



## **WARRANTY ON CYCLING BATTERIES**

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As from the 1st of January 2023 all batteries that are used in a cycling or semi cycling applications will have a pro rata warranty.

All batteries carry a 12 months pro rata warranty. More detail on this can be explained by one of our sales team members on request.

### **How the pro rata warranty will work:**

- The cycling battery starts out with 12-month warranty,
- Should the battery fail within the warranty period the period the battery was used for will be for the cost of the client.

### **Example:**

Battery price = R1200.00

Battery fails after one month

Customer pays in R100.00 (R1200.00 / 12 months x 1 month use)

Should the battery fail in month 6 the customer will pay R600.00 (R1200.00 / 12 months x 6 months use)

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**Should you have any questions in this regard please contact your sales representative and they will be able to clarify any questions you might have in this regard.**

Kind Regards.  
Management  
Deltec Energy Solutions



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## **CLAIMS**

**Dear Customer**

**Claims will not be accepted under the following conditions:**

- Proof of purchase cannot be substantiated.
- The battery is out of warranty period.
- The battery has been fitted to a vehicle for which it was not intended.
- The battery was used for the incorrect application.
- The battery was used for a scrubber, sweeper, golf cart, wheelchair, radio or marine application.
- The battery was incorrectly installed.
- The battery was allowed to stand for periods with or without current draw and has been subjected to long-term discharge and has resulted in the battery sulphating.
- Battery terminals are damaged by melting and arcing or are bent, twisted, chipped or otherwise distorted/damaged.
- The battery is dry due to overcharging, or excessive tipping.
- The battery is flat.
- The battery casing is cracked or otherwise damaged.
- The battery has been damaged due to loose terminals.
- The battery has been discharged to below the manufacturer's depth of discharge curve.

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Kind Regards.  
Management  
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