

FREQUENTLY ASKED QUESTIONS

BATTERIES

1. What is a Warranty Period?

This is the duration for which the manufacturer guarantees to cover any defects or premature failures of the battery. Battery warranties typically cover manufacturing defects, which may include faulty materials or workmanship.

TIP: Our Warranty Period is 18 Months Free Replacement and under 20,000KM or 1,600 Hours used. Beyond these considerations, the warranty will be considered as void.

2. What is the difference between Commercial Use and Private Use as per the Warranty Terms and Conditions mean?

Commercial Use is when battery is used in any type of motor vehicle used for transporting goods or paying passengers; whereby Private Use is when a battery used in any vehicle for a private purpose of the person who owns it;

3. How long does the claim process take?

Claim process takes 3 days provided all the verification documents are provided. Verification documents are Purchase Receipt, Warranty Card and Actual Vehicle in which the battery is used;

4. What happens if I do not have the 2 forms of Verification Documents?

The claim is not processed if Verification documents such as Purchase Receipt and Warranty Card is not provided;

5. Do you offer service battery when a client raises a claim?

If a claim is approved, a replacement or service battery is provided once the Terms and Conditions of the Company are obliged to as per the Warranty Card;

6. Do I receive a warranty on the Compensated Battery?

Compensated Batteries do not come with additional warranty;

7. Is it important for my car to be tested with the battery?

It's important to check the car's charging system and electrical components to identify the issue which is leading to the battery discharging;

8. What happens when a wrong battery is fitted?

A wrong battery means the vehicle does not have the right mechanism to ensure efficient operation of the battery. It may lead to performance issues as well as potential damage to the vehicle's electrical system. This also means that the warranty would be void;

9. What are the different types of batteries?

- ACM Batteries: Absorbent glass mat batteries, more vibration-resistant.
- MF Batteries: Maintenance-free sealed lead-acid batteries.
- Gel Batteries: Gel-based electrolyte for better performance in extreme conditions.
- Flooded Batteries: Traditional lead-acid batteries, need maintenance [water refills].
- Lithium Batteries: Lightweight, long-lasting, and high-performance compared to lead-acid batteries.

10. Should one add Distilled Water to Batteries?

Distilled water replenishes the battery's electrolyte without adding impurities that could damage it.

11. Instead of Distilled Water why not add Acid instead?

Adding acid water could disturb the battery's chemistry and cause damage to the lead cells whereas Distilled water maintains the balance.

12. Why can one not use a Start-Stop Battery on a normal car?

A stop-start battery is designed for vehicles that have a stop-start system which turns off the engine when the car is idle to save fuel. These batteries are built to handle a higher number of engine starts than a regular battery, which can only manage so many jolts of energy. Start-Stop vehicles usually have a different alternator and electrical system when compared to the a standard vehicle.

On the other hand, a stop-start battery could technically be used in a standard car though it may not always be the most cost-effective choice.

13. What is CCA on battery?

CCA is commonly referred to as Cold Cranking Amps [CCA]. This is a measure of a battery's ability to provide enough power to start an engine in cold weather. It specifically measures the amount of amperage a battery can supply at zero degrees Fahrenheit [-18 degrees Celsius] for 30 seconds while sustaining a voltage of at least 7.2 volts.

14. What is AH on battery?

AH is commonly referred to as ampere-hour. This is a unit of measure for a battery's energy capacity, which portrays how much current a battery can provide at a specific rate for a certain period.

15. What happens if a battery is not used over a period of time?

The battery may have discharged energy. This means it cannot carry out its function unless its taken to a nearby battery service centre for recharge. Please note – Jump Starting is not a solution and may only damage the battery further;

16. Can one fill the Terminals which are damaged or corroded?

Filling the terminals does not mean that the battery will work efficiently. The mechanism in the battery is interconnected and by filling terminals does not mean the rest of the mechanisms will work hand-in-hand with the refilled terminals;

17. Can one jump start the battery?

Jump starting should only be done on an emergency basis. Emergency basis refers to scenarios whereby you are stuck on your travel;

18. If my car uses two batteries, should I change one or both batteries?

It is advisable to change both batteries at once;

19. How do we open terminals on MF Batteries?

Most MF batteries have openable terminals once the sticker at the top of the battery is removed;

