BATTERY WARRANTY CLAIMS
TERMS & CONDITIONS

Reviewed: QM/ 01/Jul/25

A. GENERAL

1.0 The battery has been designed for over 2 years of useful cycle life upon the correct user applications.

1.1 In case of premature failure, there is a 15-months warranty coverage for PRIME batteries (while the rest have 12-months warranty coverage) from the purchase date. However, commercial vehicles & vehicles with start-stop automatic ignition system have a warranty coverage of 6 months only.

1.2 The warranty is activated on delivery acknowledgement of the faulty battery by the after-sales customer service. However, there is need for proof of purchase supported by a valid warranty card that has been registered by QR code scan. In absence of satisfactory document proof, the battery coded production date shall be used; if tampered the claim will be rejected.

1.3 The customer/agent shall explain the nature of the failure and additional information like vehicle details, routine daily usage/ KM coverage, number of failures experienced, attempted jump starting, any external charging, any previous repairs/ servicing, and any suspected miss-match to recommended battery for specific engine size.

1.4 There shall be a mandatory preliminary check on both the battery and the car. The relevant battery checks include: size, polarity, production date, purchase date, any leakage at 45°C tilt in all the 4 sides, any physical damage (not as sold), voltage when engine is off, SG/ magic eye, CCA & load test if >12.5V, low electrolyte level below the plate heights exposure, whitish plates seen through vents, discolored (dark, black & green) electrolyte, and vent plug black deposits. The car/ user application checks include intended purpose, start-stop mode, commercial purpose, engine size, starting load, max load, charging system, additional electrical accessories and parasitic draw.
For upcountry cases, only UBL authorized and trained dealers with satisfactory battery testing tools shall send batteries with car system.
The warranty shall be void for any physical damage, exposed plates/ low electrolyte levels for LM batteries, whitish plates, discolored (dark, black & green) electrolyte, vent plug black deposits, deep discharge <11.0V, fails load <9.5V, Acid SG>1.20 vs V<12.3, Acid SG>1.20 vs V>12.8V, Acid SG<1.20 vs V>12.5, over 12 months from production date, high/ low charge system with full accessories 13.8-14.5V, parasitic draw >50mA.
The QC verdict is (either) valid warranty replacement for factory defects, (or) void warranty rejection for non-factory user faults, (or) after-sales service on the battery health status. Otherwise, without the car details the battery diagnosis shall be as is and no after car charging system.

1.5 The decision is (either) replacement (or) service if the battery satisfactorily meets the user/ design requirements.
If the battery is ok, but the car won't start, then the car owner's auto-electrician shall be a review of the vehicle's starter motor, solenoid, ignition switch, relay or wiring, worn brushes or stuck armature, and battery cable corrosion of fuse link.

1.6 The warranty doesn't apply to non-quality related transit damage. UBL delivery damage shall be a direct FG stores invoice return. Any third-party delivery damage shall comply with insurance requirements for any replacement. However, other damages within agent/ customer custody shall be a repair service between customer service, finance & production.

B. VALID WARRATY

2.0 The warranty shall be valid for factory defects within 15 months for PRIME batteries (and 12 months for the rest of the UBL batteries) from the purchase date.

2.1 QC shall ascertain the typical factory defects of; cells (1-2) anomaly, leakage (not tilted more than 45°) through seals, terminal & breather leakages, open/ broken circuits, short circuits, wrong box/ polarity, short-term within 6 months from production failure of crank/ load related sulphation and overcharge, explosion related to factory defects, and MF dry-out/ low electrolyte level.

2.2 The replacement decision shall be free of charge for PRIME battery within 15 months from date of purchase. While the rest of the UBL batteries shall be (either) free of charge within 6 months (or) prorated discount payment after 6 months from date of purchase.

2.3 Where a replacement battery is issued, its warranty shall be limited to the remaining duration of the original warranty period.

C. VOID WARRANTY

3.0 The warranty shall be void for non-factory user-related faults:

3.1 Out-of-warranty after 15 months from the purchase date for PRIME battery and 12 months from purchase date for the rest of the UBL batteries.

3.2 All commercial & stop-start vehicles after 6 months from purchase date with worn-out plates, shedding & crumbled positives.

3.3 Dealer/ agents (unsold) claim for battery over 12 months from the production date.

3.4 Poor handling causing visible physical damage on container, lid, handle, terminals and magic eye. And any other external repair/ services.

3.5 Wrong user applications such as automotive battery being used for solar applications and vice versa, no solar usage details (load, charge controller, panel and inverter), no details on vehicle charging system (start load, max load & charge system) and non-compliance with UBL battery capacity and engine recommendations.

3.6 Irreversible sulphation discharge from evidence of whitish plates, low SG<1.20, low <12.3V, failure to pick charge, loss of charge, and after charge load failure. The typical causes are long over 12 months shelf storage, deep discharge <11.0V, acid top-up (SG>1.20 at <12.3V), low bad acid SG<1.20, low/ partial electrolyte level, exposed plates, use of high-capacity battery on small engine size, repeatedly low <13.6V charging, irregular battery usage, parasitic draw >50mA, idle not in use for over 4 weeks, short trips of less than 10Kms, slow, repeated, idle & under-charge.

3.7 Overcharge/ active material deterioration evidence of high >12.9V, SG>1.30, fails load test, crumbled positives. The typical causes are acid top-up (SG>1.20 at >12.9), high bad acid SG>1.30, high >14.8V charging system and the use of low-capacity battery on high engine size.

3.8 Explosion without any visible factory related defects of wrong box/ polarity, terminal, weld & short circuit.

D. AFTER-SALES SERVICE

4.0 At UBL factory outlet showroom we offer free after sales services. That is limited to boost re-charge, de-ionizer water top-up, terminal cleaning & polishing and battery state of charge and health check.

4.1 Boost recharge is normal for a good (13.8-14.4V) charging system, oxidation within 6 months from production, discharge from car lights & radio left-on overnight, idle within 1-2 weeks, low parasitic leakage, etc.

4.2 Rejected recharge for unguaranteed after charge performance due to significant damages from bad low SG<1.15SG, deep discharge <11.0V, parasitic leakage >50mA, acid top-up (SG>1.20 at V<12.3 or V>12.9), charged but fails load, charged but lost charge, long idle over a month, long shelf over 12 months from production, engine size and battery capacity mismatch, exposed plates electrolyte top-up and no vehicle charge system details.

4.3 Rejected repairs of terminals for wrong or loose clamp connections.

4.4 Battery loaner (lending stock) is a special service offered to a customer: whose vehicle charging system is 13.8-14.4V, the vehicle is within UBL authorized outlet, the battery is within 6 months of service from the purchase date, valid warranty for replacement, meets requirement for boost recharge, and doesn't apply to void warranty and rejected recharge customer cases.

E. BATTERY & VEHICLE STATUS

5.1 Battery	**SOC – State-of-Charge:** 12.78V – 100% - Good 12.54V – 75% - Ok 12.30V – 50% - Poor - Charge 12.12V – 25% - Bad – charge <11.94V - Unacceptable	**SOH – State-of-Health (CCA):** >80% - Good >60% - Ok >45% - Poor – end of life <45% - Bad – change battery (Critical for fully charged MF/ WC)	**External (manual) Load test at 3xAH for 15s:** >9.6V – Good battery
5.2 Vehicle	**Vehicle Starting (min) Load for starting voltage >12.30V:** >10.7V – Good >10.2V – Ok >9.6V – Poor – near end of life <9.6V – Bad (corroded/ loose cable/ starter)	**Vehicle Operating (max) Load between 2000-2500rpm:** >12.80V Normal <12.30V Very bad	**Vehicle Charge System (min & max) between 2500-3000rpm:** >14.80V (max) - Bad overcharge. 13.8-14.5V – Normal system <13.50V (min) – Bad undercharge. Off-lights & AC (<13.0V – bad). On-lights & AC (<13.2V – bad)

F. SAFETY

