

R&J BATTERIES WARRANTY ASSESSMENT

CUSTOMER PRESENTS BATTERY FOR INSPECTION

INSPECT FOR DAMAGE

Bulging case, damaged posts, leaks, corrosion, etc.

CHECK THE VOLTAGE

Check the open circuit voltage. If the battery is below 12.5V you may need to charge the battery.

REQUEST CUSTOMER'S PROOF OF PURCHASE

R&J Batteries invoice or reseller's invoice is required to confirm the warranty status.

TEST BATTERY

For starting batteries, use an electronic battery tester (i.e. Midtronics, Delkor, ACDelco)

Time required: 5 mins - 24 hours

For cycling batteries, use a discharge battery tester (i.e. Motobatt, Astratec)

Time required: 48 - 72 hours

RULES TO REMEMBER:

- An electronic battery tester can give you a result within minutes, but a discharge capacity test can take up to 3 days
- When using an electronic battery analyser, ensure the correct BATTERY TYPE and CCA is entered
- When using a discharge capacity tester ensure the correct capacity is entered
- Batteries are a wear and tear item, they will lose CCA and Capacity as they age
- The warranty covers manufacturing defects, not accidents or incorrect applications
- A discharged battery is not always a warranty. The battery may need charging before it can be accurately tested
- If required, we may need to return the battery to the manufacturer for further testing
- When replacing a battery under warranty, the warranty period continues from the ORIGINAL DATE OF PURCHASE

THE FOLLOWING MAY VOID WARRANTY:

- Warranty period has expired
- Incorrect application (standard Calcium battery in place of EFB/AGM)
- Signs of misuse (dropped, fitment damage, etc)
- Damaged/corroded posts or damaged case
- Case/post damage causing leakage of electrolyte
- Tampering with or removal of any date codes or labels
- Signs of overcharging or overdischarging (bulging case, loss of electrolyte)
- Failure to maintain water levels in accessible batteries