

Reg No.: 2016/451183/07  
VAT No.: 4210255396



## WARRANTY TERMS & CONDITIONS

### GENERAL TERMS AND CONDITIONS

1. The warranty is against manufacturing and material defects.
2. The warranty does not make provision for products used in incorrect applications.
3. The warranty covers the repair or replacement of the defective battery with an equivalent new battery.
4. This warranty does not in any way cover personal loss or damage owing to hidden defects.
5. Before validating the warranty, BatteryPower-Zone will recharge and test the battery according to standard operating procedures.
6. Should there be any doubt as to the validity of a claim, then a full teardown analysis will be conducted on the battery and the outcome will be communicated to the customer.
7. A full report will be completed for each claim.
8. **THERE WILL BE NO CLAIM IF THE ORIGINAL PURCHASE DOCUMENTS, IE. INVOICE AND PROOF OF DELIVERY ARE NOT PRODUCED.**

### EXCLUSIONS TO WARRANTY

#### **1. DISCHARGED BATTERIES**

A reasonable time must be allowed to recharge the battery in order that it may be tested.

Should a teardown reveal the presence of “white” sulphation – the obvious result from inadequate charging, the claim will be disallowed.

#### **2. EMPTY/ DRY BATTERIES**

The following reasons explain why a battery may lose electrolyte.

- 2.1 A hole or crack in the casing through which the electrolyte may leak out. (wet batteries)
- 2.2 Overvoltage during the charge process either by the regulator failing on the alternator or by using an unregulated battery charger.
- 2.3 If a battery has been left discharged for a long period of time, the sulphation process inhibits the charge process. It causes a build-up of heat as a result of high resistance. This causes the battery to gas and results in the subsequent loss of electrolyte through the breather, which is calibrated to allow the gas to escape and to prevent the battery from exploding. In some instances, should the charge rate be too high, then the condensation chamber might not have the capacity to process the high volume of hydrogen and oxygen and the battery can explode.

The Correct parameters for charging automotive batteries with a vehicle alternator:

12 VOLT: 13.8 – 14.3 volts

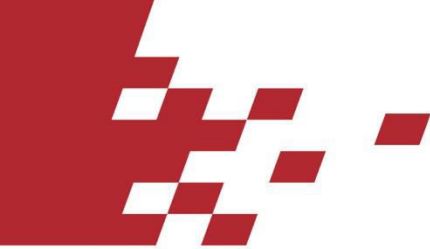
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Directors: G.P.D. de Ricquebourg,  
B.J. Kable & P.J. Forbes

**BRANCHES: HILLCREST, PINETOWN, PORT ELIZABETH, NELSPRUIT, WITBANK**



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24 VOLT: 27.6 – 28.6 volts

***\*Anything outside of these parameters is abnormal and must be checked***

Most modern battery chargers are micro-processor controlled, are very simple to use, are safe to be left connected to the battery for long periods of time and are inexpensive.

The use of Automatic, “intelligent” battery chargers is strongly recommended, especially on sealed batteries and will in fact enhance the life of a battery with regular use.

### **3. BATTERIES ON PERMANENT CHARGE**

#### **3.1. With a constant load on the battery**

When a battery charger is connected permanently to a battery, (e.g. UPS, standby radio, electric fence, security alarm system etc... **with a constant load**), then only a CONSTANT VOLTAGE CHARGER can be used. If not, the battery will lose electrolyte due to gassing.

When a multi-stage charger is used in this application, then the POWER SUPPLY MODE must be selected (13.6 – 13.8 volts)

**If there is no option for power supply mode (13.6 – 13.8 volts) DO NOT USE THIS CHARGER**

#### **3.2. With no load on the battery**

Multi-stage Intelligent chargers may be left permanently connected to a battery (Without a load on the battery e.g. car, boat, caravan) so long as it has a float mode (13.6 – 13.8 volts)

### **4. UNREGULATED CHARGERS**

This type of charger **MAY** be a potential danger to batteries, especially sealed maintenance free batteries.

This type of charger should only be used for short periods of time (E.G. overnight – and then removed from the battery.)

**MICROPROCESSOR CONTROLLED BATTERY CHARGERS ARE STRONGLY RECOMMENDED FOR ALL TYPES OF BATTERIES.**

They are inexpensive and enhance battery life.

When using microprocessor type battery chargers, be aware that the following charging voltages apply in the equalisation and absorption stage of charging. Should the correct voltages as stipulated below not be used, this could result in:

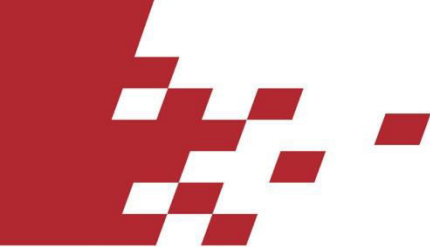
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- a. Undercharging of the battery
- b. Overcharging of the battery

### **CHOOSING THE CORRECT BATTERY ALGORITHM**

All battery warranties are subject to verification that batteries were charged utilising battery chargers, set up with the correct charging algorithm corresponding to the battery technologies.

- **Flooded sealed** calcium batteries – **15.8 volts**
- **AGM** (Absorbed Glass Mat) batteries – **14.7 volts**
- **GEL** batteries – **14.4 volts**
- **FLOAT VOLTAGE** for all the above – **13.6 volts/ 13.8 volts**
- **WATER LOSS** – is a major disadvantage of unregulated battery chargers.
- **LITHIUM ION** – Lithium Ion mode should be selected on charger
- **TUBULAR FLOODED** – Subject to correct commissioning parameters as portrayed in Discover commissioning document

### **5. DAMAGED CASINGS AND BROKEN TERMINALS**

Physical damage in any way to the battery is not a factory fault.

Always check that terminals are tight. Loose terminals are a common problem which cause arcing or flashing and result in the terminal or post being burned off.

When a vehicle is being jump started with jumper cables. Ensure that connections are tight and safe.

When attaching cables to the terminals, do not over tighten. When using the thread type terminal, the maximum torque permissible is 18– 20 Newton metres.

Numerous start attempts in a short period of time also have the potential to burn terminals off. As the battery voltage drops the amperage to the starter increases. This may have two effects:

- a. Burning of field coils in the starter motor as a result of dragging due to low voltage.
- b. Burning off the battery terminals as a result of high amperage due to low voltage.

Repeated start attempts at low voltage (high current) cause the terminals to heat up and then eventually to burn off.

When connecting battery cables to a thread type terminal e.g. 674S under no circumstances should a metal washer be located between the cable terminal / lug and the lead contact pad of the battery.

### **6. THREADED POST BATTERIES**

It is essential that no washer or spacer is placed on the lead contact – pad surface.

The Vehicle or UPS/Inverter ring terminal must make direct contact with the lead surface, otherwise damage that is not covered by warranty will occur.

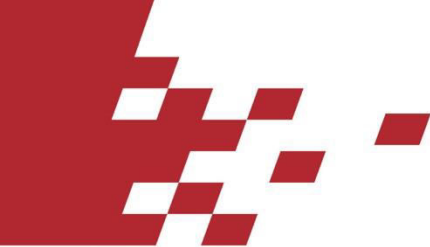
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Any battery that has discoloured binding posts or obvious melting of the terminal surrounds, due to bad connection, improper tightening of nuts, incorrect thread nut or poor surface contact will not be accepted as a warranty as this is user damage.

If the battery terminal is coated with non-conductive automotive grease (This forms an insulating layer between the post and terminal which prevents proper charging and cranking or discharging, this will not be deemed a warranty.

If old cables have been used in a standby or UPS type application and have been improperly cleaned, the green deposit that builds up from previous corrosion may cause an insulating layer, thereby damaging the battery.

## **7. APPLICATIONS FOR WHICH THE BATTERY WAS NOT INTENDED**

This has special relevance to cyclic applications.

Automotive batteries are not designed to be deeply discharged and recharged repeatedly. Only genuine deep cycle / traction batteries should be used for this type of application.

If during a teardown procedure it is discovered that the grids have shed active material, then this is a clear sign of cyclic use.

If we conduct a teardown and discover that there is a prevalence of "Mossing" (the build-up of shed, active material on the top of the grids), this indicates severe cycling and in an environment of excessive heat.

ENERGIZER/ ENERTEC sealed Calcium batteries are designed to operate in a temperature range of -18° to +52° Celsius with the relevant voltage control. Use outside of this specified range is abuse.

Start attempts should not reduce the battery by more than 5 - 10% DOD (Depth of discharge).

As the claims process is conducted in a professional manner, the findings of staff will be final and binding.

BatteryPower-Zone excludes all liability for damage, loss or injured, and shall not be held liable for any damages, losses, injury, expenses or costs ( whether direct, indirect or consequential, incidental or of any other nature ) howsoever suffered and by whomsoever suffered which may arise out of, or relate to the use or inability to use the product/s.

The warranty is limited to the cost of the product only and excludes any transport, handling or incidental costs that may arise.

It is the responsibility of the dealer/ distributor to fill out a report form (example attached), test the battery with a BatteryPower-Zone approved tester and mail or fax the relevant completed report to BatteryPower-Zone for final evaluation.

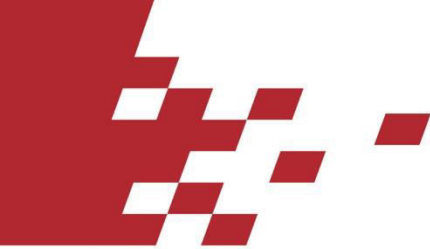
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Once the warranty form has been returned to BatteryPower-Zone after being filled out in full, then BatteryPower-Zone will assess the claim and adjudicate its findings.

Any warranties issued by the dealer without the correct procedure having been followed, will automatically exempt BatteryPower-Zone from any claims whatsoever in respect of the said claims.

It is the responsibility of the Dealer to ensure that claims are submitted timeously and that batteries are tested and assessed as soon as possible.

Discharged batteries must be recharged as soon as is feasibly possible. The resultant effects of not recharging timeously or leaving discharged batteries for long periods of time in a discharged state will result in severe sulphation and premature failure.

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**ENERGIZER**

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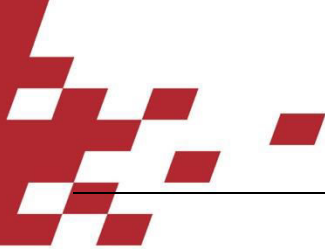
TECHNOLOGY	APPLICATION	WARRANTY	COMMENTS
Automotive & Commercial Lead Acid Batteries	Automotive & Commercial	30 Months	
	Golf Carts	NO WARRANTY	
	Traction	NO WARRANTY	
	Deep Cycle, UPS, Solar, Inverters	12 Months*	* Subject to Terms & Conditions Below (Not more than 15% DOD)
AGM	AGM Automotive	36 Months	

**ENERTEC**

TECHNOLOGY	APPLICATION	WARRANTY	COMMENTS
Automotive & Commercial Lead Acid Batteries	Automotive & Commercial	24 Months	
	Golf Carts	NO WARRANTY	
	Traction	NO WARRANTY	
	Deep Cycle, UPS, Solar, Inverters	12 Months *	* Subject to Terms & Conditions Below (Not more than 15% DOD)
AGM	AGM Automotive	36 Months	
GEL VRLA	UPS / Solar / Security	36 Months	
AGM VRLA	Security / UPS	12 Months	
Motorcycle AGM	Motorcycles	12 Months	
Lithium Iron	Marine & Leisure	36 Months	Single Battery Application
	Marine & Leisure	24 Months	Parallel / Series Application

**FORBATT**

TECHNOLOGY	APPLICATION	WARRANTY	COMMENTS
GEL VRLA	UPS / Solar / Security	36 Months	
AGM VRLA	Security / UPS	12 Months	
Motorcycle AGM	Motorcycles	12 Months	

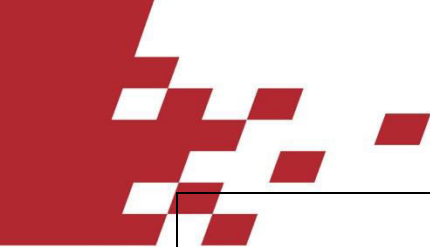


**OPTIMA**

TECHNOLOGY	APPLICATION	WARRANTY	COMMENTS
Spiral AGM	Automotive / Commercial	24 Months	
Spiral AGM	Other Applications	12 Months	

**DISCOVER**

TECHNOLOGY	APPLICATION	WARRANTY	COMMENTS
EMX (Mixtech)	EFB Applications	24 Months	
EFB (Mixtech)	Low Electrical Demand AGM App.	24 Months	C Class Merc., 3 Series BMW, A1 / A3 / A4 Series Audi, Blue Motion VW
	Marine & Leisure	24 Months	* If fitted at an Accredited Fitment Centres an additional 6 months warranty
AGM VRLA	Wheelchairs	6 Months	
	Golf Carts	NO WARRANTY	
	Solar	12 Months	
	UPS / Standby	12 Months	
EV DRY CELL / SOLAR	Solar	12 Months	
	Backup / Load shedding	24 Months	
	Floor Scrubbers	12 Months	
	Marine & Leisure	24 Months	* If fitted at an Accredited Fitment Centres an additional 6 months warranty
	Wheelchairs / Golf Carts - 12BAT712A-18-DIS (12V20AH)	6 Months	*With correct Discover approved charger (CTEK,SPE, Delta Q)
	Wheelchairs / Golf Carts - 12BAT512A-24-DIS (12V26AH)	6 Months	*With correct Discover approved charger (CTEK,SPE, Delta Q)
	Wheelchairs / Golf Carts - 12BATU1A-A-DIS	12 Months	*With correct Discover approved charger (CTEK,SPE, Delta Q)
FLOODED FLAT PLATE	Golf Carts - GC8-170-DIS (8V 170ah)	12 Months	
	Golf Carts - GC6-225-DIS (6V 225ah)	12 Months	
A.E.S LITHIUM	Solar - 44-24-2800 (2816 w/hr)	240 Months OR	16 Mega Watt Hours (Throughput)



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	Solar - 42-48-6650 (6600 w/hr)	240 Months OR	38 Mega Watt Hours (Throughput)
	Solar - 15-24-1000 (1024 w/hr)	96 Months OR	2 Mega Watt Hours (Throughput)
2 VOLT TUBULAR & GEL	Solar	18 Months	Without system sizing approval or sizing for > 70% remaining capacity
	Solar	>48 Months	With system sizing approval or sizing for < 50% remaining capacity *Check with BatteryPower-Zone Warehouse
12 VOLT TUBULAR FLOODED	Solar	12 Months	Normal
		24 Months	with commissioning documents submitted and approved prior to switch on
		36 Months	with maintenance log (bi- annually) and commissioning documents submitted and approved

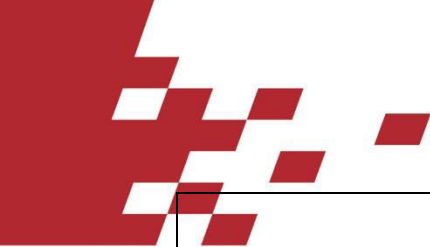
**POWERROAD**

TECHNOLOGY	APPLICATION	WARRANTY	COMMENTS
Lithium	Motorcycle	24 Months	
	Golf Cart	12 Months	
	Marine & Leisure	24 Months	Single Application
	Standby	12 Months	
	Solar	12 Months	

**TOPBAND**

TECHNOLOGY	APPLICATION	WARRANTY	COMMENTS
Lithium	Solar / Floor Scrubbers / Marine & Leisure / Industrial / Wheelchairs / Golf Carts	36 Months	Single Battery Application
	Solar / Floor	24 Months	Parallel / Series Application





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	Scrubbers / Marine & Leisure / Industrial / Wheelchairs / Golf Carts		
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### BATTERY CHARGERS

BRAND	MODELS	WARRANTY	COMMENTS
CTEK	0.8 Amp - 7 Amp	60 Months	
	10 Amp and higher	24 Months	
	Marine (15A & 25A)	60 Months	
	D250SE	24 Months	an additional 12 months when fitted at accredited fitment centre
	Battery Sense	24 Months	
DELTA Q	All Models	24 Months	
DHC	All Models	12 Months	
MIDTRONICS	All Models	12 Months	
SPE	All Models	12 Months	
GREEN TECHNOLOGIES	All Models	12 Months	

### TEST EQUIPMENT

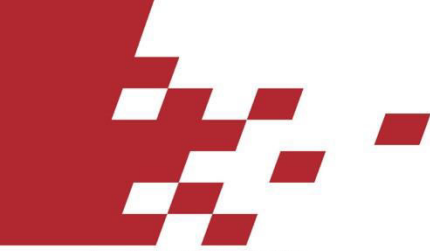
BRAND	MODELS	WARRANTY	COMMENTS
DHC	All Models	12 Months	
S.P.E	All Models	12 Months	
FOREX	All Models	12 Months	
C & G	All Models	12 Months	
MAYNUO	All Models	12 Months	

### INVERTERS

BRAND	MODELS	WARRANTY	COMMENTS
	-	12 Months	<ul style="list-style-type: none"> <li>Specific Brands have extended warranties, discuss with store / branch</li> </ul>

### SOLAR PANELS

BRAND	MODELS	WARRANTY	COMMENTS
SOLAFLEX	Folding Panel Flexible Panel	24 Months	



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