

## Warranty Information

Batteries showing any signs of the following conditions cannot be accepted under warranty.

### Physical Damage:

Including but not limited to, wilful abuse, misuse, neglect, vandalism, theft or natural forces such as wind, lightning, hail or water damage. Damage caused by incorrect installation/ fitting, handling, collision or opening of the case in any manner.

### Sulphation:

This is an irreversible process that can occur when a battery is incorrectly stored or left connected to equipment for prolonged periods without charging.

### Wear and Tear:

General wear and tear is not a warranty issue, including where the battery has reached its normal end of life, which can occur before the end of the warranty period in some applications.

### Incorrect usage:

The correct battery technology, size and type must be used and fitted. Batteries must be charged/ discharged and used in line with the manufacturers instructions. Incorrect charging and/ or discharging are not warranty issues.

### No Maintenance:

Lack of maintenance - including but not limited to, topping up (not Sealed Batteries), storing, regular charging, cycling or unauthorised opening/ repair.

All Batteries returned under warranty have to be checked and tested to manufacturers specifications before any decision can be made as to a repair or replacement.

## Registered Office

Sunshine Solar Limited  
Unit 30, Ashwellthorpe Industrial  
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Ashwellthorpe  
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NR16 1ER  
01508 488188  
9am - 5.00pm Mon - Thur  
9.00am - 4pm Fri

## Warranty Guidelines

### Batteries



As battery supplier we have a wealth of knowledge and experience in many areas regarding various types of batteries.

We have therefore produced this leaflet to help you understand further about battery warranties.

# Warranty Check list

You must be able to confirm all of the below, otherwise we may be unable to accept the battery under warranty conditions.

## Receipt

Do you have the original purchase invoice / receipt?  
Without proof of purchase, Sunshine Solar will not accept any battery under warranty.



## Date Code

Is the battery within the warranty period?  
Without a date code/ proof of purchase the manufacturing date will be used.



## Physical Damage

Is it still in the same physical condition as when purchased?  
External damage can cause internal faults and premature battery failure



## Acid

Is electrolyte visible/ at the correct level in all cells?  
(not applicable to sealed batteries)



## Voltage

Is the voltage above 8 Volts?  
Below 8V a battery is considered to be over discharged, this is not a warranty issue.



Please note, the warranty period for the following applications is reduced due to the nature of their usage: Taxi cabs, Police cars, Ambulances, Fire engines and Cyclic applications.



## General Warranty Terms

No liability what so ever will be accepted by Sunshine Solar Ltd or its duly appointed distributors for any damage or losses howsoever caused and of whatsoever nature whether in contact and/ or indirect, direct, consequential or otherwise as sustained by the purchaser or any other person resulting from the failure or defect of the battery.

The warranty cannot be transferred, and only applies to a battery when returned with an original Sunshine Solar invoice or sales receipt.

Any batteries repaired or replaced during the warranty period are subject to the original warranty conditions.

All our batteries carry a manufacturers warranty against faulty materials and/ or workmanship for a minimum period of 12 months from the date of purchase.

Battery warranty is return to base (RTB), you are welcome to return a suspected faulty battery to our premises for checking and testing (Please call for the returns procedure).

The warranty does not effect the statutory rights of the consumer in any way.

\*This guide applies to most types of Lead Acid Batteries. For other chemistry and technology type units, please contact us for more information.

## Further Information

Equipment fails due to many contributing factors. Battery failure is usually a symptom of equipment failure, not a cause. On many occasions the charging equipment or related electronics are responsible for a battery's failed performance.

When checking a battery consider the following\*:-  
(based on a standard 12V lead acid battery)

- **12.5 + volts**  
The battery appears healthy, being adequately charged, Remember to check regularly.
- **11 + volts**  
The battery should be charged, maybe there is a drain on the battery - maybe an alarm, radio or clock is connected?
- **10.0 + volts**  
There could be a bad cell if the battery has been recently charged, a battery contains 6 cells, normally around 2 Volts each.
- **8 volts or less**  
Usually indicates a non-battery fault as it is extremely rare for a battery to have two faulty cells. Possible causes include;
  - Charger / system malfunction
  - Over discharge
  - System drain
- **Sulphation**  
This is an irreversible process that can occur when batteries are incorrectly stored. Sulphation can be seen as a white/grey coating on the plates of the battery, although it is not always possible to see this. It changes the chemical reactions within the battery, preventing it from performing as it should.