

BATTERY WARRANTY TERMS

Dear Customer

Thank you for investing in TATA Green Batteries, a product from the world class battery manufacturer TATA AutoComp GY Batteries Private Limited formed out of a union between TATA AutoComp Systems Limited and GS Yuasa International, Japan.

TATA Green Batteries is committed to develop products which are superior in technology and are safe for the environment.

TATA Green Batteries is a fitting complement to your vehicle/ inverter ensuring smooth, clean drive each time/ uninterrupted power at demand. Please read the enclosed contents to understand the terms and conditions of warranty. For details on general instructions and user manual please visit the company website www.tatagreenbattery.com

Congratulations on your purchase!!

TATA GREEN TEAM

Bringing you the best products and services always

Tata AutoComp GY Batteries Private Limited 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:

Common for all types Battery Applications:

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 registration must be completed through online TGY Portal/TGYConnect App with accurate details. Warranty will be applicable only if registered on portal or app.
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 the company.
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.
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, willful 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
13. Proof of maintenance must be furnished at the time of service. Failure to do so will invalidate this warranty. (You may download the service record sheet from www.tatagreenbattery.com/cms/Products/Warranty_Details)

14. 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.
15. In case of a service battery issued it must be returned within 15 days, non-compliers shall be liable to pay nominal charges per day.
16. Company reserves the right to inspect electrical system of vehicle / application if required.
17. 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.
18. 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.

Product Specific Instructions-

1. Inverter (Flat & Tubular):

In case of the inverter the voltage of the inverter should be such that the upper limit does not exceed 14.0-14.2V where power cut is high and rest 13.8 to 13.9V and the inverter does not discharge battery below 10.5V. After the full charge, float the setting to 13.8V to 13.9V

2. Solar Batteries:

- a) Usage in wrong application other than that of solar backup application.
- b) Solar panel size should be adequate to properly charge the battery.
- c) This battery has been designed to use only for solar application through solar charge controller applications and hence not recommended for use in any other application.

3. E-Rickshaw Batteries:

- 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
- Recharge the battery using CC-CV, SMPS Automatic charger such that the CCV (Close circuit voltage) measured across the battery terminal is maintained at 15.9+/- 0.3V in 12V system or 63.5+/- 0.2V in 48V system
- The batteries have to cool down before using in E-Rickshaw. Never use the batteries just after re-charging when they are hot
- While recharging the batteries fitted in E-Rickshaw ensure that seat cover are raised.

4. VRLA (Velocity+) Batteries:

- The regulator and rectifier charging voltage setting measured across the battery terminals shall be maintained between 14.2V and 14.5V.
- Do not open the top cover lid

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WARRANTY PERIOD & PRO-RATA STRUCTURE

Battery Model	Application Segment ^{##}	Segment	Free Replacement period	Pro-rata Period
Nano 25 R	PC	NA	0-24Months	25-28 Months
34B20R/L - M	PC	PREMIO	0-24 Months	25-48 Months
34B19R/L - M	PC	PREMIO	0-24 Months	25-48 Months
34B20R/L AM	PC	PREMIO	0-24 Months	NA
34B19R/L AM	PC	PREMIO	0-24 Months	NA
38B20R/L	PC	PREMIO	0-30 Months	31-68 Months
38B20R/L	PC	PREMIO	0-30 Months	31-58 Months
38B20R/L	PC	PREMIO	0-24 Months	NA
40B20R/L-BH	PC	PREMIO	0-30 Months	31-58 Months
46B24LS	PC	PREMIO	0-30 Months	31-58 Months
55D23L	PC	PREMIO	0-24 Months	25-28 Months
DIN 44R/L	PC	PREMIO	0-24 Months	25-48 Months
DIN 50R	PC	PREMIO	0-24 Months	25-48 Months
DIN 60R/L	PC	PREMIO	0-24 Months	25-48 Months
DIN 65L	PC	PREMIO	0-24 Months	25-48 Months
DIN 65L	PC	PREMIO	0-18 Months	19-36 Months
70D26R/L	PC/UV	PREMIO	0-30 Months	31-58 Months
65D26R/L	PC/UV	PREMIO	0-24 Months	NA
80D31R/L	PC/UV	PREMIO	0-24 Months	25-38 Months
SLV 600L	PC/UV	SLV	0-18 Months	NA
SLV 800 R/L	PC/UV/Tractor	SLV	0-18 Months	NA
SLV 900 R/L	UV/Tractor/CV	SLV	0-18 months	NA
SLV 1000R/L	Tractor/CV	SLV	0-18 Months	NA
75D31RT	Tractor/CV	Tractor/Jeevan	0-18 Months	19-36 Months
95E41LT	Tractor/CV	Jeevan	0-21 Months	22-42 Months
105E41R CV	CV	Roadstar 2400	0-24 Months	NA
130F51 CV	CV	Roadstar 1806	0-18 Months	19-24 Months
135G51 CV	CV	Roadstar	0-24 Months	NA
150G51CV	CV	Roadstar 2400	0-24 Months	NA
180H52 CV	CV	Roadstar	0-18 Months	19-24 Months
INV100E41	INVERTER	Inverter	0-24 Months	NA
INV150G51	INVERTER	Inverter	0-24 Months	NA
TG300R ++	PC	TG	0-12 Months	NA
TG700R/L	PC/UV	TG	0-12 Months	NA
TG800R/L	PC/UV/TRACTOR	TG	0-12 Months	NA
TG400R/L	PC	TG	0-12 Months	NA
TG350R/L	PC	TG	0-12 Months	NA
TG550R/L	PC	TG	0-12 Months	NA
40 Ah Solar Battery	SOLAR	Solar	0-24 Months	NA
Tubular TT150 ++	INVERTER	Tubular	0-36 Months	37-48 Months
Tubular TT180 ++	INVERTER	Tubular	0-36 Months	37-48 Months
Tubular TT220 ++	INVERTER	Tubular	0-36 Months	37-48 Months
E-Rickshaw 100 Ah ++	E-Rickshaw	E-Rickshaw	0-6 Months	NA
YTZ4	2W	2W-VRLA	0-24 Months	25-48 Months
YT5A	2W	2W-VRLA	0-24 Months	25-48 Months
YTZ5	2W	2W-VRLA	0-24 Months	25-48 Months
YTZ6V-H	2W	2W-VRLA	0-24 Months	25-48 Months
YTZ7	2W	2W-VRLA	0-24 Months	25-48 Months
YTZ7-H	2W	2W-VRLA	0-24 Months	25-48 Months
YTZ4-H	2W	2W-VRLA	0-24 Months	25-48 Months
TG2.5D	2W	2W-VRLA	0-24 Months	25-48 Months
TG7D	2W	2W-VRLA	0-24 Months	25-48 Months
TG9D	2W	2W-VRLA	0-24 Months	25-48 Months
TG29/YTZ9	2W	2W-VRLA	0-24 Months	25-48 Months
YB14L-A2	2W	2W-CONV	0-18 Months	19-36 Months
YTZ14S	2W	2W-VRLA	0-12 Months	NA
YTZ10S	2W	2W-VRLA	0-12 Months	NA

^{##} PC- Passenger Car, UV- Utility Vehicle, CV- Commercial Vehicle, 2W – Two Wheeler, 4W – Four Wheeler

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BATTERY CRITERIA AND CONDITIONS

Category	Model	Specific gravity @20° C
Automotive	All Models	1.285+/- 0.010
Inverter	All Models	1.225+/- 0.010
Solar	All Models	1.250+/- 0.010
Tubular	All Models	1.245+/-0.005
E-Rickshaw	All Models	1.265+/-0.010
2W CONV	All Models	1.245+/-0.010

Fitment conditions:

1. PC/ UV range of batteries if fitted in Taxi / 3W / CNG / LPG application will carry 12 Months warranty
2. DIN range (24+24) if fitted in Taxi application will carry 18 Months warranty, DIN Range (18+18) if fitted in Taxi application will carry only 12 Months warranty
3. PC-UV Premio/CV/Tractor range of batteries if fitted in Genset will carry only 18 months warranty.
4. CV range of batteries if fitted in earth-moving equipment will carry only 12 months warranty.
5. ++ Warranty of the E-rickshaw battery will be 6 months from the date of sale or 8 months from the month of manufacturing whichever is earlier
6. ++ Warranty of TG300 will be 12 months from date of sales or 15 months from month of manufacturing whichever is earlier
7. ++ Warranty of the Tall Tubular batteries will be 36 months from the date of sale or 39 months from the month of manufacturing whichever is earlier
8. Zero warranty for Tractor & CV range of batteries fitted in non-vehicular application.
9. Zero warranty if Inverter range of batteries is used in Genset application
10. Other than E-Rickshaw battery if any other battery is fitted in e-rickshaw, warranty will be treated as invalid
11. 2W Battery is fitted in Auto Rickshaw will carry zero warranty

All Automotive (4W, 2W, Off-highway etc.), Inverter, Solar batteries:

The warranty of the battery is always treated from date of purchase. To avail warranty the product must be registered in TGY Connect App/On-line portal within 15 day from Date of Purchase. Batteries will not be eligible for warranty if the gap between month of sale to month of manufacturing is more than 6 months.

For cases which are not pre-registered in TGY Connect App/On-line portal at the time of purchase, company reserves the right to honour the warranty as per following conditions:

- If battery is within warranty period from manufacturing month (applicable for 2W range of batteries also) & If the difference between date of sale & month of manufacturing is within 4 months (except Erickshaw and TG300 batteries)
- However for availing benefit under the above clause, Customer will have to provide Tax Invoice copy, RC copy of vehicle (Wherever applicable) and mobile number.

Pro-Rata Calculation

Discount structure will be given in the event of pro-rata settlement as per the company terms, based on the below mentioned or 17% whichever is higher.

$1 - (\text{Months in service}^* / \text{Total warranty period})$

*Service life is the number of months between the date of complaint and date of sale. Fraction of the months is rounded off to the next month. Pro-rata compensation will be reckoned as rebate on purchase of same/equivalent type of 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.

For batteries purchased on Pro-rata settlement discount under this scheme, a fresh warranty will be applicable from the date of purchase.

SOCIAL RESPONSIBILITY AND GOVT. OF INDIA NOTIFICATION

- Lead acid batteries contain Lead and Sulphuric Acid, which are highly toxic and extremely hazardous to health and environment. Lead poisoning affects the Central Nervous System, causing irreversible retardation and subsequent death
- As per Battery Management and Handling Rules - 2001(BMHR) of the Govt. of India, "It shall be the responsibility of the consumer to ensure that used batteries are not disposed-off in any manner other than depositing with the dealer, manufacturer or at the designated collection centers"
- It is mandatory for our authorized dealers to accept a used battery and provide corresponding rebate on purchase of a new battery
- Please note that violations of these guidelines may lead to legal action prosecution by Government Authorities

Note -

1. Company reserves rights to change the warranty terms and conditions without prior notice.
2. Tata green battery is committed to 3 working days of turnaround time to resolve your product related complaints subject to unavoidable situations.
3. Customers are required to contact their purchase point to report your complaint and for faster adjudication. Alternatively, they can contact us on below mentioned battery helpline number or visit our website. Same contacts can be used for escalation of complaints as well.

BATTERY WARRANTY TERMS

Pro-Rata Warranty Table

Automotive, Inverter, Solar- Pro Rata Slab and Discount Structure																		
Free Replacement(in Months)	30		30		30		24		24		24		21		18		18	
Pro Rata (in Months)	38		30		28		24		14		4		21		18		6	
Total Warranty (in Months)	68		60		58		48		38		28		42		36		24	
	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount
	31	54%	31	48%	31	47%	25	48%	25	34%	24-28	17%	22	48%	19	47%	19	21%
	32	53%	32	47%	32	45%	26	46%	26	32%			23	45%	20	44%	20- 24 Months	17%
	33	51%	33	45%	33	43%	27	44%	27	29%			24	43%	21	42%		
	34	50%	34	43%	34	41%	28	42%	28	26%			25	40%	22	39%		
	35	49%	35	42%	35	40%	29	40%	29	24%			26	38%	23	36%		
	36	47%	36	40%	36	38%	30	38%	30	21%			27	36%	24	33%		
	37	46%	37	38%	37	36%	31	35%	31-38	17%			28	33%	25	31%		
	38	44%	38	37%	38	34%	32	33%					29	31%	26	28%		
	39	43%	39	35%	39	33%	33	31%					30	29%	27	25%		
	40	41%	40	33%	40	31%	34	29%					31	26%	28	22%		
	41	40%	41	32%	41	29%	35	27%					32	24%	29	19%		
	42	38%	42	30%	42	28%	36	25%					33	21%	30 - 36	17%		
	43	37%	43	28%	43	26%	37	23%					34	19%				
	44	35%	44	27%	44	24%	38	21%					35-42	17%				
	45	34%	45	25%	45	22%	39	19%										
	46	32%	46	23%	46	21%	40 - 48	17%										
	47	31%	47	22%	47	19%												
	48	29%	48	20%	48-58	17%												
	49	28%	49	18%														
	50	26%	50 - 60	17%														
	51	25%																
	52	24%																
	53	22%																
	54	21%																
	55	19%																
	56-68	17%																

VELOCITY		VELOCITY+ (VRLA)	
MONTH	% of Discount	MONTH	% of Discount
19-24	50%	25-30	50%
25-36	25%	31-36	35%
		37-42	20%
		43-48	15%

Tubular- Pro Rata Slab and Discount Structure	
Free Replacement(in Months)	36
Pro Rata (in Months)	12
Total Warranty (in Months)	48
	Month of Failure
	% of Discount
	37- 48
	25%