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WARRANTY CONDITIONS

ENERGIZER BRANDED BATTERIES

1. **ENERGIZER BATTERIES** have a two year warranty in automotive applications ,against manufacturing and material defects from the purchase date as indicated on the invoice or delivery note.
 - a. Should ENERGIZER batteries be used in any other applications such as deep cycle, UPS, Solar, traction etc.... then the warranty period is one year, and, subject to the conditions below.
 - b. There is NO WARRANTY for ENERGIZER batteries when used in golf carts or traction applications.
2. **GEL VRLA BATTERIES** are guaranteed for three years except in golf carts and wheel chairs. When applied in wheel chairs a six month guarantee applies. When applied in golf carts there is no warranty.
3. **AGM VRLA BATTERIES** are guaranteed for twelve months. This battery is designed for standby applications. When applied in wheel chairs and gold carts or any deep cycle applications, there is no guarantee.
4. **MOTORCYCLE BATTERIES** are guaranteed for six months.
5. Genuine **GOLF CARTS** batteries (6 volt and 8 volt) are guaranteed for 12 months. All other batteries used in golf carts carry **NO GUARANTEE** and are used at the exclusive risk of the purchaser.
6. **BATTERY CHARGERS, BATTERY TESTERS** and **INVERTERS** carry a one year guarantee.
7. The warranty covers the repair or replacement of the defective battery with an equivalent new battery.
8. This warranty does not in any way cover personal loss or damage owing to hidden defects.
9. Before validating the warranty, Battery Power Hub will recharge and test the battery according to Johnson Controls standard operating procedures.
10. 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.
11. A full report is done for each claim.
12. **THERE WILL BE NO CLAIM IF THE ORIGINAL PURCHASE DOCUMENTS - 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.
2. Should a teardown reveal the presence of "white "sulphating – the obvious result from inadequate charging the claim will be disallowed.
3. **EMPTY BATTERIES.** There are only four ways that a battery can lose electrolyte.
 - 3.1 A hole or crack in the casing through which the electrolyte may leak out.
 - 3.2 Overvoltage during the charge process either by the regulator failing on the alternator or by the use of an unregulated battery charger. 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 are encouraged , especially on sealed batteries and will in fact enhance the life of a battery with regular use.
 - 3.3 If a battery has been left discharged for a long period of time, the sulphating 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, 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.

3.4 A faulty cell could lead to the other cells increasing in voltage and thus induce gassing and loss of electrolyte.

3.5 **NOTE:** when a battery charger is connected permanently to a battery, (E.G. UPS, standby or back up application), then only a CONSTANT VOLTAGE CHARGER may be used. If not, the battery will lose electrolyte due to gassing.

3.6 **UNREGULATED CHARGERS – can be a danger to batteries, especially sealed maintenance free batteries. This type of charger should be only be used for short periods of time (E.G. overnight – and then removed from the battery.) MICROPROCESSOR CONTROLLED BATTERY CHAGERS ARE STRONGLY RECOMMENDED FOR ALL TYPES OF BATTERIES. They are inexpensive and enhance battery life.**

3.7 **WATER LOSS – is a major disadvantage of unregulated battery chargers,.**

4. **DAMAGED CASINGS AND BROKEN TERMINALS.** Physical damage in any way to the battery is not a factory fault.

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

4.2 The same situation when a vehicle is being jump started with jumper cables. Ensure that connections are tight and safe.

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

4.4 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:

4.4.1 Burning of field coils in the starter motor as a result of dragging due to low voltage.

4.4.2 Burning off the battery terminals as a result of high amperage due to low voltage.

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

5. **APPLICATIONS FOR WHICH THE BATTERY WAS NOT INTENDED.**

5.1 This has special relevance to cyclic applications.

5.2 Automotive batteries are not designed to be deeply discharged and recharged repeatedly. We have a range of deep cycle batteries especially for this type of application.

5.3 If we conduct a teardown and discover that the grids have shed the active material, then this is a clear sign of cyclic use.

5.4 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 also in an environment of excessive heat.

THIS IS CLEARLY INDICATED ON FREIGHTLINER AND INTERNATIONAL TRUCKS

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

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

7. Battery Power Hub exclude all liability for damage, loss or injury, howsoever suffered and shall not be held liable for any damages, losses, injury, expenses or costs (whether of direct, indirect or consequential, incidental or other nature)

howsoever suffered and by whomsoever suffered which may arise out of or relate to the use or inability to use this battery or any failure whatsoever to meet this warranty.

- 8. The warranty is limited to the cost of the product only and excludes any transport, handling or incidental costs that may arise. Battery Power Hub exempts itself from any of the charges mentioned.
- 9. It is the responsibility of the dealer/ distributor to fill out a report form (example attached), test the battery with an Battery Power Hub approved tester and mail or fax the relevant completed report to Battery Power Hub for final evaluation.

Signature Witness

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