

# 48 HOUR BATTERY PURCHASE GUARANTEE

We know that sometimes making a roadside repair decision on the spot feels a little more rushed than you'd like. That's why we'll give you 48 hours to know it was the right decision! We'll test your battery. If it needs to be replaced, we'll install an RACT Battery to get you on the go!

## This 48 Hour Battery Purchase Guarantee:

- ✓ Is only available to RACT Members
- ✓ The original (old) battery cannot be returned
- ✓ The replacement RACT battery must be accompanied by the purchase receipt and returned to a designated RACT location
- ✓ The refund will be paid within 5 working days
- ✓ Guarantee is available to an individual only once per calendar year
- ✓ Contact 13 11 11 for further information

## CONGRATULATIONS ON PURCHASING YOUR RACT BATTERY OR CHARGER

Please take the time to read through this brochure.

### CARING FOR YOUR BATTERY

A battery is a simple electrical storage device. There are two types in common use which can be either 'sealed' or 'unsealed':

**Starting battery** – These batteries are designed to start a vehicle by providing a large amount of power over a short period of time e.g. car, truck or motorcycle battery.

**Storage battery** – These batteries are designed to provide a small amount of power over a long period of time.

Regardless of the battery type you have purchased from RACT or its designated suppliers it must be cared for the same.

To ensure the battery is kept in good condition, at every major vehicle service you should:

- ✓ have the vehicle's alternator charge rate checked;
- ✓ request that the battery terminals are cleaned;
- ✓ request that the battery is securely held in position;
- ✓ if 'unsealed', ensure it is mounted upright.

### DISCHARGED / FLAT BATTERIES

Modern vehicle electrical systems are not designed to recharge a battery from a discharged/flat state of charge, but only to replenish the charge that was lost when the vehicle is started. This is to save on fuel, reduce exhaust emissions and wear on engines. If you use accessories such as lights and MP3 / iPod players without the engine running those accessories use charge. A drained battery only has a small amount of charge in reserve and will discharge quickly. Boost starting and running the engine for short periods does not replenish sufficient charge in the battery.

There has and will always be a small percentage of vehicles, where a battery will 'discharge' or go 'flat' for no apparent reason. Several factors influence this such as:

- ✓ how much power from the alternator is diverted to the battery;
- ✓ how long the alternator power is available;
- ✓ the size and depth of discharge of a battery;
- ✓ any accessory or electrical fault discharging the battery;
- ✓ vehicles not used for extended periods of time or infrequent use;
- ✓ the ambient temperature; or
- ✓ keys left in the ignition overnight and vehicle not going into sleep mode.

Note: An RACT deep cycle (storage) battery must not be discharged below 50 percent of its rated amp hour capacity. Only suitable chargers will replenish the battery to a reliable level of charge. Not charging your battery correctly will shorten its life or void your warranty.

PRE-INSTALLATION CHECKS:	YES	NO
Is radio working prior to arrival?		
Installed memory minder/keeper?		

PRE-INSTALLATION CHECKS:	YES	NO
Terminals cleaned/replaced?		
Vehicle charge rate at 1500rpm (with headlights on) <input type="checkbox"/> Pass <input type="checkbox"/> Fail		Volts
Vehicle current draw/drain		Amps

BATTERY/ITEM:	WARRANTY (MONTHS):

### WARRANTY INFORMATION

This Warranty is given by RACT Ltd of 179 Murray Street, Hobart, Tasmania 7000 ("RACT"). RACT is contactable by phoning 13 11 11.

## CONSUMER GUARANTEES

The benefits covered by this warranty are in addition to other rights and remedies you have in relation to the goods to which this warranty relates.

From 1 January 2011, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## WARRANTY PERIOD

APPLIES TO	PERIOD
Battery chargers	60 Months
Premium battery range used for private use	36 Months
Extra heavy duty battery range used for private use	24 Months
Marine batteries	
All batteries used in a commercial vehicle (other than taxis, limousines or courier vehicles) fitments and applications	12 Months
Deep cycle & specialist batteries	
Motorcycle & personal watercraft batteries	
All batteries fitted to taxis, limousines or courier vehicles	3 Months

## WARRANTY

If your battery or charger, sold by RACT or its designated stockist, is found to be defective in material or workmanship (and in respect of a battery, not merely discharged/flat) during the warranty period, the product will be replaced free of charge. This warranty also does not cover a battery and/or a charger that:

- ✓ you no longer want or have changed your mind about;
- ✓ you have found at a cheaper price elsewhere or made a wrong selection;
- ✓ you knew had faults prior to your purchase;
- ✓ you have requested despite advice that it may not meet your needs;

- ✓ has been modified in any way;
- ✓ has been incorrectly fitted or applied by you; or
- ✓ fails due to improper charging, incorrect fitment, broken container or cover, damage caused by fire, excessive heat, floods, wreckage, explosion, freezing, damage caused by abuse, neglect or the use of special additives introduced to the battery.

The cost to recharge your battery is not covered under the warranty. If RACT or their representatives recharge your battery there may be a fee for this service.

Necessary precautions to prevent damage to your vehicle are taken during the course of any work being carried out. As modern vehicle computers can be corrupted, an electrical system memory minder is used to ensure retention of vehicle computer memories. Responsibility for damage caused that is not related to the battery fitment cannot be accepted.

## NON OEM PARTS

Parts provided by the Service Provider may or may not be genuine parts. All parts comply with the relevant Australian Standards. Parts have been sourced from independent manufacturers which are in adherence to the manufacturer's specifications of your vehicle. All parts fitted are compliant and in accordance with manufacturer's specifications. If you have any questions about the products and/or service please discuss with the Service Provider or contact our Roadside Operations team.

## WARRANTY CLAIM PROCEDURE

To make a warranty claim phone RACT on 13 11 11. RACT may require you to take the defective battery or charger to a designated stockist. If you are not an RACT member at the time the warranty claim is made, a service fee may be charged if roadside assistance is provided by RACT.

Please note that the warranty claim will not be allowed unless proof of purchase (e.g. invoice or bank or credit card statement showing the product purchase) is provided. It is your responsibility to provide proof of purchase for any warranty claim.

RACT Ltd, ABN 62 009 475 861, 179 Murray Street, Hobart, Tasmania 7000

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# ALWAYS AT YOUR SERVICE



## BATTERY WARRANTY

KEEP YOUR RECEIPT IN A SAFE PLACE FOR  
ANY WARRANTY CLAIM

