Battery warranty guide

RAC
For the better

What's covered under battery warranty?

RAC provides a nationwide warranty from the date of purchase*:

- Up to 3 years on all premium and Hi-Tec batteries for private use vehicles
- 2 years on all extra heavy duty batteries for private use vehicles
- 1 year on all batteries fitting into commercial vehicles (other than taxis and courier vehicles)
- 6 months on all batteries fitted into courier vehicles
- 3 months on all batteries fitted into taxis
- Up to 2 years on all deep cycle batteries
- 5 years on all battery chargers

The warranty is honoured by affiliated automobile clubs throughout Australia on presentation of a sales receipt for the RAC battery product.

Consumer guarantee

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty against defects

In addition to the rights you have under the Australian Consumer Law (Consumer Guarantees), if you have purchased a battery or battery charger and it is found to be defective in material or workmanship (and not merely discharged/ flat) during the warranty period, it will be replaced free of charge.

What is covered under warranty

Whilst RAC Batteries come with a nationwide warranty, there are events where the warranty will be void if it doesn't meet our warranty eligibility criteria.

Covered

- ☐ Manufacturer failure

  Examples;
  - » Has a leaking battery case which is not associated with impact damage or external friction
  - » Internal failure of the battery

- ☐ When the battery is significantly different from the sample or description

Battery warranty coverage applies to manufacturing faults only and does not cover batteries affected by usage, storage, or charging conditions.

Specific conditions – the following conditions apply to all battery warranty claims:

- » All battery warranty claims are subject to a technical assessment
- » Flat or deeply discharged batteries are not covered under warranty
- » Sulphated batteries are not covered under warranty
- » Proof of purchase (receipt) is required for all battery warranty claims
- » Warranty replacement or reimbursement is not automatic and depends on assessment outcomes

Not Covered

- ☐ Flat battery due to being left discharged over extended time
- ☐ Flat battery due to limited driving or long periods of no driving
- ☐ Battery sulphation - which is a result of not keeping a battery correctly charged
- ☐ Battery drained due improper charging or features being left on, such as;
  - » Headlights
  - » Dashcams
  - » Accessories
  - » Ignition
  - » Interior lights
- ☐ Faulty alternator or charging system
- ☐ Incorrect fitment, broken container or cover, damage caused by fire, excessive heat, wreckage, explosion, freezing, neglect or the use of special additives introduced to the battery
- ☐ Damage caused by abuse or modification
- ☐ If you knew about faults to your vehicle that may affect the battery prior to purchasing the battery
- ☐ If you purchased the battery despite advice that it may not meet your needs
- ☐ If you change your mind. If you have purchased the wrong battery you may exchange it only provided it has not been fitted to your vehicle and is still in the condition it was originally sold in

Note: The examples above are illustrative only. Each warranty claim will be assessed on its individual circumstances, having regard to the terms of this Battery Warranty Guide and any applicable rights under the Australian Consumer Law.

RAC's voluntary Warranty against defects is not transferable or assignable to a third party and can only be used by the person who bought the battery.

Reasonable care and skill will be exercised to avoid damage to your vehicle during battery replacement.

Some vehicles may experience loss of stored settings, retained memory functions, or system adaptations as a normal consequence of battery disconnection. This may include radio/security codes, infotainment settings, camera settings, window and sunroof initialization, seat memory, stop/start learning, and similar system resets.

Battery replacement may identify or reveal pre-existing faults, defects or conditions within a vehicle. RAC is not responsible for any fault, defect, loss or damage that is not caused by RAC's provision of the battery replacement service.

Battery testing

RAC will ensure the battery is diagnosed by using a battery test device. These test results will support our team determining the battery reliability and power.

Battery Test Results	
Test Result	**Description**
Good battery	Your battery is measuring within the manufacturer's specification for Cold Cranking Amps or 'CCA'. Your battery should reliably start the vehicle.
Good battery recharge	The battery test result has determined that your battery is in good condition, but the voltage or battery capacity is low and requires charging using a battery charger. Charging can take up to 48 hours.
Recommend battery Replacement	The battery is no longer at full capacity but may still start the vehicle. If the battery is not charged on a battery charger there is an increased likelihood of a breakdown due to battery failure. If charging is not an option, we highly recommend replacing your battery before it fails.
Bad battery replace	This reading indicates a failure in at least one or more of the cells inside the battery. Your battery needs to be replaced.

Factors that may cause a battery to go flat or discharge, include (not limited to):

- Incorrect / faulty alternator not supplying enough power to the battery
- Accessories or electrical fault discharging the battery
- Vehicles not used for extended periods of time or infrequent use
- Keys left in the ignition overnight and vehicle not going into sleep mode
- Doors or boot being left ajar and interior lights left on
- Vehicle not locked when not in use.

If your battery has been diagnosed as discharged/flat, it is important to return your battery back to a full state of charge to avoid permanent damage. Modern vehicle electrical systems are not designed to recharge a flat battery, but only to replenish the charge that was lost when the vehicle is started.

You will need to charge your battery using a suitable battery charger to return your battery to full charge. Failure to do so may result in premature failure of the battery.

RAC reserves the right to test any battery that's presented for a warranty claim and will not accept any third party testing results.

Getting the most out of your battery

Keeping your battery fully charged and in tip-top shape will help prolong its life and save you money in the long run. Here's how:

Turn your accessories off	Ensure all lights and accessories are turned off when the vehicle is not running as they will drain your battery.
Lock your vehicle	Not fully locking your vehicle might drain your battery.
Drive your car regularly	Leaving your vehicle stationary for a long period or only driving short distances will affect your battery's charge.
Maintain your vehicle and battery	Have your vehicle serviced regularly. Ask your service provider to check your battery is secure (vibration can cause damage to battery) and to inspect battery terminals (loose and/or dirty terminals can prevent the battery from charging fully).

How to make a warranty claim

To make a warranty claim for an RAC battery or battery charger:

- Call us on 13 11 11.
- Retain your RAC Battery and provide it to us. A warranty claim may require the battery or vehicle to be presented to an RAC Auto Services Centre in metropolitan areas, or an approved RAC Service Provider in regional locations, for further testing and assessment.
- Provide your proof of purchase (e.g.: tax invoice).
  - A warranty claim will not be honoured unless you provide proof of purchase.
  - If proof of purchase cannot be verified, we can assist with the supply of a new battery for purchase, and you will have 14 days in which to contact us with proof of purchase of the defective battery. Once provided, we can arrange a refund.
- As part of the Consumer Guarantees, we are responsible for any reasonably foreseeable expenses you incur as a result of a major fault with the goods.
- If you are not an RAC Roadside Assistance member at the time the warranty claim is made, a service fee may be charged if roadside assistance is provided (other than in relation to your RAC purchased battery).

A battery provided to RAC for warranty assessment may be retained by RAC for the period reasonably required to conduct testing and evaluation. If, following assessment, you elect to proceed with a battery replacement, exchange, recycling or disposal service, the battery may be retained, recycled or disposed of by RAC and will not be returned. Nothing in this clause limits any rights or remedies available under the Australian Consumer Law.

If you are outside of WA, contact our affiliates Australia wide:

- NSW and ACT – NRMA
- Victoria – RACV
- Tasmania – RACT
- South Australia – RAA
- Queensland – RACQ
- Northern Territory - AANT

Contact us

General enquiries **13 17 03**

facebook.com/RACWA

rac.com.au/batterywarranty

For deaf, hearing or speech impaired members:
General enquiries **accesshub.gov.au**

Metropolitan Member Service Centres

Carousel Shop 1098, Westfield Carousel Shopping Centre, Albany Highway

Mandurah Shop SP037, Halls Head Central 14 Guava Way, Halls Head

Joondalup Shop T137, Lakeside Joondalup Shopping Centre, 420 Joondalup Drive

West Perth 832 Wellington Street

Regional Member Service Centres

Albany 110 Albany Highway

Bunbury Shop 17, Primewest Centrepoint Shopping Centre, 60 Blair Street

RAC is committed to reducing our impact on the environment on an ongoing and sustainable basis. This printed product is produced by an ISO 14001 compliant printer on environmentally friendly manufactured paper.

*Warranty periods are effective from 1 December 2022. *Any battery product purchased prior to 1 December 2022 will have the warranty period stated on the hard copy or email receipt (proof of purchase) provided at the time of purchase. Subject to the conditions and exclusions set out in this RAC Battery Warranty Guide. MRB 723.

#A commercial vehicle is any vehicle identified on the Department of Transport's check registration status webservice as a commercial vehicle and/or used for the provision of providing good or services on a commercial basis. Examples include but are not limited to: trucks, buses, trade utes or vans, rental, hire, government and driving school vehicles, not-for-profit vehicles, vehicles with commercial signage and vehicles used or partly used for commercial ride-sharing services.

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