ACDelco Battery Warranty Information

Warranty Statement

ACDelco will provide the following warranty to the original purchaser subject to the terms and conditions stated herein. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and for 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.

As per the ACL, if the automotive part is not for personal, domestic, or household use, then ACDelco will not be responsible or liable for any consequential or incidental expense or loss.

For information on the ACL, please visit the Australian Competition & Consumer Commission (ACCC)'s website at www.accc.gov.au/consumers/buying-products-and-services.

In addition, the ACCC has developed a guide specifically for the motor car sales industry which is available at www.accc.gov.au/system/files/1449_ACL%20Motor%20vehicle%20sales%20and%20repairs_FA_WEB.pdf

3 Step Checklist Guide – Identify, Qualify and Satisfy

ACDelco Batteries are installed into millions of vehicles each year. That's a powerful responsibility we don't take lightly. That's why we stand behind our resellers with industry leading warranties and support throughout Australia. Depending on the type of battery and the application, the period of warranty varies.

Please refer to the below checklist for details on the ACDelco Battery Warranty claim process and qualifying checks required to identify a failed battery, in addition to the ACDelco Warranty Assessment Guide in the appendix, before contacting:

a) The original place of purchase (your ACDelco Battery Distributor), or if more convenient, **b)** Your nearest ACDelco Battery Stockist/Reseller (anywhere in Australia) which can be located at: https://acdelco.com.au/battery-stockist/

Step 1 – Identify

Refer to the following guide to identify a possible faulty battery.

- Visually inspect battery case and terminals for signs of physical damage and or modifications. Physical damage cannot be accepted as a warranty claim.
- SMF batteries: compare weight if in doubt, underweight batteries may be a sign of overcharge or abuse.
- Low Maintenance Accessible (LMA) batteries: check electrolyte colour and level.
- Test Specific Gravity (SG) or Open Circuit Voltage (OCV) *refer to battery test instruction guide.
- If the battery has an OCV of 10.0 Volts or less and is displaying a Green Eye, the battery may have a dead cell and may be replaced if it falls within the warranty period.
- If battery OCV is less than 12.5 Volts, do not proceed with the test, harge the battery before testing. If the battery OCV is less than 10.0 volts, it's possible that the vehicle or equipment the battery is used in has an electrical concern which may have drained the battery.
- If a fault like this exists, we recommend you refer to the relevant service information.
- If the battery OCV is less than 4.0 Volts, some chargers may not reconise that they are connected to a battery. If this occurs, you can connect a charged battery in parallel with the flat battery (i.e. positive to positive, negative to negative) and allow them to stay connected for 5 minutes before disconnecting. The discharged battery should now have enough surface charge for the charger to detect it and begin charging.

- Connect the suspect battery to the charger and allow it to begin the charging process. If the battery OCV has not increased above the original OCV after two hours, or has a bad odour being emitted, it may have an internal fault. Stop the charging process and present the battery for warranty assessment as per step 2.
- Once the charger has finished the charging process, refer to the battery testing instructions prior to proceeding with the test. Remember that it is vital to check for and remove any surface charge prior to testing, this will help to avoid a test result that is invalid.
- When installing the battery, check for any current leaks. Most vehicles should not exceed 0.35 Amps draw. If the current measures greater, again refer to relevant service information for next steps.
- If possible, after installation of the battery, test the charge rate of the vehicle or associated equipment, against the manufacturers specifications.

Note - the charging system in modern vehicles does not always operate when the engine is running. Increasing the vehicle electrical loads by turning on the headlights and other high current electrical loads may help trigger the charging system to check operation.

Step 2 – Qualify

- Confirm purchase validity, check invoice and/or manufacture date stamp on battery.
- Refer to the ACDelco Battery Part Finder otherwise download the ACDelco Battery Application Guide at www.acdelco.com.au to confirm correct battery has been fitted for the application and warranty period.

SMF - SEALED MAINTENANCE FREE BATTERIES (*Advantage SMF Batteries - 24 months from date of purchase)	
Car & SUV - private use*	36 months from date of purchase.
4WD*	36 months from date of purchase.
Trucks / Commercial / Industrial	12 months from date of purchase.
Taxi	6 months from date of purchase.
Marine	24 months from date of purchase.
DEEP CYCLE (HCM SERIES)	
Cycling Applications	6 months from date of purchase.
Cranking / Marine applications	24 months from date of purchase.
LMA - LOW MAINTENANCE ACCESSIBLE BATTERIES	
Car & SUV - private use	24 months from date of purchase.
4WD	12 months from date of purchase.
Trucks / Commercial / Industrial	12 months from date of purchase.
AGM - ABSORBED GLASS MAT BATTERY	
Vehicles fitted with Stop / Start system	36 Months from date of purchase.
Car / SUV / 4WD - private use	36 months from date of purchase.
RV Marine applications / Trucks / Commercial / Industrial	12 months from date of purchase.
Taxi	6 months from date of purchase.
EFB - ENHANCED FLOODED BATTERY	
Vehicles fitted with Stop / Start system	24 Months from date of purchase.
Car & SUV - private use	36 months from date of purchase.
4WD	12 months from date of purchase.
Trucks / Commercial / Industrial	12 months from date of purchase.
Taxi	6 months from date of purchase.

Step 3 – Satisfy

- **If not a valid warranty claim**, advise the customer in detail why their claim is not eligible.
- Replacement battery may only correct the symptom and not the cause.
- Provide evidence of the warranty decision to customer.
- **If the battery has been confirmed as a warranty claim**, replace the battery at no cost and return the battery to the original place of purchase (ACDelco Battery Distributor), or your nearest authorised ACDelco Battery Stockist/Reseller (anywhere in Australia) with your original receipt copy or proof of purchase, detailing the owner's name, vehicle/equipment, and application to assist with the battery claim.

  Please note: *Depending on the original place of purchase (ACDelco Battery Distributor), dealers may be able to submit a warranty claim online via a Warranty Claim Form.*
- Encourage regular battery testing.
- Deep cycle batteries are required to be run on a dedicated Cyclic Tester; a test report is required to validate.

Warranty Exclusions

This warranty does not apply to batteries that break or fail due to abuse or neglect such as improper installation, misapplication, loose wiring, corroded terminal connections, mishandled or dropped batteries, freezing, fire, explosion, or unauthorised battery modifications.

This warranty does not cover sulphation damage caused by failing to maintain sufficient charge in batteries for extended periods of time. Batteries must be fully charged after any significant drain and the charge cycle must be completed.

Battery Manufacture Date Codes

In the absence of an original purchase receipt or another type of proof of purchase, an assessment of the batteries age may be concluded by checking the manufacture date code.

The manufacturing date code can be found on the battery top or on the lip edge of the top cover.
There are normally 2 digits that reflect either the year and month or month and year.

To interpret these codes, follow the manufactures date interpretation chart as per below.

ACDelco Premium Battery: 9FR05

9 = Year, **F** = Month, **R** = ACDelco, **05** = Day

Note: I is skipped for **J** in September



Interpretation of ACDelco Reseller Date Label (if fitted).



For more information on ACDelco's Battery warranty, please refer to the ACDelco Battery Application Guide downloadable online at www.acdelco.com.au, otherwise, should you require further assistance contact your ACDelco Battery Distributor, otherwise ACDelco via email acdelco.anz@gm.com or toll free on 1800 ACDelco (1800 223 352).

ACDelco Warranty Assessment Guide

1

POSSIBLE FAULTY BATTERY!

2

PROOF OF PURCHASE MUST BE SHOWN

CHECK DATE AND APPLICATION (PRIVATE OR COMMERCIAL USE)

3

CHECK BATTERY FOR OBVIOUS DAMAGE

4

CONDUCT PERFORMANCE TEST

CHECK OPEN CURRENT VOLTAGE. RECHARGING OF THE BATTERY MAY BE REQUIRED IF UNDER 12.5V TO CONFIRM TESTS

WARRANTY WILL BE VOIDED IF:

- Fitted into wrong vehicle application, (e.g standard battery used in an EFB / AGM vehicle)
- Warranty period expired
- Signs of mishandling
- Loose wiring, corroded terminals or damage to cover, casing, terminal posts or plugs
- Evidence of leaks due to damaged cover or casing
- Tampered codes and labels
- Signs of overcharging (bulging or dry) and undercharging (sulphation).

REMINDERS:

- FLAT / DISCHARGED battery is not a 'warranty' - charge before testing
- Warranty only covers "Manufacturing Defects"
- If required, the battery may need to be returned to manufacturer for testing
- Confirm results with a load tester if available
- Ensure to key in the correct CCA or Ah on the tester (which ever is applicable)
- Not meeting the CCA or Ah claim due to normal wear and tear is not a warranty
- Warranty period is not renewed or extended if a replacement battery is given
- Full testing of deep cycle batteries takes much longer, allow up to 3 days

ACDelco