



PRODUCTS GUARANTEE POLICY

GUARANTEE PERIOD

PROBE SEALED MAINTENANCE FREE BATTERY – 24 (Twenty Four) months from date of fitment

DEFINED EVENTS

Probe Corporation South Africa Pty Ltd (Probe) hereby indemnify the Purchaser against all sums which the Purchaser, shall become legally liable to pay as compensation **as detailed in the BASIS OF VALUATION OF REPLACEMENT clause**, for and in consequence of:

1. The battery being considered to be defective due to manufacturing faults caused by faulty workmanship and inferior materials used in the manufacturing process.
2. The flat battery being recharged and the battery voltage is unable to be returned to serviceable levels and the following conditions are met:
 - 2.1. No evidence of abuse such as batteries being exposed to deep discharge or excessive charging,
 - 2.2. No evidence of a faulty alternator
 - 2.3. The other conditions of the warranties have been met
3. If the **Hydrometer Eye is Green** and the battery voltage is less than 12volts and the battery is unable to meet the designed specifications.
4. Any excessive leakage out of the battery breather whilst the battery is in vertical operating position.
5. Any sulphuric acid build up around the terminals and posts.

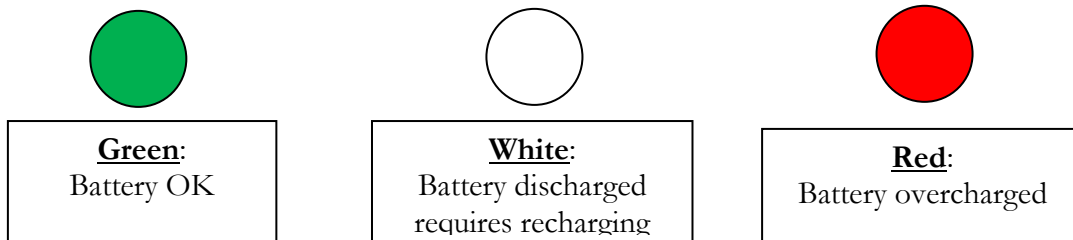
EXCLUSIONS

Probe shall not be liable for claims arising out of:

1. Ownership that cannot be confirmed by means of a proof of purchase.
2. The warranty card that has not been properly completed on-line with The Agent.
3. The battery being out of the warranty period.
4. The battery being fitted to a vehicle for which it was not intended.
5. The battery being incorrectly installed or maintained.
6. Battery post terminals being damaged by melting, arcing, bending, twisting, chipping, or are otherwise distorted or damaged.
7. The battery casing being cracked or otherwise damaged.
8. The battery being damaged due to charging system failure, abuse, accident or other accidental causes.
9. The batteries being used for cycling applications – such as inverters, UPS, camping and similar deep discharge applications. This is indicated by the battery state after recharge. If after recharging of the battery the battery voltage is in excess of 12v but the cold cranking

amps are less than 70% of the capacity of the battery, then the battery is deemed to have been abused.

10. The battery being sulphated due to long term discharge.
11. The battery being not properly fastened and secured in the battery tray.
12. The battery not being fitted properly in terms what is considered acceptable battery fitment position in that the battery needs to be fitted in a vertical position with the terminals facing upwards.
13. The ***Built-In Hydrometer Eye (State of Charge Indicator)*** will assist in determining what the basic problems are with the battery and **no warranty** will be entertained if:
 - a. **Hydrometer = White** = *battery is purely discharged* and can be recharged and returned to service. Refer to point 2 below.
 - b. **Hydrometer = Red** = *battery has been overcharged and is dry*, due to overcharging, thermal run away, overheating or tipping over.



SPECIFIC CONDITIONS

1. The warranty extends to the original purchaser only.
2. Proof of purchase must be given.
3. Claims must be made as soon as the purchaser is aware of the defect.
4. The warranty covers defective workmanship and/or materials only.
5. The battery must be returned to The Agent who will do the initial assessment and if required the battery will to be returned to Probe Corporation South Africa for assessment and evaluation.
6. The warranty on the replacement battery extends from the original date of purchase of the defective battery from The Agent.
7. The warranty is valid within Republic of South Africa only.
8. The warranty covers the battery only and any consequential or transport costs are excluded.
9. The battery must be returned in reasonably good physical condition, i.e. casing not cracked, bumped, scratched, pierced or otherwise damaged.

BASIS OF VALUATION OF REPLACEMENT

If the defined event occurs within:

- Twelve (12) months of the date of purchase the battery will be replaced by a battery of the same specification by Probe.
- **If age between Twelve Months and one day and Eighteen (18) months** of the date of purchase the purchaser will be credited with 50% of the cost of the replacement of a battery of the same specification against the replacement by Probe of the battery.

- **If age between Eighteen Months and one day and** Twenty Four (24) months of the date of purchase the purchaser will be credited with 25% of the cost of the replacement of a battery of the same specification against the replacement by Probe of the battery.

Claim Procedure

See separate draft claim procedure

Definitions

The Purchaser – The original person who purchased the battery from Probe or The Agent. The guarantee is not transferable.

The Agent - TYRETRADERS Phone • (0861-897387) • Fax: 086 6894 461
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Probe - Probe Corporation SA (Pty) Ltd