



GUARANTEES AND HOW TO DEAL WITH GUARANTEES

Customer comes with a battery: **Important**, is the battery charged?
Otherwise, first charge the battery, then let it rest for 4 - 6 hours before testing.

TEST RESULT:

Voltage is between 10 and 12 volts and the cold cranking (A/EN) is zero, almost zero = **cell closure = guarantee.**
Voltage is between 12.4 - 12.7 volts and still 70% of the power = **deep discharge = no guarantee.**

In addition to the battery tester, also use a load tester.

If the voltage drops below 9 volts during a test with the load tester, there is a broken cell.

If a customer drives up and asks to test the battery, first load the battery with a load tester before testing.
Also, measure the charging voltage of the alternator to check for leakage current.

It always depends on the battery, so listen to what the customer is telling you and ask questions, for example:
Do you drive a lot, does the car have many users (accessories) and do you also use it?

Nowadays people drive short distances, the car has many users (accessories) that are all used,
and this is a cycle every time.

For example a Ford Kuga, here the interior lighting remains on for 15 minutes after the car is turned off!

Magic eye, if the colour is green, but the measurement shows a voltage of 8 - 9 volts,
then another cell in the battery is broken.

A factory defect generally shows up within 3 - 4 months.

PERIOD MARCH/APRIL:

If a customer comes with a battery, recreation, during this period and the battery is below 11 volts, then this battery has not been charged during the winter period and the battery is broken, discharged, and is no reason for warranty

Motorcycle battery: below 11 volts is not charged, battery is broken, no grounds for warranty.

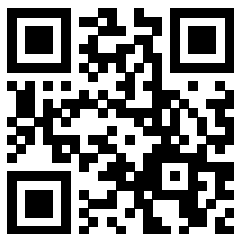
IMPORTANT:

A starter battery may only be discharged by 20%.

A semi traction battery 50% an AGM / Gel battery 60%

When selling, never give a battery below 12.6 volts, otherwise charging the battery.

Storage: off the ground on, for example, wooden pallets, temperature of about 15 - 18 degrees.



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