



WARRANTY STATEMENT

REMCO Batteries Limited Warranty

REMCO batteries distributed by HCB Technologies LTD warrants that the goods supplied to an original purchaser will be free from defects for the applicable Warranty Period and Applications set out below subject to the terms and conditions stated herein. All benefits under this Warranty are additional to other rights and remedies under the applicable law and cannot be excluded from the Consumer Guarantee's Act.

You are entitled to a replacement or refund for a major failure and compensation for any other 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. This warranty does not cover goods imported into New Zealand other than by HCB Technologies LTD.

WARRANTY PERIOD:

From the date of purchase by the customer:

AGM Standby: 12 months

AGM Deep Cycle: 24 months

AGM Dual Purpose: 24 months

AGM Deep Cycle Lead Carbon: 30 months

Lithium Deep Cycle: 60 months

COVERAGE:

If the battery fails during the warranty period, you can return the battery to the place of purchase with your original proof of purchase receipt or to a HCB Technologies branch. The purchaser must bear any expense you may incur in making the claim (other than our costs of remedying the defect the subject of this warranty). The battery will then be tested as per HCB Technologies LTD Test Procedure.

The warranty period is not renewed or extended as a result of this replacement subject to your rights under the New Zealand Consumer Law. This warranty only applies to the original purchaser of the goods and is not transferable. Proof of purchase and return of good(s) in question must accompany any request for warranty. No exceptions will be accepted.

GENERAL WARRANTY EXCLUSIONS

To verify a warranty claim, the battery must be fully charged prior to adjudication. A flat (discharged) or sulphated (lead-acid) battery is not considered to be a manufacturing defect and is not covered under this warranty.

This warranty does not apply to batteries that break or fail due to abuse or neglect such as: The battery is not used in accordance with the instruction manual and/or warnings provided on the label The battery has been subject to misuse, abuse, or physical damage Incorrect or under specified battery type fitted to vehicle/application Charge system problem/incorrect charging creating an over-charge or under-charge situation Prolonged storage of the car or very minimal use Electrical faults, shorts, excessive loads and loose wiring Damage to the battery caused by the consumer or other in-car and/or application fault Any battery modifications such as acid additives, terminal changes, etc If installed in an area exposed to regular excessive high temperatures Any batteries received at 9V or lower for 12V batteries, 6V or lower for 8V batteries and 4.5V or lower 6V batteries will be deemed as discharged and neglected

This warranty does not cover batteries that have reached their normal end of life due to usage which may occur prior to the Warranty Period. Batteries can only deliver a fixed amount of energy over their lifespan which will occur over different periods of time depending on the application. The manufacturer reserves the right to deny a warranty claim if the battery is determined, upon inspection, to be at its normal end of life even if within the Warranty Period.

OTHER REQUIREMENTS

The REMCO battery selected by the user must be of the correct size, design, and capacity for the intended application. Failure to do this will invalidate the warranty. The battery should be installed and operated at a temperature not exceeding the batteries design limits as published in the specification sheet The batteries should be paired with a suitable designated charger with the correct settings (LiFePO4 or AGM profile) and Voltage / Current limitations as indicated in the specification sheet. Incorrect charger use and/or failure to follow the correct charging requirements will void the warranty.

Information to be provided along with the warranty claim must include:

1. Battery type/Quantity
2. Serial code/Installation date
3. Battery connection configuration – the number in series/parallel
4. Charger Settings (Charging voltage and current settings)
5. Approximate load.

The user agrees to make accessible the batteries under warranty to HCB Technologies or its' authorized representative for inspection at reasonable hours and time intervals. The warranty shall be voided if the battery becomes unserviceable due to: fire, freezing, abuse, neglect, repair, alteration or modification or any act of God.

This warranty only applies to original purchasers in New Zealand

CLAIMS PROCESS

Contact the original place of purchase or HCB Technologies and request a return authorization. No returns will be credited without authorization.

When returning the batteries, ensure they are sufficiently padded and packaged in the appropriate cartons to eliminate the risk of damage in transit.

The battery must only be returned in compliance with the transport and packaging regulations ruling at that time. Failure to do this may result in the carrier refusing the shipment.

Incorrectly identifying the content of such packages is illegal and the shipment could be subject to substantial fines and confiscation of the goods in accordance with Federal and State laws.

A replacement battery, if required, immediately will need to be invoiced and paid for by the claimant, and if the claim is approved HCB Technologies will apply a credit for the replacement battery.

HCB Technologies can decide to credit or replace products deemed defective and under warranty. The cost of travel, installation, and transportation shall be borne by the purchaser.



New Zealand's Battery Specialists

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