



a member of the **Hudaco** group



WARRANTY ON CYCLING BATTERIES

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)

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

Alrode 📞 +27 11 864 7930 📍 6 Liebenberg Street, Alrode, Alberton, Gauteng, 1449 📧 PO Box 123888, Alrode, 1451 📧 sales@deltec.co.za

Cape Town 📞 +27 21 511 1001 📠 +27 21 511 1003 📍 60 Marine Drive, Paarden Eiland, Cape Town, 7405 📧 PO Box 13480, Mowbray, 7705

Pinetown 📞 +27 31 702 4333 📠 +27 31 702 4368 📍 116 Josiah Gumede Road, Pinetown, 3610 📧 PO Box 2491, Pinetown, 3600

Nelspruit 📞 +27 87 806 5876 | +27 71 494 0376 📍 Rapid Business Park, 10 Rapid Street, Riverside Industrial Park, Nelspruit, 1226

Rustenburg 📞 +27 14 596 5926/41/42 📍 63 van Belkum Street, Rustenburg, 📧 PO Box 21851, Rustenburg, 0300

George 📞 +27 44 001 0099 📍 112 Merriman Street, George CBD, George



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.

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