

MAINTENANCE AND WARRANTY TERMS & CONDITIONS

This section will guide you through the steps you need to take in order to maintain performance and duration of the life of your battery.

Maintenance

Unpacking

Please refer to the safety note provided in your package with the battery. It is imperative to remove the transport plugs (small red/yellow/grey/black plugs depending on the manufacturer) before use or loading. The batteries are delivered ready to use and do not require recharging before use (with the exception of some motorcycle models). However, it can be beneficial to charge before use. We recommend that you do so before installing your battery if its voltage is less than 12.6v.

Battery storage

In case of prolonged storage:

- Store batteries in a cool, dry place (not directly on the ground).
- Check the state of charge/voltage regularly.
- You are advised to recharge your battery once a month.

Only an automatic charger will have the capacity to perfectly recharge a battery.

Control and test of the battery

The best (and easiest) way to check the state of charge of a battery is to use a voltmeter or multimeter to measure the voltage. Once you know the exact voltage, you can determine the state of charge as follows:

- 100% 12.6v or + No action required, battery recharged
- 75% 12.4v No action required
- 50% 12.2v Battery must be recharged
- 25% 12.0v Battery needs a full recharge as soon as possible
- 0% 11.9v or - Fully discharged battery, to be recharged as soon as possible

The more a battery is discharged before each recharging, the more it loses capacity and life is shortened as a result. It is imperative never to fully discharge a battery (no matter how small the battery or its technology or application) and to recharge it as soon as possible when it reaches the voltage of 12.2v or less. A deep discharge of your battery will be fatal. However, if you manage to salvage the battery via charging, there may be permanent adverse effect on its performance.

It is particularly important to regularly check the voltage and state of charge of your battery when you use your vehicle infrequently, when you only make frequent short trips or when it stays in the vehicle for more than two weeks without use.

It is also just as harmful to leave a battery charging over a long period of time. Keeping a constant voltage at the battery terminals during the charge maintenance phase will have the effect of sulphating the internal plates in the same way as a deep discharge. We recommend performing a regular charge and discharge cycle. For slow discharge batteries, we recommend an equalization charge every 30 to 90 days (15.5v charge for several hours in order to remove the sulfate from the plates).

In the event of an electrical or electronic problem, the batteries are the first to be tested. In that case, if it appears that the battery is (almost) completely discharged, it is often necessary to look further to explore the real cause of this discharge and not just replace the battery.

Main causes of failure

The lifespan of a battery depends to a very large extent on its duration of use, the temperature and application for which it is intended. One of the most common causes of early battery failure is a state of insufficient charge. Over 80% of batteries fail due to insufficient charging. Here is a summary of the main causes of battery failure (not supported under the warranty):

- Deep Discharge, Storage (duration, temperature)
- Overload
- Incorrect application, use of an electric fence (warranty period reduced to 6 months)
- Defective terminals (showing traces of an arcing due to poor connection)

Manufacturing Warranty

Please note, no warranty will be granted without presentation of your purchase invoice or number. The warranty covers all manufacturing defects or faults. Before any warranty claim, please fully recharge your battery in order to verify that it is not simply discharged. The batteries are warranted under the right conditions of use. In order to guarantee the life of the batteries, it is necessary to respect the following rules:

- Never put the + terminal in contact with the - terminal
- Never expose a battery to temperatures $> 50^{\circ}\text{C}$ and $< -20^{\circ}\text{C}$
- Never leave a battery in liquid, in the rain or in a humid place
- Never leave a battery idle for a long time. It must undergo at least one charge cycle /discharge per month.
- Never fully discharge a battery ($< 11.9\text{v}$)

No warranty will be accepted if you do not respect the correct conditions of use.

The Manufacturer's warranty applies from the date of purchase shown on the invoice and is non-transferable. In the case of replacement of a product under warranty, the end of warranty date remains unchanged and always runs from the date of purchase of your battery. A battery can only be exchanged once under warranty with no offer of a refund (unless it falls within the 30 day returns window).

Defects NOT COVERED by warranty (customer damage):

- Voltage less than 10.6v (battery fully discharged)
- Battery discharged, sulphated (alternator problem, electrical leakage, storage ...)
- Battery with electrolyte leaks, broken tank (dents, cracks, etc.)
- Broken or melted terminals, empty battery, or filled with a foreign liquid.
- Battery exploded, battery overcharged (charge or regulator problem)
- Battery placed in the incorrect application (wrong sized and powered battery put in the vehicle)
- Failure to maintain the charge of the battery beyond a period of 2 years.

Defects COVERED by warranty (manufacturing defects):

- Battery with an internal short-circuit (voltage greater than 10.6v)
- Internal Break: - The battery will have good specific gravity but no voltage reading. Check for any physical damage which may have caused an internal break.

If, after checking, your battery has more than 80% of its original capacity, it will not be replaced under the warranty because it is considered perfectly functional.

Incorrect Application

- If after checking our manufacturer's systems we find that there is a different battery recommended for your vehicle, we have the right to void the warranty claim and subsequent claims as you may have installed an

underpowered battery into your vehicle/application therefore causing the degradation of your battery. This would not fall under the manufacturing warranty.

- In this situation it would fall upon the claimant to provide evidence that this battery is recommended for the vehicle it is installed in.
- This evidence provided will then be reviewed and considered by Battery Group Ltd as to whether a re-opening of the claim is justified

Warranty Procedure

You have purchased a battery from Battery Group and you think it is faulty? Please first make sure you have:

- Have read our warranty conditions and completed the Warranty Claim Form
- Have read our advice on battery use.
- Checked that the cause of the problem is not external to the battery.
- Recharged the battery using a correctly calibrated battery charger.

After completing these steps there are two options to test your battery to help us determine the cause for battery failure and if the battery is covered under the manufacturer's warranty.

1 - Battery Test by Battery Group

- We ask you to pay a deposit of £20 by card or PayPal via link
- A return slip will be sent by email and must be affixed to the correctly packaged battery. You can drop off the parcel at a drop off point of your choice (see [UPS – Drop off](#) or [Parcelforce – branch finder](#))
- The product will be tested in the workshop and you will be informed of the result by phone or email within the shortest time possible.

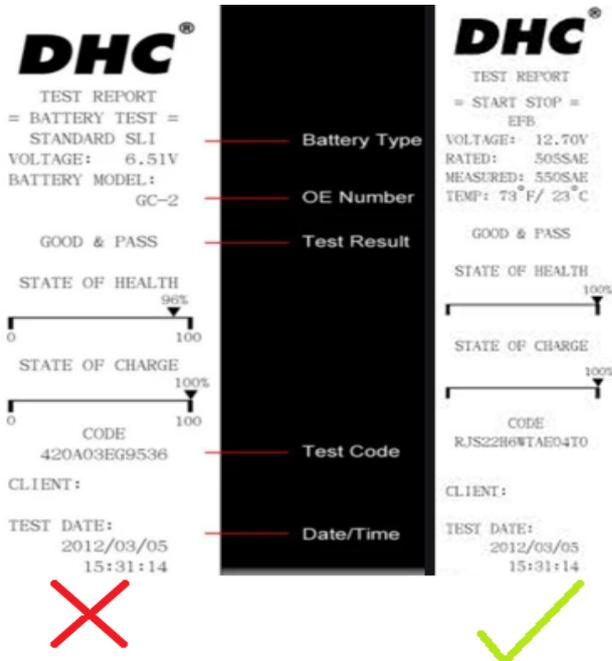
Following the results of the tests:

- If the battery is covered under the warranty (see our warranty conditions**), we will send a new battery. The deposit of £20 will be refunded in 2 – 5 working days. No other refund, credit or exchange will be accepted within the warranty framework.
- If the battery is not covered under the warranty (see warranty conditions), we will use the deposit of £20 to return your battery to you (return transport costs). Leisure/cyclic battery tests must be carried out in our workshops. Battery Group offers a free test solution, Battery Group will not refund external test report fees.

**If you think you have more than one defective battery, please contact first time our technical team on 01226 885050.

2 - External Test Report

- Go to a garage near you to have the battery tested, you will need to then provide us with a specific test report (see example below). It should be sent to us by email to support@batterygroup.co.uk. Written reports or replacement invoices are not accepted. The test must be carried out above 12V and the device calibrated correctly (at correct unit of measure).



If the test is correct and validated by our Technical department, a return slip will be sent by email and must be affixed to the correctly packaged battery. You can drop off the parcel at a drop off point of your choice (see [UPS – Drop off](#) or [Parcelforce – branch finder](#))

Upon receipt of your defective battery, we will send you a new battery. No refund, credit or change of reference will be accepted as part of the warranty.

Leisure/cyclic battery tests must be carried out in our workshops, no test report will be accepted.

Note: For any warranty request, please contact us by email on support@batterygroup.co.uk or by contacting us directly on 01226885050. Our team will be happy to send you our warranty procedure. If you think you have more than one defective battery, please first contact our technical team by phone at the number above.

Many thanks,

The Battery Group Team