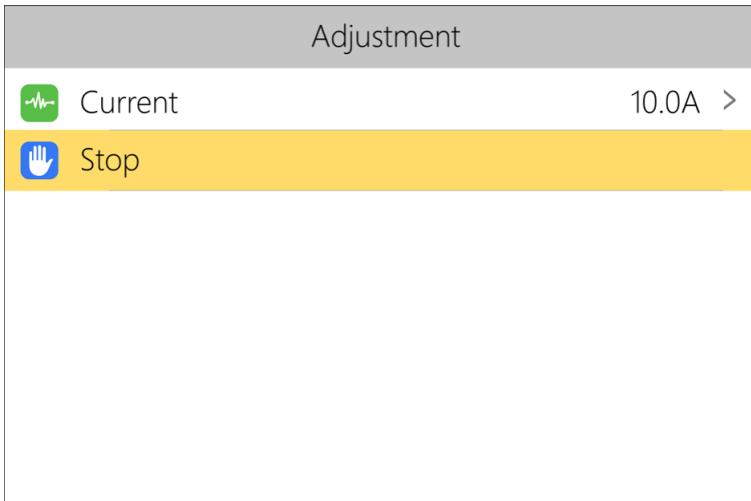
6. Operation and device settings

6.1 Charge and discharge work

When charging and discharging starts, the charger enters the working interface as shown below.



Rotate the scroll wheel on this interface to switch the bottom status information and internal resistance voltage value. Short press [OK] to dynamically set the working current or stop working, as shown below.



To end the charge and discharge work, short press [OK], move the cursor to [Stop] and short press [OK]; the work stops and the charger returns to the main interface.

When charging is completed or an error occurs during charging, a prompt box pops up and a tone sounds.

Display content description

24.00V – input power supply voltage

20.0Wh – total power consumption of input power

45.0 °C – charger internal temperature

QC – charge protocol

12.0V – USB-C output voltage

2.0A – USB-C output current

25.21V – first channel main port voltage

20.00A – first channel main port current

099:00 – first channel working time

888mAh – cumulative capacity of the first channel

Status signs

V – constant voltage sign, **C** – constant current sign

P – current limit sign; **P** – power limit, **I** – input limit, **C** – maximum current, **A** – activate charging, **F** – main port voltage or single cell voltage is full

Cell voltages

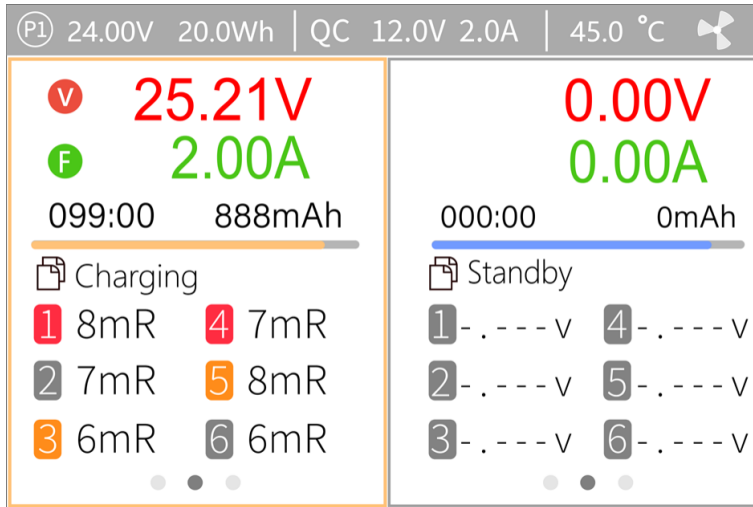
1 4.205V – 1st battery voltage

...

4 4.200V – 4th battery voltage (this cell is in balance management)

-.-V – no battery connected

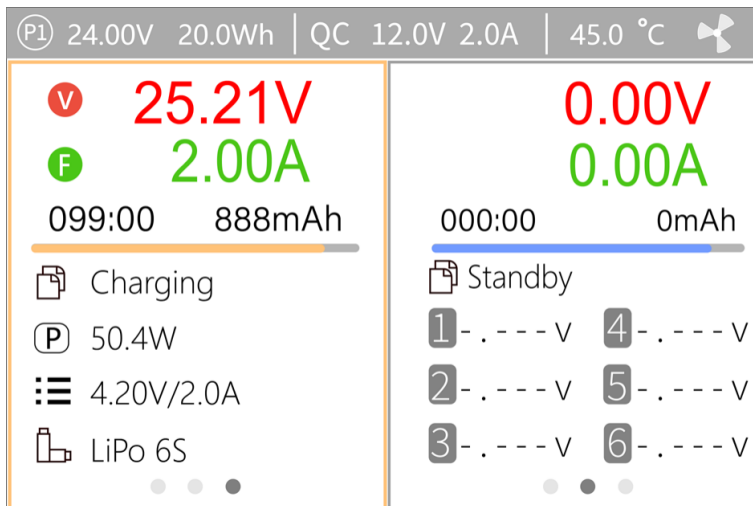
Scroll the scroll wheel to switch to the second column of the second channel, which is the internal resistance information, as shown below.



1 8mΩ – internal resistance of the first battery

...

Scroll the scroll wheel to switch to the third column of the second channel, which is the information bar, as shown below.



Charging – indicates the current charging status

Lipo 6S – the current rechargeable battery type and battery number

4.20V/2.00A – current battery end voltage and charging current



- ① When charging and discharging, please directly supervise throughout the process to deal with the abnormality in time. Do not leave charging or discharging batteries unattended.
- ② When charging and discharging lithium batteries, only connecting to the main port will not perform balance management. Please pay attention to the balance of the battery. Connecting the balance lead is recommended and will automatically begin balance management.
- ③ After the charging is completed, unplug the battery and connect a new battery, it will automatically continue to charge and discharge according to the set mode (if continuous work mode is selected). When set to a fixed number of cells, you need to connect the batteries of the same cells and capacity. When set to automatically detect the number of battery cells, please pay attention to whether the detected number of cells is consistent with the actual battery.

6.2 System settings

After long-pressing [OK] on the main interface, you can enter the system setting interface when both channels are idle, as shown below.

Setup		
	Input settings	▼
	Security settings	▼
	Synchronous mode	OFF
	Continuous work	OFF
	Work completed	END
	Balance start volt	Always
	Battery selection	ON
	Backlight	10

Input settings (input power settings): enter the relevant settings of the power supply. After long-pressing, you can select power supply 1, 2 or 3. Short press to expand settings, as shown below.

Settings		
	Input settings	▼
	Power selection	①
	Power type	AC
	Max power	300W
	Max current	15.0A
	Voltage range	7.0 - 24.0V
	Security settings	>
	Synchronous mode	OFF

- **Power selection** – the user can select P1, P2, P3. These are 3 user defined banks of presets for the power input settings to allow quickly changing between

power source profiles.

- **Power type** – battery and adapter (PSU). A battery can be used to recover energy when discharging batteries (Recycle mode). This mode also provides greater current draw than internal resistance discharging. Recycle mode can not be used with a Power Supply Unit (PSU) or any form of mains power adapter.
- **Max power** – the maximum power absorbed from the input port when charging.
- **Max current** – the maximum current drawn from the input port during charging.
- **Voltage range** – the allowable input voltage range.

Security settings (charging security set.): short press to expand settings, as shown below.

Settings		
	Input settings	>
	Security settings	✓
	Safe inter. temp.	70°C
	Safe exter. temp.	50°C
	Safe time	200Min
	Safe capacity	20Ah
	Synchronous mode	OFF
	Continuous work	OFF

- **Safe inter. temp.** – above this temperature value, the device will stop the main port output.
- **Safe exter. temp.** – if the external sensor detects a temperature higher than this temperature, the device will stop the main port output.
- **Safe time** – the maximum time of continuous charge and discharge, beyond which it will stop working.
- **Safe capacity** – the maximum capacity of continuous charge and discharge, beyond which it will stop working.
- **Synchronous mode** – can be set to open or not. After opening, the two channels will work synchronously and support more power.
- **Continuous work** – when selected the charger will automatically continue the same charging settings on the next connected battery. Ensure the next

connected battery requires the same settings as the previous battery that was being charged.

- **Work completed** – after charging, whether to stop or trickle charge.
- **Backlight** – the backlight brightness level of the display can be set from 1 to 10 levels.

Settings		
	Work completed	END
	Battery selection	ON
	Backlight	10
	Buzzer	6
	Language	English
	Theme style	Light
	Default	NO
	ID:XXXXXXXX - V1.00	

- **Buzzer** – the tone of the buzzer can be set to off.
- **Language** – the system display language. English, Chinese, etc. can be selected.
- **Default** – restore all settings to factory defaults.

6.3 Other functions

① Firmware upgrade

After connecting the M6DAC Pro/V2 to the computer with the USB cable in the box, the computer will recognize a USB disk named Toolkit. Download the upgrade file app.upg from the official website, copy and paste the new file to overwrite the previous files in the USB disk, and the firmware can be upgraded.

② USB-C 65 W output

In addition to the above upgrade function, the USB interface can also output 65 W to charge mobile devices. Supported fast charge protocols include PD3.0 / PD2.0 / PPS / QC4 / QC3.0 / QC2.0 / AFC / FCP / SCP / PE2.0 / PE1.1 / SFCP / VOOC.

③ Automatically continue to charge and discharge

When a battery is fully charged, unplug the battery for 2 seconds and connect the next battery; the device will continue to charge and discharge automatically. You can set the menu to start and stop this function (Continuous work mode).

④ Fan level

When the internal temperature of the device exceeds 45 °C, the fan turns on half-speed airflow to reduce noise. When the internal temperature exceeds 53 °C, the fan turns on full-speed airflow to enhance heat dissipation.

⑤ Manual voltage calibration

In the shutdown state, press and hold the scroll wheel and do not release it, connect the power supply, and the system will enter the manual calibration voltage function. Measure the actual voltage of each battery with a voltmeter, move the cursor to the corresponding voltage value, modify the voltage value to be consistent with the voltmeter value, and achieve calibration. After the calibration is completed, move the cursor to save, short press once, the buzzer will beep once, and the save is successful. Just log out or shut down.

⑥ Fully charged

When the lithium battery is charged, it prompts “Fast charging has ended”. If the battery is not removed, constant voltage trickle charging will be performed automatically to make the battery more fully charged.

⑦ Wireless charging

The M6DAC Pro has a built-in wireless charging module that automatically adapts and charges the mobile device when placed on top. Charging power 10 W.

⑧ Bridge discharging

The input port is connected to the power supply and is turned on. The discharged battery is connected to any channel, and the power resistor is connected to another channel, with the discharge mode set to bridging. This allows the battery's electrical energy to be dissipated through the resistor as heat. In this mode of discharge, the total discharge power P equals the voltage across the resistor multiplied by the current through the resistor: $P = U_{\text{resistor}} \times I_{\text{resistor}}$. Recommended power resistor selection 2-5 Ω and 100-500 W power.

7. Specification

Area	Parameter	Value
	Input	DC 7-28 V @ max. 30 A AC 100-240 V @ max. 200 W (V2) AC 100-240 V @ max. 300 W (PRO)
	Battery type	LiPo, LiHV, LiFe, Lion, LTO @ 1-6S NiMh @ 1-16S · Pb @ 1-10S
	Bal. current	1000 mA @ 2-6S
	Accuracy	< 0.005 V
Charging	Charging power	0.1-16 A @ 400 W ×2 - ASYN 0.1-28 A @ 700 W - SYNC
	Discharging power	0.1-16 A @ 400 W ×2 - recycle mode 0.1-16 A @ 400 W - bridge mode 0.1-3 A @ 15 W ×2 - normal mode
	USB-C	65 W @ 20 V @ 3.25 A · firmware upgrade
	Protocol	PD, QC, AFC, FCP, SCP, PE, SFCP, VOC
	Wireless charging	10 W (only Pro)
	Battery voltage	1.0 V - 5.0 V @ 1-6S
	Battery internal resistance	1-100 mΩ @ 1-6S
Display	LCD	IPS 2.8", resolution 320 × 280
Product	Size	116 mm × 112 mm × 63 mm
	Weight	600 g (Pro) / 570 g (V2)
Individual packing	Size	164 mm × 135 mm × 68 mm
	Weight	730 g (Pro) / 700 g (V2)
Manufacturer		ToolkitRC Technology (Shenzhen) Co., Ltd.
Manufacturer's website		www.toolkitrc.com

8. Information for the EU and Czech Market

8.1 Importer and responsible person in the EU

The product is placed on the European Union market by the importer stated below, who is at the same time the responsible person within the meaning of Article 16 of Regulation (EU) 2023/988 of the European Parliament and of the Council on general product safety (GPSR).

Importer / responsible person in the EU	Rotorama, s.r.o.
Company ID (IČO)	051 57 692
VAT ID (DIČ)	CZ05157692
Registered office	Okrajová 1351, 674 01 Třebíč, Czech Republic
E-mail	info@rotorاما.cz
Phone	+420 252 252 098
Website	www.rotorاما.cz

8.2 Product conformity



- The product bears the **CE** marking and complies with the requirements of the applicable European Union harmonisation legislation.
- A copy of the **EU Declaration of Conformity** is available from the importer at the address stated above or at the e-mail address info@rotorاما.cz.
- **Product identification:** the type designation (M6DAC Pro / M6DAC V2) and the serial number are given on the rating label on the device; the identification number and firmware version can be found on the last line of the system settings screen (the *ID* item).

8.3 Disposal of electrical equipment



- The crossed-out wheeled bin symbol on the product, its packaging or in the documentation means that at the end of its service life the product **must not be disposed of together with mixed municipal waste**.
- Hand it over at a take-back point for electrical equipment – at a collection yard, at a take-back point of a collective system, or at the retailer when purchasing a new equivalent product. Take-back is free of charge for the end user.
- The obligations under Act No. 542/2020 Coll., on end-of-life products, are fulfilled by the importer through a collective take-back system.
- Proper disposal helps prevent negative impacts on the environment and human health and contributes to the reuse of secondary raw materials.

Through its contractual partner **ASEKOL a.s.**, the company ensures the take-back of waste electrical equipment from households and the separate collection of waste electrical equipment, batteries and accumulators in accordance with the applicable legislation. The customer is entitled to hand over old electrical equipment or a battery or accumulator at any collection point of the above contractual partner. The addresses of these take-back points are listed at www.asekol.cz, www.ecobat.cz and also <https://visoh2.mzp.cz/RegistrMistZO/RegistrMistZOPublic/MapaMistZpetOdberu>.

9. Warranty and rights arising from defective performance

The rights and obligations of the contracting parties are governed by Czech law, in particular by Act No. 89/2012 Coll., the Civil Code, and Act No. 634/1992 Coll., on consumer protection. Any warranty terms provided by the manufacturer **do not in any way limit** the buyer's rights arising from these regulations.

- The seller is liable to the buyer for the product being free of defects on receipt. If the buyer is a consumer, a defect may be notified **within two years of receipt** of the product (Section 2165 of the Civil Code).
- If a defect appears within **one year** of receipt, the product is deemed to have been defective already at the time of receipt (Section 2161(5) of the Civil Code).
- When purchasing online, a consumer has the right to **withdraw from the contract within 14 days** of receiving the goods without giving a reason (Section 1829 of the Civil Code).
- Claims should be made with the retailer from whom you purchased the product. The importer's contact details are given in Chapter 8.1.
- The competent body for out-of-court settlement of consumer disputes is the **Czech Trade Inspection Authority**, Štěpánská 796/44, 110 00 Prague 1, www.coi.cz.