

# RACQ Battery and Charger Warranty

Keep your receipt or proof of purchase in a safe place for any warranty claim



**RACQ**  
*It pays to belong*

# Congratulations on purchasing our RACQ Battery or Charger

Please take the time to read through this brochure.

## Why choose RACQ Batteries?

- Delivered and installed 24/7
- Up to 36 months' nationwide warranty for premium and heavy duty battery range for private use vehicles\*
- Maintenance free
- We'll recycle up to 96% of your old battery

## The 48 hour satisfaction guarantee:

If you change your mind within 48 hours of purchasing an RACQ battery, you are entitled to a refund if you:

- call us on 1300 764 478 within 48 hours of purchase;
- remove the battery from your vehicle and return it to our authorised stockist\* within 5 days of purchase; and
- provide your original sales receipt when you return the battery.

Subject to the terms and conditions of the 48 hour satisfaction guarantee, a refund will be made by EFT within 7 working days.

The 48 hour satisfaction guarantee:

- is only available for RACQ members;
- applies to Roadside Assistance sales of new RACQ batteries only (note: the original battery replaced by RACQ Roadside Assistance cannot be returned if the new RACQ battery is returned under the 48 hour satisfaction guarantee);
- can only be claimed once per member per calendar year;
- does not apply to chargers; and
- does not apply if the battery has been modified in any way or is subject to after sales damage, as described in the Warranty section of this brochure.

## Warranty

If your battery or charger, sold by RACQ or our authorised stockist\*, is found to be defective in material or workmanship during the warranty period, the product will be replaced free of charge subject to the conditions and exclusions in this brochure.

Alternatively, you can elect to receive a full refund if the original battery or charger is found to be defective in material or workmanship within 6 months after the purchase date subject to the conditions and exclusions in this brochure.

## Warranty claim procedure

To make a warranty claim for an RACQ battery or charger, you must:

- contact RACQ on 13 1905 - we may direct you to one of our authorised stockists\*;
- provide your sales receipt or other proof of purchase (eg. bank or credit card statement) when making a claim;
- retain your RACQ battery or charger and provide it to RACQ or our authorised stockist\* for testing; and
- for RACQ marine or deep cycle batteries, you must also ensure that the batteries are fully recharged using an appropriate multi-stage charger before making a warranty claim.

RACQ or our authorised stockist\* will perform tests to determine the condition of the battery or charger and the cause of any failure. If you do not have RACQ Roadside Assistance when you make a warranty claim, a service fee may be charged if roadside assistance is provided by RACQ or our authorised stockist\*.

RACQ and our authorised stockists\* will not accept the results of any tests performed by another repairer or manufacturer in determining if a battery or charger has failed under the terms of this warranty.

## Australia-wide warranty

RACQ battery and charger warranties are honoured by affiliated automobile clubs throughout Australia on presentation of a sales receipt for the RACQ battery or charger product. Our affiliates Australia-wide are:

- New South Wales and ACT - NRMA
- Victoria - RACV
- Tasmania - RACT
- South Australia - RAA
- Western Australia - RAC
- Northern Territory - AANT

## Warranty information

This Warranty is given by RACQ Operations Pty Ltd of 2649 Logan Road, Eight Mile Plains, Queensland 4113 ("RACQ"). RACQ is contactable by phoning 13 1905.

## 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.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## Consumer Guarantees (continued)

A refund is not available for a replacement battery or charger that is found to be defective in material or workmanship within the applicable warranty period unless it is found to be defective in material or workmanship within 6 months after the purchase date. In this situation, the product will be replaced free of charge subject to the conditions and exclusions in this brochure.

This warranty does not cover a battery or charger that:

- (in respect of a battery) is merely flat or discharged;
- 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 purchased despite advice that it may not meet your needs;
- has been modified in any way, including by the use of special additives into the battery;
- has been incorrectly fitted or applied by you or anyone other than RACQ or our authorised stockist™;
- (in respect of a battery) has been fitted into a vehicle other than the original vehicle into which RACQ or our authorised stockist™ fitted the battery, including where the fitment is incorrect, the battery is not the correct type of battery for that vehicle, or the battery has been damaged when moving it between the vehicles;
- fails due to normal wear and tear;
- fails due to after sales damage, including by improper charging, abuse, neglect, physical damage including a broken container or cover, faults in your vehicle, sulphation, or damage caused by fire, excessive heat, floods, wreckage, explosion or freezing.

The warranty does not cover the additional costs of RACQ or our authorised stockist™:

- recharging your battery;
- attending your vehicle to service, replace or test an RACQ battery or battery charger under warranty (unless you hold a current RACQ Roadside Assistance product);
- delivering an RACQ marine, deep cycle, heavy vehicle, personal watercraft and ATV, agricultural or motorcycle battery; or
- repairing any damage to your vehicle not caused by the battery fitment by RACQ or our authorised stockist™.

You cannot rely on this warranty, and are ineligible for a replacement battery or charger or a refund, if you did not originally purchase the battery or charger from RACQ or our authorised stockist™. This warranty is not transferable or assignable.

You cannot rely on this warranty if you have disposed of your RACQ battery or charger, or if you do not have it in your possession.

## Non-OEM parts

Parts supplied by RACQ or our authorised stockist™ have been sourced from independent manufacturers and may or may not be genuine parts. They comply with the manufacturer's specifications for your vehicle and the relevant Australian Standards.

# Battery test results

## Good battery

Your battery is measuring within the manufacturer's specification for required Cold Cranking Amps or 'CCA', the measuring standard of battery power. Your battery should reliably start the vehicle.

## Good — recharge

The battery test result has determined that your battery is in good condition, but the voltage or battery capacity is low and requires charging using a multi-stage charger.

Charging can take up to 24 hours.

## Replace battery

The battery is no longer at full capacity but may still start the vehicle. If the battery is not charged on a multi-stage charger there is an increased likelihood of a breakdown due to battery failure. If charging is not an option, we highly recommend replacing your battery before it fails.

## Bad cell — replace

This reading indicates a failure in at least one or more of the cells inside the battery. Your battery needs to be replaced before the vehicle is driven to avoid possible electrical system issues.

## Discharged / flat batteries

Using accessories such as internal or external lights or playing the radio without the engine running can cause your vehicle battery to go flat. There are other factors that may cause a battery to go flat or discharge, including:

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

If your battery has been discharged, it is important to return your battery back to a full state of charge to avoid permanent damage. Modern vehicle electrical systems are not designed to recharge a flat battery, but only to replenish the charge that was lost when the vehicle is started.

You will need to charge your battery for at least an overnight charge using a suitable multi-stage battery charger. Contact RACQ for help selecting the right charger for your battery.

# What's covered under warranty?

Whilst RACQ batteries come with an up to 36 month nationwide warranty (private use), there are events where the warranty will be void.

## Covered ✓



### Manufacturer failure

- > Leaking battery case
- > Failed cell/s in the battery case
- > Internal failure of battery

## Not covered ✘



### Battery drained due to features being left on, such as;

- > Headlights
- > Accessories
- > Ignition
- > Interior lights



### Battery left flat over extended time

### Faulty alternator, charging system



### Limited driving or long periods of no driving

# Flat or faulty battery?

## Battery flat

- Recharge battery
- Replace battery



If your battery has been discharged, it is important to return your battery back to a full state of charge as soon as possible to avoid permanent damage.

## Battery left flat for extended time

- Recharge battery
- Replace battery



Starting the vehicle and running the engine for a short period will not be enough to recharge the battery.

## Faulty alternator / charging system

- Repair charging system
- Recharge or replace battery



Your vehicle is discharging your battery whilst driving. Recharging or replacing the battery without repairing the charging system will not resolve the issue.

## Other

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## Warranty Period +

Warranty applies to	Maximum period <sup>#</sup>
Multi-stage battery chargers	60 months
Premium and heavy duty battery range for private use*	Up to 36 months
AGM and EFB battery range for private use* Marine batteries for private use	24 months
All batteries used in commercial vehicle <sup>^</sup> fitments and applications* Deep cycle, six volt & special order batteries Motorcycle, ATV & personal watercraft batteries	12 months
All batteries fitted to taxis, limousines and courier vehicles Agricultural and heavy vehicle (over 10 tonnes GVM) batteries	6 months

+ If your vehicle's use is changed, the warranty period as shown on your receipt will be reduced in line with the above table.

~ Listing of RACQ Authorised stockists can be found at [racq.com/batterystockist](http://racq.com/batterystockist)

# The warranty period is applied from the initial date of purchase of an RACQ battery or charger. The warranty period for any replacement battery or charger is the greater of:

- 6 months from the date of replacement; or
- The remaining balance of the warranty period for the original battery or charger.

\* Excluding taxis, limousines, courier vehicles, agricultural and heavy vehicle use.

^ A commercial vehicle is any vehicle identified on the Department of Transport's check registration status web service as a commercial vehicle and/or used for the provision of providing good or services on a commercial basis. Examples include but are not limited to: trucks, buses, trades utes or vans, rental, hire, government and driving school vehicles, not-for-profit vehicles and vehicles with commercial signage. Vehicles used or partly used for commercial ride-sharing services are commercial vehicles.

### Battery quote/warranty (please circle)

Battery type	<input type="text"/>	CCA	<input type="text"/>
Warranty	<input type="text"/>		months
Vehicle use	<input type="text"/>		
Quote	\$	<input type="text"/>	includes fitting
Patrol	<input type="text"/>		
Date	<input type="text"/>		

This quote only applies to batteries sold by an RACQ Patrol.  
Quote is valid for 30 days.

**13 1905 > in store > [racq.com](http://racq.com)**  
**24 hours every day**

**RACQ**  
*It pays to belong*

RACQ Operations Pty Ltd ABN 80 009 663 414. As agent for The Royal Automobile Club of Queensland Limited ABN 72 009 660 575.

BBR0115.0920