

# 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](http://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:

- Customers are deemed to have read, understood the correct application of the battery they have purchased
- The warranty is only applicable for the product purchased through the company authorized outlets.
- 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.
- 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.
- Company batteries are warranted against all defects arising solely from the use of faulty material or poor workmanship. Consequential liabilities will not be entertained.
- In the event of any complaint, the battery shall be returned to the authorized company distributor / Dealer/ Company's Service Location.
- The right to determine whether a battery needs rectification or free replacement rest with the company.
- 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.
- In the event of repairs / replacement, the original warranty term for such repair/ replacement will not be extended.
- 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.
- Recharging is not covered under the purview of this warranty and will be charged extra (local taxes if any) to customer.
- All liabilities under this warranty will cease if:
  - Usage of any consumable items like additives or dopes other than distilled water.
  - Usage in non-vehicular application or in any vehicle other than that specified by the company's application chart.
  - Damage due to natural calamity, accident, misuse, abuse, negligence, commercial use or modification of the product, improper operation, installation or maintenance of the product.
  - Improper voltage supply, repair or attempted repair by any party other than company's authorized personnel.
  - Fitment of additional accessories over the original fitment.
  - Product Serial Number / Barcode sticker is altered or defaced in any manner what so ever.
  - 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.
  - Breakage of container and cover.
  - Damage to the battery caused due to contaminations. The electrolyte must confirm to IS Spec. No. 266-1977
- 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](http://www.tatagreenbattery.com/cms/Products/Warranty_Details))

- 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.
- 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.
- Company reserves the right to inspect electrical system of vehicle / application if required.
- 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.
- 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:

- Usage in wrong application other than that of solar backup application.
- Solar panel size should be adequate to properly charge the battery.
- 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

# BATTERY WARRANTY TERMS

## WARRANTY PERIOD & PRO-RATA STRUCTURE

Battery model	Series/Category	Free Replacement Period	Pro-rata period
DIN75	PREMIO ADV	0-36 Months	37-72 Months
DIN80	PREMIO ADV	0-36 Months	37-72 Months
DIN100	PREMIO ADV	0-36 Months	37-72 Months
DIN100_EFB	PREMIO ADV	0-36 Months	37-72 Months
M-42	PREMIO ISS	0-24 Months	25-60 Months
36B19L-AM	PREMIO	0-24 Months	25-54 Months
36B20L-AM	PREMIO	0-24 Months	25-54 Months
34B19L-M (MSIL Co-Br)	PREMIO	0-24 Months	25-60 Months
34B20L-M (MSIL Co-Br)	PREMIO	0-24 Months	25-60 Months
40B20R/L	PREMIO	0-24 Months	25-60 Months
40B20R/L	PREMIO	0-30 Months	31-66 Months
40B20R/L-BH	PREMIO	0-30 Months	31-66 Months
55D23L	PREMIO	0-24 Months	25-60 Months
55B24L (T1)	PREMIO	0-30 Months	31-66 Months
DIN44R/L	PREMIO	0-24 Months	25-60 Months
DIN50L(L1)	PREMIO	0-24 Months	25-60 Months
DIN60R/L	PREMIO	0-24 Months	25-60 Months
DIN65L	PREMIO	0-24 Months	25-60 Months
55B24LS	PREMIO	0-30 Months	31-66 Months
70D26R/L	PREMIO	0-24 Months	25-54 Months
70D26R/L	PREMIO	0-30 Months	31-66 Months
70D23R/L-BH	PREMIO	0-24 Months	25-60 Months
80D31R/L	PREMIO	0-24 Months	25-54 Months
SLV DIN44R/L	SLV	0-18 Months	19-36 Months
SLV DIN50R/L (L1)	SLV	0-18 Months	19-36 Months
SLV DIN60R/L	SLV	0-18 Months	19-36 Months
SLV DIN65L	SLV	0-18 Months	19-36 Months
SLV 600R/L	SLV	0-24 Months	25-48 Months
SLV 800R/L	SLV	0-24 Months	25-48 Months
SLV 900R/L	SLV	0-24 Months	25-48 Months
SLV 1000R/L	SLV	0-24 Months	25-48 Months
TG300R/L	TG	0-12 Months	13-24 Months
TG350R/L	TG	0-12 Months	13-24 Months
TG400R/L	TG	0-12 Months	13-24 Months
TG550R/L	TG	0-12 Months	13-24 Months
TG700R/L	TG	0-12 Months	13-18 Months
TG800R/L	TG	0-12 Months	13-18 Months
38B20L (TML Co-Br)	CV	0-18 Months	19-48 Months
70D26L (TML Co-Br)	CV	0-18 Months	19-48 Months
80D31R (TML Co-Br)	CV	0-18 Months	19-48 Months
105E41L (TML Co-Br)	CV	0-24 Months	25-36 Months
135G51 (TML Co-Br)	CV	0-24 Months	25-36 Months
150G51 (TML Co-Br)	CV	0-24 Months	25-36 Months
105E41R	ROADSTAR	0-24 Months	25-36 Months

# BATTERY WARRANTY TERMS

135G51	ROADSTAR	0-24 Months	25-36 Months
150G51	ROADSTAR	0-24 Months	25-36 Months
130F51	ROADSTAR	0-18 Months	19-36 Months
180H52	ROADSTAR	0-18 Months	19-36 Months
105E41R	ROADSTAR	0-18 Months	19-36 Months
150G51	ROADSTAR	0-18 Months	19-36 Months
105E41R	GENSTAR	0-24 Months	25-36 Months
75D31RT/LT	TRACTOR/JEEVAN	0-24 Months	25-48 Months
95E41RT/LT	TRACTOR/JEEVAN	0-24 Months	25-48 Months
SER30000	E-RICKSHAW	0-12 Months	NA
40SB(D26R)	SOLAR	0-24 Months	NA
INJT120048	TUBULAR BATTERY	0-24 Months	25-48 Months
INJT160048	TUBULAR BATTERY	0-24 Months	25-48 Months
INTT180048	TUBULAR BATTERY	0-24 Months	25-48 Months
INTT1800 / INTT180072	TUBULAR BATTERY	0-36 Months	37-72 Months
INTT180084	TUBULAR BATTERY	0-48 Months	49-84 Months
INTT2000 / INTT200072	TUBULAR BATTERY	0-36 Months	37-72 Months
INTT2200 / INTT220072	TUBULAR BATTERY	0-36 Months	37-72 Months
INTT2400 / INTT240072	TUBULAR BATTERY	0-36 Months	37-72 Months
INTT240084	TUBULAR BATTERY	0-48 Months	49-84 Months
INTT2600 / INTT260072	TUBULAR BATTERY	0-36 Months	37-72 Months
INTT2800 / INTT280084	TUBULAR BATTERY	0-36 Months	37-72 Months
INTT280084	TUBULAR BATTERY	0-48 Months	49-84 Months
INV100AhE41L / INFT120048	INVERTER BATTERY	0-24 Months	25-48 Months
INV150G51 / INFT180048	INVERTER BATTERY	0-24 Months	25-48 Months
Velocity Plus TG2.5D	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ4-H	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ4	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ5	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ6V-H	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YT5A	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ7	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ7-H	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus TG7D	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ9	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus TG9D	2W-VRLA	0-24 Months	25-54 Months
Velocity Plus YTZ10S	2W-VRLA	0-12 Months	13-24 Months
Velocity Plus YTZ14S	2W-VRLA	0-12 Months	13-24 Months
Velocity YB14L-A2	2W-CONV	0-18 Months	19-36 Months
Velocity Plus GYZ20L	2W-VRLA	0-12 Months	13-24 Months

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

## 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	1.280+/-0.010
2W CONV	All Models	1.245+/-0.010

# BATTERY WARRANTY TERMS

## Fitment conditions:

1. PC/ UV range of batteries if fitted in Taxi / 3W / CNG / LPG application will carry 18 Months warranty
2. Automotive batteries if fitted in trailer application the warranty will be 12 months.
3. 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
4. PC-UV Premio/CV/Tractor range of batteries if fitted in Genset will carry only 18 months warranty.
5. CV range of batteries if fitted in earth-moving equipment will carry only 12 months warranty.
6. ++ Warranty of the E-rickshaw battery will be 12 months from the date of sale or 14 months from the month of manufacturing whichever is earlier
7. ++ Warranty of TG300 will be 12 months from date of sales or 15 months from month of manufacturing whichever is earlier
8. ++ Warranty of the Tall Tubular (INVTT Series) batteries will be 36 months from the date of sale or 39 months from the month of manufacturing whichever is earlier
9. Zero warranty for Tractor & CV range of batteries fitted in non-vehicular application.
10. Zero warranty if Inverter range of batteries is used in Genset application
11. Other than E-Rickshaw battery if any other battery is fitted in e-rickshaw, warranty will be treated as invalid
12. 2W Battery is fitted in Auto Rickshaw will carry zero warranty

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

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 product 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.
- In case of products where no trouble found at TGY end, however customer is dissatisfied with its performance, TGY may consider these cases under goodwill. TGY reserves the right to take decision in this case.

## Pro-Rata Calculation (Excluding Tubular, all Two-Wheeler Range of batteries)

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-(Months in service\* / 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 Table

Pro Rata Slab and Discount Structure																								
Automotive	New		New		New		New		New		New		New		Exiting		New		Exiting		Exiting		Exiting	
Free Replacement(in Months)	36		30		24		24		24		24		21		18		18		18		12		12	
Pro Rata (in Months)	36		36		36		30		24		12		24		30		18		6		12		6	
Total Warranty (in Months)	72		66		60		54		48		36		45		48		36		24		24		18	
	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	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount
	37	49%	31	53%	25	58%	25	54%	25	48%	25	31%	22	51%	19	60%	19	47%	19	21%	13	46%	13	28%
	38	47%	32	52%	26	57%	26	52%	26	46%	26	28%	23	49%	20	58%	20	44%	20-24	17%	14	42%	14	22%
	39	46%	33	50%	27	55%	27	50%	27	44%	27	25%	24	47%	21	56%	21	42%			15	38%	15-18	17%
	40	44%	34	48%	28	53%	28	48%	28	42%	28	22%	25	44%	22	54%	22	39%			16	33%		
	41	43%	35	47%	29	52%	29	46%	29	40%	29	19%	26	42%	23	52%	23	36%			17	29%		
	42	42%	36	45%	30	50%	30	44%	30	38%	30-36	17%	27	40%	24	50%	24	33%			18	25%		
	43	40%	37	44%	31	48%	31	43%	31	35%			28	38%	25	48%	25	31%			19	21%		
	44	39%	38	42%	32	47%	32	41%	32	33%			29	36%	26	46%	26	28%			20-24	17%		
	45	38%	39	41%	33	45%	33	39%	33	31%			30	33%	27	44%	27	25%						
	46	36%	40	39%	34	43%	34	37%	34	29%			31	31%	28	42%	28	22%						
	47	35%	41	38%	35	42%	35	35%	35	27%			32	29%	29	40%	29	19%						
	48	33%	42	36%	36	40%	36	33%	36	25%			33	27%	30	38%	30-36	17%						
	49	32%	43	35%	37	38%	37	31%	37	23%			34	24%	31	35%								
	50	31%	44	33%	38	37%	38	30%	38	21%			35	22%	32	33%								
	51	29%	45	32%	39	35%	39	28%	39	19%			36	20%	33	31%								
	52	28%	46	30%	40	33%	40	26%	40-48	17%			37	18%	34	29%								
	53	26%	47	29%	41	32%	41	24%					38-45	17%	35	27%								
	54	25%	48	27%	42	30%	42	22%							36	25%								
	55	24%	49	26%	43	28%	43	20%							37	23%								
	56	22%	50	24%	44	27%	44	19%							38	21%								
	57	21%	51	23%	45	25%	45-54	17%							39	19%								
	58	19%	52	21%	46	23%									40-48	17%								
	59	18%	53	20%	47	22%																		
	60-72	17%	54	18%	48	20%																		
			55-66	17%	49	18%																		
					50-60	17%																		

2W-CONV Pro Rata Slab and Discount Structure		
Free Replacement(in Months)	18	
Pro Rata (in Months)	18	
Total Warranty (in Months)	36	
	Month of Failure	
	% of Discount	
	19-24	50%
	25-36	35%

Tubular Inverter Battery Pro Rata Slab and Discount Structure								
Free Replacement(in Months)	48		36		36		24	
Pro Rata (in Months)	36		36		24		24	
Total Warranty (in Months)	84		72		60		48	
	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount	Month of Failure	% of Discount
	49-60	35%	37-54	35%	37-60	25%	25-48	25%
	61-72	25%	55-72	25%				
	73-84	20%						

Flat Plate Inverter Battery Pro Rata Slab and Discount Structure				
Free Replacement(in Months)	24		24	
Pro Rata (in Months)	12		24	
Total Warranty (in Months)	36		48	
	Month of Failure	% of Discount	Month of Failure	% of Discount
	25	31%	25	31%
	26	28%	26	28%
	27	25%	27	25%
	28	22%	28	22%
	29	19%	29	19%
	30-36	17%	30-48	17%

2W-VRLA Pro Rata Slab and Discount Structure				
Free Replacement(in Months)	24		12	
Pro Rata (in Months)	30		12	
Total Warranty (in Months)	54		24	
	Month of Failure	% of Discount	Month of Failure	% of Discount
	25-30	54%	13-18	50%
	31-36	40%	19-24	35%
	37-42	25%		
	43-54	20%		