

Warranty Information and Requirements

Odyssey Batteries are warranted to be free of manufacturing faults and defects, for up to 2 years. This warranty does not cover batteries that are merely discharged or in a sulphated condition. Certain exclusions apply and are detailed below.

Odyssey batteries with an ORANGE plastic case and ORANGE jacket are covered by a 2 year warranty (PC2150 carries a 3 year warranty). This warranty will be only considered with a verified, original sales receipt. A warranty claim submitted in excess of 36 months from the date designated on the manufacturer's 14 digit bar code date strip, will be deemed out of date.

Odyssey batteries used in aircraft, taxi and commercial jet ski and ATV applications, submitted for a warranty claim, in excess of 18 months from the date designated on the manufacturer's 14 digit bar code date strip, will be deemed out of date.

Odyssey Batteries will not accept responsibility for the replacement of any battery under a warranty claim without prior approval.

Odyssey Batteries will not accept responsibility for a failed battery under a warranty claim that has been installed in an "unsuitable use" application.

All warranty claims must be reported, processed and finalised within 15 working days. No retrospective undocumented claims will be accepted or processed.

General Condition of Battery to be Observed.

Damage to battery case... if any gouging, puncturing or modification of the battery case is evident or the metal jacket is removed, a warranty is unable to be processed.

Overcharged condition... if the battery has "apparent" uneven-ness of any of the flat surfaces either on the base or the top of the battery, including under the cover which has the Odyssey decal (do not remove this cover yourself, doing so will void the warranty), this is an indication of an overcharge, so a warranty is unable to be processed.

Does the battery have a FULL and CLEAR 14 digit bar code number? If so, please record this number on the Odyssey warranty claim form. If not, the warranty may not be able to be processed. For verification call Odyssey Batteries.

The original U.S.A. manufactured date can be determined by the 14 digit bar code date number located on the top of the battery case. An example of this number is as follows:

06NCD40150152 and can be determined as follows.

06NCD... is the factory's code number of that particular size of battery i.e. PC680

04 denotes the YEAR of manufacture i.e. 2004

015 denotes the DAY of the year that the battery is made i.e. during the month of January (15th day)

0152 is the actual number of that battery, in that production day, in that size of battery.

Warranty Procedure

THE BATTERY OWNERS NAME and contact details must be provided on the claim form. If not, a warranty claim will not be able to be processed.

Measure battery OCV (Open Circuit Voltage) at the terminals Before charging and note that voltage on the claim form, under.. "Operating Conditions.. Voltage at terminals."

Load testing a battery with less than 75% capacity (i.e. 12.6 volts) is not acceptable. A "failed" load test on a battery with less voltage than 12.6 volts, is not an indication of a battery's true condition.

Use appropriate voltage regulated, charging equipment for sealed lead acid, dry cell batteries (EPS or CTEK preferred). After battery has been charged, record voltage again in the appropriate section of the form. Record this voltage at least 8 hours after charging.

All areas of the warranty claim form must be entered with the appropriate information gathered in the battery examination process. This information must be clearly documented. A WARRANTY WILL BE UNABLE TO BE PROCESSED IF THE FORM IS NOT COMPLETED.

Warranty Replacement Process

When a warranty claim form is authorised, remove "failed" battery's 14 digit date code strip and affix to area on claim form, marked at lower left of form. If a replacement battery is in your stock and you wish to give it to your customer, you may do so. Before providing customer with a replacement battery, remove 14 digit bar code date strip from the replacement battery and affix next to "failed" battery's date strip on the warranty form.

POST the original warranty claim form with BOTH BAR CODE STRIPS TO THE ADDRESS AT THE TOP OF THIS PROCEDURE ADVICE. Failure to secure the second bar code date strip will void the responsibility of Odyssey Batteries to issue a replacement battery. Upon receiving your form, a warranty replacement battery (with bar code strip intact) will be freighted to the submitting stockist free of charge into store.

All claim forms submitted and approved will be retained with the customer's details in the event of another warranty claim. The warranty period on a replacement battery is only the balance of the warranty period from the original date of purchase.



Odyssey Batteries NZ
PO Box 300 313, Albany
North Shore City 0752

Serial Number Invoice Requirement

Phone +64 9 476 4171

Fax +64 9 476 4172

As of 1st August 2003, it is requested that all Odyssey batteries invoiced have the 14 digit bar code date strip included on the original invoice. This information is beneficial as it helps to identify the battery in any future claims.

Odyssey Batteries extends a service to all our stockists of the above battery warranty inspection in our warehouse. Please pack and address battery to Odyssey Batteries physical address. Freight costs are the responsibility of the battery owner.

Odyssey batteries value your custom. The above warranty amendments have been brought about by conditions placed on us by the manufacturer. We appreciate this will involve a small investment in time but will lead to a more accurate warranty assessment for all involved.

Warranty Claim Form

Phone +64 9 476 4171

Fax +64 9 476 4172

Stockist			
Company	<input type="text"/>	Phone	<input type="text"/>
Contact name	<input type="text"/>	Fax	<input type="text"/>
Customer			
Battery owners details	<input type="text"/> <input type="text"/> <input type="text"/>	Phone	<input type="text"/>

Battery Particulars

Part No. PC _____ Serial Number _____ (14 digit bar code)

Installation Date __ / __ / __ (Customers Original Receipt Required)

Battery Application		
Please tick	<input type="checkbox"/> General Automotive	<input type="checkbox"/> Jet Ski
	<input type="checkbox"/> Audio Equipment	<input type="checkbox"/> Motorcycle
	<input type="checkbox"/> Car Alarm Fitted	<input type="checkbox"/> Auxiliary Power Source
	<input type="checkbox"/> Other (please specify) <input type="text"/>	
Operation Conditions		
Voltage at terminals (as received before charging) _____ v		
Voltage at terminals (while being charged) _____ v		
Voltage at terminals (after battery has been charged and after six hours has passed) _____ v		
Ambient Temperature _____ C		
LOAD TESTED	YES <input type="checkbox"/> No <input type="checkbox"/> (Voltage must be 12.2 volts or more)	
If YES CCA Reading _____	Duration (15 sec max) _____ Voltage during test _____ v	
Type / Model of Battery Charger Used _____		
Voltage: Boost _____ v Float _____ v Current _____ Amps Duration _____ Hrs		

Any other details

<input type="text"/>

Is bar code to be removed from replacement battery? YES <input type="checkbox"/> NO <input type="checkbox"/>
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