



## Warranty to Original Purchaser



### SCOPE

Donaventa Holdings Pty Ltd, trading as Dixon Batteries Pty., Ltd., warrants to the Original Purchaser of the following products against failure through faulty workmanship or materials;

- **Dixon Automotive Battery**
  - i) Premium battery
  - ii) Supercharge battery
- **Dixon Deep Cycle Battery**
  - i) Golf Cart battery
  - ii) Leisure battery
- **Koyo Motorcycle Battery**
- **Trojan Battery Range**
- **Rolls battery Range**
- **Victron Energy Products,**
- **Relion Lithium Ion Battery.**
- **Jinko Solar Panels.**
- **Renewable energy systems components**
- **Battery Electrical System Analyser (BESA)**

which have been supplied directly by Dixon Batteries, or by an authorised Distributor, Dealer or Installer and which have been used in applications as determined by Dixon Batteries.

### Definitions

The “consumer” is defined in the Consumer Protection Act of 2008 “the CPA” as;

- not a State entity;
- a natural person;
- a juristic person whose asset value or annual turnover does not exceed the threshold determined by the Minister of Trade & Industry, i.e. presently R2 MILLION;

The Original Purchaser may or may not be a consumer as defined by the CPA. The warranty terms that are applicable to a consumer as defined by the CPA are as outlined in **Part A**. After the warranty, in part A has lapsed due to the effluxion of time, the Warranty terms as set out in Part B will apply for the balance of the period that the Original Purchaser would have been eligible for if **Part A** was not applicable. The Warranty in Part A will only apply to products purchased in the Republic of South Africa. If the Original Purchaser is not a “consumer” as defined in the CPA, then the terms of the Warranty made by the Manufacturer will be as set out in Part B below.

### **PART A – The Dixon Batteries Warranty in terms of the CPA**

The Dixon Batteries hereby warrants that each product purchased by the Original Purchaser:

- is reasonably suitable for the purposes for which such product is intended for;
- is of good quality, in good working order and free of any defects;

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- will be useable and durable for a reasonable period of time, having regard to the use to which the product would normally be put and to all the surrounding circumstances;
- complies with any applicable standards set under the Standards Act No 29 of 1993 or any other public regulation; unless –
  - the Original Purchaser has been expressly informed that the particular product was offered in a specific condition; and
  - the Original Purchaser has expressly agreed to accept the product in that condition or knowingly acted in a manner consistent with accepting the product in that condition.

### Important Notes

*Dixon Batteries will not have breached the aforesaid Warranty solely on the ground that “better goods” may be or become available from Dixon Batteries or any other producer or supplier of products; or if the product has been altered or tampered with contrary to the instructions.*

If within six (6) months after the delivery of the product to the Original Purchaser, the product fails to meet the standards warranted above, the Original Purchaser may return the product to Dixon Batteries, who at the direction of the Original Purchaser may either:

- repair or replace the failed, unsafe or defective product; or
- refund to the Original Purchaser the price paid by the Original Purchaser for the product.

If Dixon Batteries repairs the product, and within three (3) months after that repair, the failure, defect or unsafe feature has not been remedied, Dixon Batteries and, at the direction of the Original Purchaser, may either:

- Replace the product; or
- Refund to the Original Purchaser the price paid by the Original Purchaser for the product.

### **PART B: General Warranty**

In addition to the Warranty applicable under Part A, or where Part A is not applicable, Dixon Batteries hereby provides the following Warranties in respect of the specific product listed in the tables below:

#### **Premium and Supercharge Ranges and Application**

Product Line	Product	Application	Period of free Replacement or repair period (Month)
<b>Premium</b>	610	Passenger Vehicles	12
	612, 615, 615B1, 616, 616B1, 617, 619, 621, 622, 628, 630, 631, 634, 635, 636, 636H, 637, 638, 638H, 639, 639H, 640, 643, 646, 647, 651, 652, 654, 657, 658, 659, 668, 669	Passenger Vehicles	24
	650, 650R 671, 674, 675, 682, 683, 685, 688, 689, 690, 692, 696	Commercial Vehicles	12
	SMF105SAE for Freightliner	Commercial Vehicles	6
	SMF105ST SMF105SAE	Renewable and Standby (Limited to battery bank with maximum of two parallel strings)	12
<b>Supercharge</b>	612E, 615E, 615B1E, 616E, 616B1E, 617E, 619E, 621E, 622E, 628E, 630E, 631E, 634E, 635E, 636E, 636HE, 637E, 638E, 638HE, 639E, 639HE, 640E, 643E, 646E, 647E, 651E, 652E, 654E, 657E, 658E, 659E, 668E, 669E	Passenger Vehicles	18
	650E, 650RE671E, 674E, 675E, 682E, 683E, 685E, 688E, 689E, 690E, 692E, 696E	Commercial Vehicles	6

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### Premium, Supercharge and X Ranges and Application

Product Line	Product	Application	Period for free Replacement or repair. (Month)
<b>Premium X Range</b>	610X, 612X, 615X, 615B1X, 616X, 616B1X, 617X, 619X, 621X, 622X, 628X, 630X, 631X, 634X, 635X, 636X, 636HX, 637X, 638X, 639X, 640X, 643X, 646X, 647X, 651X, 652X, 654X, 657X, 658X, 668X, 669X	Passenger Vehicles	12
	SMF105ST SMF105SAE	Renewable and Standby (Limited to battery bank with maximum of two parallel strings)	12
<b>Supercharge X Range</b>	612EX, 615EX, 616EX, 619EX, 621EX, 622EX, 628EX, 630EX, 631EX, 634EX, 635EX, 636EX, 636HEX, 637EX, 638EX, 639EX, 640EX, 643EX, 646EX, 647EX, 651EX, 652EX, 654EX, 657EX, 658EX, 668EX, 669EX	Passenger Vehicles	12

### Deep Cycle Battery

Product Line	Battery Type	Application	Period of free Replacement or repair period @ 50% Depth of Discharge (DOD) (Month)
<b>Deep Cycle Battery</b>	610L	<b>Leisure</b> <ul style="list-style-type: none"> <li>TV, Trawling motor, boat lighting</li> <li>Renewable and Standby (Limited to battery bank with maximum of two parallel strings)</li> </ul>	12
	638L		
	DC105DT		
	EV6105 EV8075	<ul style="list-style-type: none"> <li>Golf Cart – Fleet use</li> </ul>	6
	EV6105 EV8075	<ul style="list-style-type: none"> <li>Golf Cart - Normal use</li> <li>Renewable and Standby (Limited to battery bank with maximum of two parallel strings)</li> </ul>	12

### ATLASBX

Product Line	Battery Types	Application	Period of Free Replacement or repair. (Month)
<b>ATLASBX</b>	646AGM, 652AGM, 658AGM, 668AGM	Passenger Vehicles	12

### Motorcycle/Scooter Range and Application

Product Line	Battery Types	Application	Period of Free Replacement or repair. (Month)
KOYO	Factory Activated Maintenance Free, 12V; Maintenance Free 12V; YB – CX Series -12V; YB- Series 12V; Conventional 12V; Conventional – 6V	Motorcycle/Scooter	6
	NPH100-12AN, NPL200-12BN	Automotive	12

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### Trojan Battery Range

Product Line	Battery Types	Application (Limited to battery bank with maximum of two(2) parallel strings)	Period of free Replacement or repair period @ 50% Depth of Discharge (DOD) (Month)
Trojan Signature	24TMX, 27TMX, 27TMH, 30XHS	Industrial	12
Trojan Signature	T605, T105, T125, T145,	<ul style="list-style-type: none"> <li>Golf Cart</li> <li>Renewable and Standby</li> </ul>	12
	J150, J185P-AC, J185H-AC, J305P-AC, J305H-AC, L16P, L16H	Renewable	12
Trojan Premium	T105RE, L16RE-2V, L16RE-A, L16RE-B	Solar/Renewable	12
Trojan Industrial	IND9-6V, IND13-6V, IND17-6V, IND23-4V, IND29-4V, IND27-2V, IND33-2V	<b>Industrial</b> <ul style="list-style-type: none"> <li>Renewable and Industrial standby systems</li> </ul>	36
Trojan AGM/SAGM	U1 AGM, 12 AGM, 22 AGM, 24 AGM, 27 AGM, 31 AGM  SAGM 06 220, SAGM 06 375, SAGM 08 165, SAGM 12 205	<b>Leisure</b> <ul style="list-style-type: none"> <li>Solar/ Renewable</li> <li>Standby back-up system</li> </ul>	12
Trojan Gel	6V Gel, TE35 Gel, 24 Gel, 27 Gel, 31 Gel, 5SHP Gel, 8D Gel	<b>Leisure</b> <ul style="list-style-type: none"> <li>Solar/ Renewable</li> <li>Standby back-up system</li> </ul>	12

### Rolls Battery Range

Product Line	Battery Types	Application (Limited to battery bank with maximum of two(2) parallel strings)	Period of free Replacement or repair period @ 50% Depth of Discharge (DOD) (Month)
Rolls	S-550, S-1660, FS-250, FS-235, FS180, FS-155, 200AGM, 100AGM	Solar/Renewable	12

### Victron Energy Products

Product Line	Products	Application	Period of Replacement /Repair: (Excludes lightning, faulty connections and water damage)
Victron Energy	Victron Energy Products	<ul style="list-style-type: none"> <li>Off grid (standalone) renewable,</li> <li>Standby/backup</li> <li>Battery chargers,</li> <li>Hybrid systems</li> </ul>	24

### Lithium Ion Battery Range

Product Line	Battery type	Application	Replacement /Repair (Excludes lightning, faulty connections and water damage )
Relion Lithium Ion Battery	RB10, RB20, RB40, RB50, RB80, RB100, RB150, RB200	<ul style="list-style-type: none"> <li>Automotive</li> <li>Renewable energy</li> </ul>	5 year As per Relion Warranty Policy

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### Photovoltaic (Solar) panels

Manufacturer	Product	Limited Product Warranty (Excludes lightning, faulty connections and normal wear and tear) (Refer : Manufacturer Warranty Policy)	Limited Power Warranty (Excludes lightning, faulty connections and normal wear and tear) (Refer : : Manufacturer Warranty Policy)	Total Warranty period (Year)
Jinko Solar	JKM255, JKM260, JKM265	<p><b>Warranty Start Date</b> is one hundred and eighty (180) days following the Module manufacture date, as indicated by the serial number [digit no. 7 – 12 (YYMMDD)], starting from the left side of the serial number.</p> <p><b>Limited Product Warranty</b> one hundred and twenty (120) months thereafter, Manufacturer warrants that the Modules and their respective DC connectors and cables, if any, shall be free from material defects in design, materials and workmanship that affect the performance of the Module</p>	<p><b>Limited Power Warranty:</b> Manufacturer warrants that the Degradation Rate shall not exceed the following for the periods identified following the Warranty Start Date:</p> <p>a) 10% by that date which is twelve (12) years following the Warranty Start Date, at which time the Actual Power Output shall be not less than 90% of the Nominal Power Output; and</p> <p>b) 20% by that date which is twenty-five (25) years following the Warranty Start Date, at which time the Actual Power Output shall be not less than 80% of the Nominal Power Output.</p>	25 Years
Canadian Solar	CS6K270P			
Seraphim	Panel 330			

### BESA and C- TEK Charger

Product Line	Application	Period for free Replacement or Repair (Excludes abuse and water damage )
Battery Electrical System Analyser (BESA)	Testing; <ul style="list-style-type: none"> <li>• Automotive battery</li> <li>• Vehicle                             <ul style="list-style-type: none"> <li>a) Starter</li> <li>b) Charging system</li> <li>c) ground</li> </ul> </li> </ul>	<b>3 months</b>
C-TEK chargers	Constant voltage battery Charging	<b>3 months</b>

### Renewable Energy Standard systems

System type	System type	Application	Period of free Repair and/or replacement (Month) (Excludes lightning, faulty connections and water damage )
Standalone:- Off grid	350VA, 800VA, kVA, 1.5kVA, 3kVA, 5kVA, 10kVA	Battery bank with maximum of two parallel battery strings	Individual Components of Solar Package are warranted as per the warranty specification for the component
Hybrid – Back up			
Solar Packages	SOLAPCK350VA, SOLPACK800W, SOLPACK1KVA, SOLPACK1.6KVA, SOLPACK3KVA, SOLPACK5KVA, SPLPACK10KVA		

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### **GENERAL TERMS APPLICABLE TO ALL WARRANTIES FROM THE MANUFACTURER**

Any claim under this Warranty must be made in accordance with the Claim Procedure of the Manufacturer (including the completion of any such forms as the Manufacturer may reasonably require in order to process the Claim) as soon as the customer becomes aware of the defect or malfunction, and failure to notify the Manufacturer timeously could render a claim void.

A failed battery is not necessarily due to a manufacturing defect and must be verified. A battery will not be considered failed, defective or unserviceable unless it fails to deliver 50% or more of its rated capacity (temperature corrected to 27.6<sup>0</sup>C) during the warranty period.

### **SPECIFIC TERMS APPLICABLE TO GOLF CAR AND DEEP CYCLE APPLICATIONS:**

Batteries should not be used in applications that exceed 50% Depth of Discharge ("DOD"). A battery end-of-life within the warranty period that is deemed to be caused by wear-out due to discharge / recharge cycling will not be considered a defect and will not be covered by the warranty. (The battery's life will vary based on the application in which it is used, frequency of discharges and depth of discharges.) Each discharge that exceeds the recommended depth of discharge as stated in Manufacturer's literature will diminish battery life. The battery must be used in the application for which it was designed. The battery is intended to be serviced only by persons who are experts in the field of servicing batteries. Batteries must be maintained in accordance with Dixon and Trojan Battery's Operating and Maintenance instructions ([www.dixonbatteries.co.za](http://www.dixonbatteries.co.za)) and the owner of the battery must maintain a maintenance log indicating records of use and maintenance and shall at all times permit examination of these records by Dixon Batteries' authorized representatives. In renewable applications the warranty does not cover, failures due to under designed system, more than three parallel strings, lack of surge protection and connecting incompatible components.

### **EXCLUSION / LIMITATION OF LIABILITY**

Any Warranty will be void if the failure of the battery has resulted from : non-compliance with any instructions or recommendations contained in the Manufacturer's literature, including operating and maintenance instructions; accident; abuse or neglect such as improper fluid levels (over or under watering); damage from shipping; loose wiring; rusted or corroded hardware; improper maintenance; improper installation; improper storage; improper removal; improper repair; breakage; cracked covers and cases; bulged or otherwise damaged cases from heat; freezing; fire; broken/melted terminals; explosion; wreckage; exposure to excessive heat or cold temperatures; operating conditions or applications above the rated capacity of the product; the addition of any chemical or solution; insufficient charging (undercharging or overcharging); use of the battery in an uncharged condition; discharged batteries; improperly sized batteries or oversized battery sets; improperly sized charging systems; damages caused by electrical equipment; destruction or tampering with manufacturing and/or finishing date codes.

Manufacturer's exclusive liability for breach of any warranty on the battery and at the discretion of the Manufacturer shall be to repair or replace the battery or repay the pro-rated portion of the actual purchase price paid for the defective product within the warranty period in accordance with the terms of this Limited Warranty.

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During a free repair or replacement period, the battery will be repaired or replaced with an in kind replacement and after a battery has been repaired or replaced this warranty shall continue with respect to the repaired or replaced battery for the balance of the original warranty period on the original product.

In no event shall the Manufacturer be liable in contract, tort or otherwise for any loss, claim or damages of any other kind, whether direct, indirect, consequential, or otherwise, including any lost profits, lost revenue, loss of equipment, cost of substitute product, claims of customers of owner, or removal, transportation or installation expenses. **Furthermore, in no event will the Manufacturer's total liability exceed the sum paid by the Customer for the product-giving rise to a claim.**

### **HOW TO RECEIVE WARRANTY SERVICE AND/OR MAKE A CLAIM:**

To make a Warranty Claim in terms of this Limited Warranty, the Customer will be required to :

- contact the local distributor, wholesaler, dealer or installer from the battery was purchased, in order to confirm the battery condition/defect;
- provide proof, upon request of purchase along with the date code for the battery and regular service records (excluding automotive maintenance free batteries).

The Manufacturer or its authorized representative may inspect the battery, which may require having the battery sent to Manufacturer or its authorized facility for testing with freight prepaid by the customer. Acceptance of a battery at the facility for testing will not imply acceptance of or liability for the Warranty Claim by the Manufacturer. Batteries still in serviceable condition or otherwise not covered by this Limited Warranty will be returned to the customer, at the customer's expense, and may be subject to a testing fee.

**Further queries may be addressed to the nearest authorized Dixon Premium Battery dealer or the Manufacturer's Sales Department at *016 4551800* or *www.dixonbatteries.co.za*.**

- **Relion Lithium Ion Battery Warranty Policy: Available on [www.dixonbatteries.co.za](http://www.dixonbatteries.co.za)**
- **Victron Warranty Policy: Available on [www.dixonbatteries.co.za](http://www.dixonbatteries.co.za)**
- **Jinko Warranty Policy Available on [www.dixonbatteries.co.za](http://www.dixonbatteries.co.za)**
- **Canadian Solar Warranty Policy Available on [www.dixonbatteries.co.za](http://www.dixonbatteries.co.za)**
- **Seraphim Warranty Policy Available on [www.dixonbatteries.co.za](http://www.dixonbatteries.co.za)**