lunar energy

Lunar System Handling Guide

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Revision History

Revision	Description of Change	Author	Effective Date
1	Initial Release	Shanti Vusirikala	12/04/2024
2	Added new products and shipping instructions for returns	Shanti Vusirikala	08/28/2025

Purpose

This document provides essential guidelines on the packaging, storage, and shipping of Lunar products, specifically designed for Lunar partners, installers, and fulfillment center personnel. For further details or questions, please contact Lunar support at salesops@lunarenergy.com.

Safety

For comprehensive safety and hazard information, please refer to the Lunar Emergency Response Guide. All individuals involved in transporting Lunar Batteries must comply with the following:

- Applicable federal regulations, including but not limited to 49 CFR.
- Guidelines provided in the Lunar Emergency Response Guide (ERG).
- Your company's hazardous transportation policies.

Adherence to these requirements is mandatory to ensure safe and compliant battery transport.

Inbound Packaging Configuration

The Lunar System comprises multiple components, as outlined in the *Lunar Orderable Parts and Accessories* document.

Packaging Specifications

All products are typically shipped on dedicated pallets, with multiple boxes of a single product per pallet, directly from Lunar. However, in specific scenarios—such as for samples or training units—Lunar may ship mixed pallets containing various products to improve shipping efficiency and handling. Refer to the table below for the carton and pallet dimensions of each dedicated product.

Orderable Part #	Box L (in)	Box W (in)	Box H (in)	Box Weight (lbs)	# of boxes/Pallet	Height of Pallet (in)*
90-002802	28.5	20.6	20.2	121	6	46.7
90-06533A						
90-002802						
90-003540	28.3	19.3	17.3	64	6	40.5
90-06889C						
90-001221	29.3	17.1	14.9	56	9	50.6
90-06801A						
90-06700A	14.8	10	4.3		132	55
90-002878	23.5	17.4	12.4	49	12	43.3
10-00522D***						
90-004034	12.6	10.9	4.9	5	108	49.8
90-001223	26.3	15.6	8.4	15	15	47.9
90-06823A	26.3	15.6	8.4	15	15	47.9
90-06789A	16	24	10	18	25 Overpacks (375 individual units)	50
90-005336	33	13	9.5	15	20 Boxes (40 Tools)	50

**All products ship on a standard 40"x 48" standard pallet*

*** Dimensions for an overpack carton. Each overpack carton contains 15 units of 90-06789A*

**** The Lunar orderable part number 10-00522D is in multiples of 20 per box.*

Storage and Handling

Please adhere to the storage conditions outlined in the Lunar System Datasheet.

Pallets may be double-stacked for storage, but the stack must not exceed two pallets to comply with safety regulations. Alternatively, pallets can be stored on pallet racks to avoid double stacking. If any packaging is damaged, immediately quarantine the affected items, document the damage with photos, and contact Lunar Support for further instructions.

⚠ **CAUTION**: Battery blocks should only be transported in their approved packaging.
⚠ **CAUTION**: Do not stack or transport other items on top of battery block boxes.
⚠ **CAUTION**: Ensure the packaging is not punctured. Protect packaging from the weather and extreme temperatures.

Transportation Instructions

General Guidelines:

A. Lunar cartons must always be transported on pallets to ensure safe handling and prevent damage.
B. Pallets must not be double-stacked during transportation to ensure safety and prevent product damage.
C. If transporting loose cartons, take extreme care to securely fasten them to prevent movement or damage during transit.
D. To prevent damage, batteries should not be shipped through small parcel networks (e.g., UPS, FedEx, DHL) and such methods must be avoided. For all other products, please follow the recommended shipping guidelines
E. The Lunar Battery Block is classified as hazardous materials for shipping purposes, requiring proper labeling and shipping declarations to comply with regulations.

   Please follow the UN shipping requirements. Our battery blocks are classified as:

   i. Class 9 Miscellaneous Hazardous material.
   ii. UN 3480, Lithium Ion Batteries.
   iii. Please note that Lunar Battery Blocks cannot be transported by air. They can only be shipped via rail or ground transportation.

Each partner is responsible for ensuring that their staff involved in transporting or arranging the transport of the battery are properly trained in compliance with applicable transportation regulations.

Each Battery Block packaging is pre-labeled with the required UN 3480 marking, as illustrated below::



Repackaging and Returns to Lunar

Contact Lunar Support to request an RMA before repackaging. Repackage only if instructed by Lunar and if the replacement unit's packaging is intact.

Damaged Unit Packaging

❗ If the battery block appears damaged, DO NOT ship or transport the battery. Instead, contact Lunar Support immediately for assistance.

General Packaging Instructions

Follow the product-specific repackaging instructions provided by Lunar. Ensure that all products packed in cartons include sufficient dunnage to fill any void space and are secured to prevent shifting or collision during transport. All cartons must be properly taped and sealed to prevent access to the contents by unauthorized individuals. Please ensure that the battery cartons have the DOT required labeling.

After packaging the product in the carton, attach the blue RMA label (as shown below) to the outside of the carton and clearly write the RMA number provided by the Lunar Support team. If additional labels are needed, please contact Lunar Support.



- For shipments containing only one or two cartons (less than a total weight of 150 lbs), loose carton shipping is acceptable. Batteries can not be shipped on small parcel (UPS/FedEx)
    - Individual boxes or cartons not placed on a pallet and intended for manual handling must not exceed 50 pounds. If a carton exceeds 50 pounds and is approved by Lunar, it must include a warning label indicating "Heavy Lift." Additionally, products must be loaded onto the carrier in a way that facilitates easy unloading by Lunar.

- All other shipments must be palletized.

Please consult the following sections for detailed instructions on palletization and shipping procedures.

Palletization Instructions

If palletization is needed for your return shipment, place the carton(s) on a pallet following the guidelines outlined below.

A. Lunar batteries must always ship on a pallet.
B. All pallets must be equipped with corner posts for added stability and protection.
C. Cartons must be securely attached to pallets using stretch wrap and banding.
D. Cartons cannot hang over the outer edges of pallets.
E. Pallets may not be double-stacked for transportation unless approved by Lunar.
F. Mixed pallets or cartons should be avoided whenever possible. If unavoidable, clearly label the carton or pallet with “Mixed Items.” All packaging must ensure the integrity of components during shipping and transport to prevent damage to the packaged items.
G. A physical packing slip must be provided with each shipment.
H. Pallets must be labeled in accordance with Lunar’s Pallet Label Requirements.
I. The maximum pallet height shall not exceed 55”.
J. The maximum weight for any single pallet shall not exceed 2,500 lbs.
K. Pallets should be 40” wide by 48” deep (or less) with 2x4's running the full length of the sides and middle.
L. Deckboards must be close enough not to allow boxes to drop through.
M. Broken or crushed pallets with loose or hanging boards are not acceptable.
N. Pallets must be sturdy enough to support the weight of the product both during transportation and after delivery while stored in pallet racking.
O. Overhanging of material on the pallet is prohibited.
P. Pallets must be made of dry wood with no missing boards or hanging nails.

Shipping Instructions

Once goods are packaged per the above specification and ready for returns, please follow the below steps:

- All shipments need to be returned to

    - Lunar Energy Inc
    - % JIT Reno - Hopkins Distribution Company
    - Attn: Receiving
    - 1195 Trademark Drive Suite 201 Dock Door # 50
    - Reno, NV 89521
- **Loose cartons <150 lbs** : *(if shipping more than one carton, the total weight should be less than 150 lbs and no batteries)*
    - Ship via FedEx account number 766029710 via FedEx ground only
        - All expedited shipments must be approved by Lunar support
    - Enter the Lunar RMA# in the reference field
    - A packing slip indicating the product details and Lunar RMA# must be included with each shipment
- **Palletized Shipments (>150 lbs or shipments with batteries):**
    - Ensure that the product is packaged per the guidelines listed above. Exercise best effort to re-use existing packaging especially for Hazmat product return.
    - Please ship via FedEx LTL account **208177779** via FedEx Economy Ground
    - Clearly indicate if the shipment includes batteries
        - Batteries must be clearly labeled with
            - UN 3480, Lithium Ion Batteries
            - Emergency Contact - Chemtrec 1-800-424-9300 (N. America)

- A packing slip indicating the product details and Lunar RMA# must be included with each shipment
    a. Ex: If 3 batteries have the same RMA number then each box should list that same RMA number.
    b. Different products may have different RMA numbers, so please label the product with the right RMA number

For any questions, please contact Lunar Support Email: Salesops@lunarenergy.com