

11/05/2023

UPDATED 14/06/2023

Dear Customer,

Thank you for investing in POWERZONE Batteries, a product from the world class battery manufacturer AMARA RAJA Batteries, exclusively distributed by TIRE WORLD LTD, KENYA (herein referred to as the 'Company').

POWERZONE Batteries is committed to develop products which are superior in technology and are safe for the environment. It is a fitting complement to your vehicle a clean and smooth drive.

Please read the enclosed contents to understand the **Terms and Conditions of Warranty**.

TWL warrants that this product is free from defects in materials and workmanship affecting normal use and is in conformity with the respective specifications of the product for the warranty period subject to the following:

TERMS AND CONDITIONS OF WARRANTY – POWERZONE BATTERIES

1. Customers are deemed to have read, understood the correct application of the battery they have purchased;
2. The warranty is only applicable for the product purchased through the company authorized outlets;
3. The warranty card should be completed and filled with accurate details;
4. Compensation will be reckoned as rebate on purchase of same/equivalent type new battery. The percentage discount will be the prevailing Maximum Retail Price at the time of settlement of complaint. The discount value will be estimated for the defective battery type received under warranty;
5. Company batteries are warranted against all defects arising solely from the use of faulty material or poor workmanship. Consequential liabilities will not be entertained;
6. In the event of any complaint, the battery shall be returned to the Authorized Company Distributor / Dealer/ Company's Service Location;
7. The right to determine whether a battery needs rectification or free replacement rest with Tire World Ltd;
8. A defective battery in the event of free replacement/pro-rata is the property of the Company and no compensations such as scrap rebate will be given for it.
9. In the event of repairs / replacement, the original warranty term for such repair/ replacement will not be extended to the replacement battery;
10. Warranty will not be entertained after the expiry of warranty period, which will commence only from the date of sale or from date of manufacturing wherever applicable.
11. Recharging is not covered under the purview of this warranty and will be charged extra (local taxes if any) to customer.
12. All liabilities under this warranty will cease if:
 - a) Usage of any consumable items like additives or dopes other than distilled water.
 - b) Usage in non-vehicular application or in any vehicle other than that specified by the company's application chart.
 - c) Damage due to natural calamity, accident, misuse, abuse, negligence, commercial use or modification of the product, improper operation, installation or maintenance of the product.
 - d) Improper voltage supply, repair or attempted repair by any party other than company's authorized personnel.

- e) Fitment of additional accessories over the original fitment.
- f) Product Serial Number / Barcode sticker is altered or defaced in any manner what so ever.
- g) Battery defect is caused by faulty electrical system, improper handling or service by unauthorized dealers / auto electrician, wilful abuse, and destruction by fire, collision, theft or recharging.
- h) Breakage of container and cover.
- i) Damage to the battery caused due to contaminations. The electrolyte must confirm to IS Spec. No. 266-1977
- j) Proof of maintenance must be furnished at the time of service. Failure to do so will invalidate this warranty.
- k) In event of any particular model being phased out or out of stock, the Company reserves the right to provide another equivalent model of same capacity best suited for the vehicle / application as a settlement of warranty. The replaced battery will carry on the remaining warranty of the defective battery.
- l) TWL is not responsible for issuing a service battery
- m) Company reserves the right to inspect electrical system of vehicle / application if required.
- n) Warranty settlement is based on the report generated by an automated failure analysis process using state of the art equipment. Company's decision shall be final in case of any dispute.
- o) General Instructions for usage and maintenance:
 - The battery shall be firmly fastened in the cradle;
 - The vehicle charging system checked regularly and recorded in the service record. A faulty electrical system will damage the battery;
 - Apply petroleum jelly externally over the terminal to avoid corrosion;
 - Keep the battery top clean and dry;
 - The battery should not be discharged below 10.8V or 75% state of charge as indicated on the LED meter or the discharge meter supplied by OEM;
 - Never use the batteries just after re-charging when they are hot;
 - The regulator and rectifier charging voltage setting measured across the battery terminals shall be maintained between 14.2V and 14.5V;
 - Appropriate terminals in the form of 12V or 24V must be used depending on the type of battery;
 - Do not open the top cover lid;



MONTHS (PRIVATE USE)	% REPLACEMENT
0-12 MONTHS	100%
13-15 MONTH	50%
16-18 MONTHS	20%

MONTHS (COMMERCIAL USE)	% REPLACEMENT
0-6 MONTHS	100%
7-9 MONTHS	50%
10-12 MONTHS	20%

NOTES:

1. WHAT DO WE CONSIDER COMMERCIAL VEHICLES:

- a. TRUCKS
- b. MATATUS
- c. VANS
- d. TAXIS
- e. LIGHT TRUCKS
- f. PICKUPS
- g. P.S.V.

Commercial use vehicles will get only 12 months warranty from date of purchase. Terms of replacement are mentioned on the table above

2. WHAT DO WE CONSIDER PRIVATE USE:

- a. Private use are all vehicles which are used for private/family/individual purposes. A vehicle which does not carry passengers or goods is deemed to be private vehicle.

Private use vehicles are eligible for a 18month warranty from date of purchase. Warranty replacement terms are mentioned on the table above.