

## Warranty Claims

Product warranties vary from item to item. Warranties are intended to cover manufacturing and assembly defects. Warranties do not cover wear and tear, and are void in circumstances of misuse and/or misapplication.

We also offer a DCPower Workmanship Guarantee on any installation work completed by our experienced team.

### Workmanship

All installation work undertaken by DCPower is covered by our 12mth Workmanship Guarantee. This warranty provides a guarantee of the quality of the work of DCPower only. We pride ourselves on quality and enforce our own quality control procedures. DCPower is NOT responsible for the work of other people. Should you engage in DIY or use an alternative tradesperson following our installation then your Workmanship Guarantee is void. If you have concerns about our quality of workmanship, please notify us as soon as practicable; including your name, date of installation/work, and a brief description of the issue.

### Batteries

If you are experiencing a battery issue, the first thing to do is ensure that the battery is fully charged. Flat batteries are NOT covered by warranty. A flat battery will likely fail diagnostic testing, however this does not necessarily mean that the battery is faulty.

If your battery is flat then DCPower can recharge your battery for you, however this will incur a fee until such time as a warranty claim is accepted.

If you suspect a manufacturing or assembly defect, please notify us as soon as practicable; including your name, date of purchase, product part number and a brief description of the issue.

Warranty exclusions include, but are not limited to:

- Flat batteries.
- Low or no electrolyte levels for batteries which require maintenance.
- Batteries that have not been installed properly (e.g. in vehicles with no hold down clamps).
- Batteries that have been refilled with any substance besides distilled water.
- Batteries not maintained at a sufficient state of charge during periods of both in-vehicle and out-of-vehicle storage.
- Batteries that have been subjected to excessive out-of-vehicle charging, or to an uncontrolled vehicle charging system (e.g. a faulty alternator).
- Batteries that have been physically damaged including cracked, punctured or deformed battery cases or broken or severely damaged battery terminals.
- Batteries with damaged terminals due to loose, inadequate or high resistance connections.
- Batteries that have been installed with reverse polarity.
- Improper battery box or insufficient protection from the elements.
- Batteries that have been operated in an application that it was not designed and/or marketed to support (e.g. stand-by batteries used in cycling applications).

## **Caring for your Battery**

Taking good care of your battery will help to extend it's service life. Here are our top tips: (this is a guide only, more information can be found at [www.dcpower.co.nz](http://www.dcpower.co.nz))

- Always wear eye protection when working around batteries.
- Keep your battery is clean and free of dirt and/or corrosion. Corrosion can manifest in many forms (including a white, green or blue powdery substance) and will greatly shorten the life of your battery.
- Regularly inspect terminals, screws, clamps or cables for anything that is loose, broken or damaged. Poor connections cause poor performance and can be dangerous.
- Keep an eye out for any swelling or cracks in the battery case. This can be a sign of over charging or other internal damage.
- If the battery requires maintenance, regularly check the electrolyte levels to ensure that fluid covers the top of the battery plates. If necessary, replenish using distilled water.
- Ensure you use the correct charger for your battery. The type and size of battery will determine the charger you need.
- Avoid quick charging. This is a myth, and can lead to permanent battery damage.