Warranty Testing Guidelines

STEP 1 VISUAL INSPECTION

(Batteries with a Magic Eye)

* If the battery does not have a magic eye, please go to step 2

- All Probe Batteries will either have a Serialised Warranty Card attached to the battery, which corresponds to an engraved serial number on the battery or a Serial Label on the casing of the battery. In addition each battery will be DATE STAMPED when sold.
- The above warranty periods will only be applicable from DATE STAMP PC15 onwards. Any product prior to this DATE STAMP, code PC15, will be honoured under the previous warranty period's requirements.
- If there is NO SERIAL ENGRAVING OR LABEL on the battery, but the battery has a DATE STAMP, for example PD12 (P = Probe, D = Month of purchase – April, 12 = Year), then the DATE STAMP date applies.
- If there is NO SERIAL ENGRAVING OR LABEL on the battery or the SERIAL ENGRAVING OR LABEL has been tampered with and there is no DATE STAMP on the battery or the DATE STAMP has been tampered with, then NO WARRANTY APPLIES.
- Check the casing, terminals and state - of - charge indicator (Magic Eye) for obvious damage, tampering or abuse. There will be NO WARRANTY if the casing is damaged, swollen (indicating overcharge conditions), terminal abused or arced and Magic Eye has been removed or tampered with.
- Check COLOUR of Magic Eye after shaking the battery in order to mix electrolyte (be aware of the different types depending on models, but procedure remains the same). If the Magic Eye indicates OVERCHARGED then NO WARRANTY APPLIES.
- Check COLOUR of Magic Eye after shaking the battery in order to mix electrolyte (be aware of the different types depending on models – but procedure remains the same). If the Magic Eye indicates

  RECHARGE then NO WARRANTY APPLIES and proper charging procedures should be adopted (see step 4)
- If battery Magic Eye does not display any of the above conditions follow the guidelines in STEP 2 and STEP 3 and thereafter STEP 4 should be followed.

Use Magic Eye to confirm results of possible claim:

- If Magic Eye is GREEN and open circuit voltage less than 12.1V and after charge battery remains below capacity then the battery is FAULTY (DEAD CELL), REPLACE UNDER WARRANTY.
- If Magic Eye is WHITE/RED/BLACK, follow instructions on battery label.
- If Magic Eye shows CHARGE, battery is GOOD and needs a charge and must be re - tested after charge.
- If Magic Eye turns GREEN and battery open circuit voltage is greater than 12.5V, then NO WARRANTY applies and return battery into service or to customer.
- If Magic Eye shows OVERCHARGED, battery has been overcharged due to alternator irregularities, malfunction problems, exposure to excessive heat or possible thermal run away – NO WARRANTY applies. Check that Alternator is charging within specification.

STEP 2 ELECTRICAL BATTERY TEST

Use a suitable ELECTRONIC TESTER to test the battery to confirm results relating to a possible warranty claim:

- If the Magic Eye is GREEN and the open circuit voltage between 12.1V and 12.5V, then battery is GOOD and needs a charge. After charge, test again and if GOOD return into service.
- If the Magic Eye is BLACK/WHITE and shows RECHARGE and the open circuit voltage is below 12.1V, proceed to recharge. If after recharge the open circuit voltage recovers over 12.5V and the CCA reading is lower than battery specifications, this would indicate that the battery has been over - used and/or deeply discharged. Such CCA deficit is a typical indication of the state of health of the battery whereby the battery has been kept in a deeply discharged state for an extended period of time causing sulphation of the battery plates. This condition is normally irreversible. NO WARRANTY applies.
- If the Magic Eye is GREEN and the open circuit voltage between 12.1V and 12.5V, then battery needs a charge. If after recharge, the CCA readings are lower than battery specifications then the WARRANTY APPLIES, subject to the first date of purchase being stamped > the new battery and proof of purchase is provided.
- If the Magic Eye is GREEN/BLACK/WHITE and shows RECHARGE, proceed to recharge. If after recharge, the open circuit voltage does not recover and remains below 12V, this means that there is possibly a dead cell or open circuit in which case, the WARRANTY APPLIES provided the first date of purchase is stamped > the new battery and proof of purchase is provided.

STEP 3 ELECTRONIC TESTER USER GUIDELINE

There are various models of Electronic Testers available. Be aware of CCA settings – SAE/BCI, IEC, DIN and EN. Probe Batteries label ratings are SAE/BCI standards.

- Connect tester clamps to battery terminals. Connection directly >to Stud Type Stainless Steel Terminals or Dirty Terminals or Terminals with Grease/corrosion or Altered Terminals will impair readings. Good connection to lead part of posts is essential to achieve accurate results.
- Set CCA ratings – select SAE/BCI setting and follows election instructions.
- The tester results and Magic Eye status after re - charging need to be collated and assesment made regarding warranty authenticity.

STEP 4 PROBE BATTERY WARRANTY CLAIM

- After following STEP 1, 2 and 3 and the battery appears to be subject to a possible claim, complete the Probe Battery Warranty Claim Request form and return to Probe or Accredited Dealer for testing of battery and possible approval of warranty replacement.

THIS WARRANTY IS VOID IF FAILURE HAS RESULTED FROM ANY OF THE BELOW:

- **Abuse/Misuse**
  Cracked casings, damaged terminals among others
- **Neglect/Excessive discharge**
  Evident in premature plate distortion and/or plate paste deterioration
- **Improper Charging**
  Evident in premature plate distortion and/or plate paste deterioration
- **Defective/Irregular Charging Voltage Regulation, Improper Use/Misapplication**
  Including incorrect over or under charging or accident
- **Failure to keep the battery properly charged or maintained**
  Evident in plate sulphation
- **Cycling at depths of discharge in excess of 20% of nominal capacity of the battery for more than 365 cycles**
  Operating the battery below 0°C or above 35°C; or use in automotive vehicles or equipment without proper operating, starting or charging systems; use of the battery in continuous shift; overheating; overfilling; tipping over; missing or loose vent caps or visual "state - of - charge" indicators or lids/vent cap covers, if applicable; use of battery acid additives; excessive use and abnormal wear and tear during the Warranty Term (including commercial and industrial use)
- **Use in a vehicle or equipment fitted with additional or non standard/factory fitted electrical extras**
  For example alarms, immobilisers, tracking devices, air conditioners, radios and any other electronic/electrical devices.

Environmental conditions or any other damage arising from:
Inter alia, environmental conditions or any other damage arising inter alia, accident/collision, fire, extreme heat, explosion, freezing, theft, civil commotion, labour/political unrest or rioting, Acts of God, government wars, embargoes or shortages or delays/damages or loss during transit or where PROBE CORPORATION reasonably determines that the Battery has been repaired or altered

- **Explosion**
  Application of an over voltage for a long period of time (even if the charging current is minimal) causes a loss of water in the electrolyte by disassociating the water of the electrolyte into hydrogen and oxygen gases which escape into the atmosphere with eventual drying up and/or overheating of the battery with serious damaging effects. In this regard, loss of electrolyte due to either overcharging, age of the battery, tipping over or overheating thereof, will create an excess of free explosive gas in the battery chamber and obvious eventual exposure of the plates and internal connections to the gas. In such a case, should the battery be subjected to delivery of energy, i.e. flow of current, an explosion will be generated with consequential internal and external damage, even if a minimal spark generated occurs in the exposed parts of the plates and internal connectors. Consequently No Warranty applies in such as a case.

AVAILABLE COUNTRYWIDE
Tel: +27 (11) 453 0924 or 086 111 3507
Email: sales@probegroup.co.za | www.probegroup.co.za | www.probebattery.co.za

How to Jump-start a vehicle

If the battery is discharged but not dead it can be jump-started from another fully charged battery, either on a donor vehicle or stand-alone and with the use of suitable jump leads.

Important Warning:
Refer to the vehicle manufacturer manual for specific jump-starting instructions.
Jump-starting can cause severe damage to the vehicle's electronic system. Responsibility for any damage or injury caused using this procedure remains totally with the user/consumer.

Make sure the vehicles do not touch, then proceed with these exact steps:

STEP 1 Only use batteries suitable for the vehicle's electrical system with the same rated voltage.

STEP 2 Switch off both engines and all electrical accessories.

STEP 3 First connect the red jump lead to the positive terminal of the flat battery, and then attach the clamp at the other end of the red jump lead to the donor battery positive terminal.

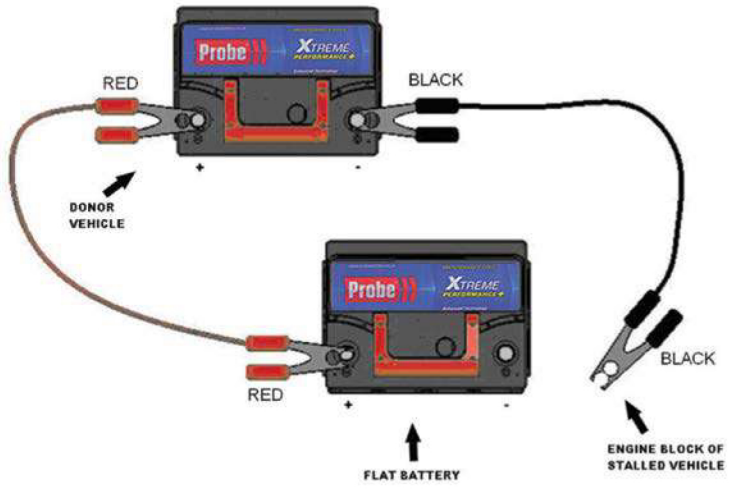
STEP 4 Then connect the black jump lead to the negative terminal on the donor vehicle before attaching the free end of the black jump lead to a metal part on the body of the vehicle with the flat battery. The best area may be the engine block (see vehicle manufacturer instructions).

STEP 5 Make certain that the jump leads are kept away from the exhaust or the drive belt of the vehicle.

STEP 6 Start the engine of the donor vehicle and then start the engine of the vehicle with the flat battery (max. 15 seconds) and let it run.

STEP 7 Remove the cables in the reverse order they were connected.

Jump Start Cable Diagram



Battery Do's and Don'ts

Do

1. Store the battery in a clean dry area
2. Wear protective clothing always when working with batteries
3. Ensure correct polarity connection when recharging and fitting
4. Store batteries in fully charged state (12 V Battery above 12.4 V)
5. Follow correct charging schedules to prevent overcharging. Charging must be in a well ventilated area.
6. Maintain battery clean and dry with terminals coated with petroleum jelly (Vaseline) or terminal protectors. Never use recycled grease as it may contain metal fragments or additives. Avoid using grease in general.
7. Stock rotation must be practised on a first-in and first-out system at all times.

Dont

1. Store the batteries in a discharged state. It will sulphate and eventually never accept charge.
2. Leave metal objects on top of a battery which can result in sparks and even pose risk of explosion if circuit is completed.
3. Lean over a battery during charging or testing, as an explosion may pose harm to individual or those around the battery.
4 Test batteries by shorting across terminals. Some use wires and spanners. Usually the sparks produced will damage the terminals and also a pose a risk of shocking individuals.
5. Allow open flames or sparks near a battery. Heating to certain temperatures can cause a build-up of pressure in the battery which results in explosions. Also note that the gases from a battery are flammable and explosive.
6. Use a single spanner to loosen or tighten the terminal clamp. The post lid seal can be damaged. A spanner to the nut and second spanner to the bolt is recommended.
7. Leave the vehicle parked with accessories switched on for extended periods. This will drain your battery.