

BATTERY WARRANTY POLICIES



Warranty Information & Procedures

Continental
BATTERY SYSTEMS
The Single Source Solution™

NATIONWIDE WARRANTY

Continental Battery warranty is as follows: free replacement only to the original purchaser of the battery. Must have proof of purchase. Continental date label should be marked at time of purchase. If label is not marked, battery factory date code will be used for warranty determination.

All batteries should be properly charged and tested before submission for warranty claim.



AUTOMOTIVE

AGM	36 MONTHS
EFB	36 MONTHS
PLATINUM	36 MONTHS
PERFORMANCE	18 MONTHS
STANDARD	12 MONTHS



MARINE

STARTING 12 VOLT	12 MONTHS
STARTING XHD & X	18 MONTHS
DUAL PURPOSE	12 MONTHS
DEEP CYCLE 12 VOLT	12 MONTHS
AGM	18 MONTHS



COMMERCIAL

6 VOLT	12 MONTHS
8 VOLT	12 MONTHS
SEVERE DUTY	18 MONTHS
12 VOLT	12 MONTHS
31 AB	18 MONTHS
31 HEAVY DUTY	12 MONTHS
31 XHD & X	18 MONTHS
MIXTECH	24 MONTHS
AGM	24 MONTH
SPECIALITY	12 MONTHS



MOTIVE POWER

6 VOLT	12 MONTHS
12 VOLT	12 MONTHS



SLA

SEALED LEAD ACID	6 MONTHS
SLA HEAVY DUTY	12 MONTHS



GOLF

6 VOLT	12 MONTHS
8 VOLT	12 MONTHS
12 VOLT	12 MONTHS



POWERSPORTS

6 VOLT	12 MONTHS
12 VOLT	12 MONTHS



LAWN & GARDEN

LAWN & GARDEN	6 MONTHS
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Not Covered By Limited Warranty:

- Discharged batteries or batteries outside of warranty date code limits.
- Neglect, such as improper fluid levels (under/over watering), damage from shipping, loose wiring, or busted or corroded hardware.
- Misapplied or improperly sized battery for application.
- Batteries exposed to excessive heat or cold temperatures.
- Batteries that have had the date codes destroyed or tampered with.
- Breakage, freezing, explosion, fire, wreckage, overcharging, charging or installing in reverse polarity, improper maintenance, melted or broken terminals, improper storage, or addition of any chemical or solution other than approved water.
- Failure to properly install the battery.

Batteries used in commercial applications are limited to half the warranty period.

Scan here to discover our full Warranty Program:



Policy Updated November 2023

PARTNER WARRANTIES



RED TOP 6 VOLT	36 MONTHS
RED TOP 12 VOLT	36 MONTHS
BLUE TOP 6 VOLT	24 MONTHS
YELLOW TOP COMM	24 MONTHS
YELLOW TOP 12 VOLT	36 MONTHS



LITHIUM BLUE	36 MONTHS
MIXTECH	PER CONTRACT
DRY CELL/GEL CELL	12 MONTHS



TROJAN AES	36 MONTHS
LITHIUM ION	72 MONTHS
DEEP CYCLE	12 MONTHS
DUAL PURPOSE	12 MONTHS



NON-ENGINE STARTING	24 MONTHS
NON-BCI/DIN SIZES	36 MONTHS
BCI/DIN SIZES	48 MONTHS



AGM 6 VOLT	12 MONTHS
AGM 12 VOLT	12 MONTHS
LITHIUM	12 MONTHS



48 VOLT LITHIUM	84 MONTHS
24 VOLT LITHIUM	36 MONTHS
12 VOLT LITHIUM	36 MONTHS
ALL BATTERIES	48 MONTHS



ADVANCED LITHIUM	12 MONTHS
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AGM & DEEP CYCLE	12 MONTHS
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PS PREFIX	24 MONTHS
POWERSPORTS SLA	12 MONTHS



BOOST JUMP STARTERS	12 MONTHS
GX CHARGERS	12 MONTHS
GENIUS CHARGERS	36 MONTHS



SOLAR CHARGE CONTROLLERS & PORTABLE SYSTEMS	25 YEARS
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12 VOLT	12 MONTHS
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PREMIUM AGM	48 MONTHS
PRO GOLD & GOLD	42 MONTHS
PRO & GOLD AGM	36 MONTHS
GOLD & PRO SILVER	30 MONTHS
AGM SILVER	24 MONTHS
PRO, SILVER, ADV	18 MONTH



PREMIUM PLUS AGM & 85	48 MONTHS
PREMIUM 75	42 MONTHS
SUPERIOR 65 & LTV	36 MONTHS
6 & 12 VOLT HEAVY DUTY	30 MONTHS
MARINE/RV	24 MONTHS
EV & GOLF CART	18 MONTHS

BATTERY LIMITED WARRANTY

Subject to the terms and conditions of this Limited Warranty, Continental Battery Systems warrants to the original purchaser that it will be free from defects in material and workmanship for the Free Replacement Period applicable to such battery.

If your battery exhibits a defect in material or workmanship during the Free Replacement Period and is covered by this Limited Warranty, return the battery to an authorized CBS battery retailer, who has an appropriate replacement in stock. The retailer will provide you with a replacement battery of the same type at no charge (subject to applicable installation charges, taxes, and government-required fees).

No free replacement battery will be provided unless original proof of the purchase is provided.

WARRANTY CLAIM PROCEDURES

If your battery appears defective, please follow the following procedures:

- 1 Determine if the battery is not defective but is simply discharged and needs a boost. Have the battery tested first to determine the cause of failure and retain the receipt of the test results. If the battery is simply in need of a boost, have it re-charged and re-tested. **This limited warranty does not cover merely discharged batteries.**
- 2 If the battery is still not working correctly, determine if the battery is still within the total Limited Warranty Period. The applicable Limited Warranty Period is calculated from the date of sale to the original purchaser.
- 3 If the battery is still under warranty, return the battery to an authorized CBS battery retailer within the Limited Warranty Period.



This Limited Warranty is voided for batteries damaged due to abuse or neglect, including but not limited to the following:

- Battery hold-downs not appropriately used or not torqued per the Battery Council International Service Manual recommendations (Industry Standards), leading to excessive battery vibration or battery damage due to over-torque.
- Low electrolyte levels for batteries, which require maintenance.
- Accelerated corrosion/low electrolyte level due to exposure to excessive temperatures.
- Batteries that have been refilled with any substance besides distilled water that may have contaminated the battery.
- Batteries not maintained at a sufficient state of charge during periods of both in-vehicle and out-of-vehicle storage.
- Batteries that have been subjected to excessive out-of-vehicle charging or an uncontrolled in-vehicle charging system (i.e., faulty alternator).
- Batteries that have been physically damaged, including a cracked, punctured, or deformed battery case or cover; broken or severely damaged battery terminals.
- Batteries with damaged terminals due to loose, inadequate, or high-resistance connections.
- Batteries with loose or missing vents (non-sealed designs).
- Batteries that have been installed and operated in reverse in the vehicle, leading to reverse battery polarity.
- Improper battery box or insufficient protection from the elements (i.e., rain, snow, or ice).
- Batteries operated in an application not designed and/or marketed to support. Example: Standard SLI batteries that are used in cycling applications.

ADDITIONAL TERMS AND CONDITIONS

- This Limited Warranty only applies to batteries purchased from authorized CBS Battery retailers.
- CBS is not responsible for and will not be bound by any additional warranties retailers provide. It does not authorize anyone to make or assume any obligation or liability concerning its batteries.
- This Limited Warranty is not transferable and is only applicable to the original purchaser at retail.

NOTE: This Limited Warranty limits Continental Battery Systems responsibility to providing replacement as provided herein, and in no event shall Continental Battery Systems be liable for monetary damages or other losses arising from any battery defect or failure, including, but not limited to, for any loss of use, time or for any inconvenience or for any incidental or consequential damages. **ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE**

LIMITED IN DURATION TO THE LENGTH OF THE APPLICABLE LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

- * If a Core Charge credit was included in the original purchase price you paid, you will need to return the battery to the original retailer to receive the amount of this credit.
- ** Proof of purchase includes a receipt, a credit card, or bank statement.
- *** Other information, such as battery test results, pictures, or a battery label, may also be requested when making your claim.

CHECKING BATTERY CONDITION

(INTERNAL USE ONLY)

Periodically, you may be asked to inspect batteries and determine their condition. The owner may seek advice on whether or not to replace the battery or may seek replacement under warranty terms if he judges failure to have been premature.

You must consider several aspects of customer behavior, and your reputation may depend upon how you deal with them.

If you send the customer away with a battery that is marginal in condition, you may be committing him/her to a tow or an emergency jump start, which might cost nearly as much as a new battery. If you replace batteries under warranty terms without question, you may condemn the new battery to a short life under abusive service conditions, which should be corrected. Your customer deserves better.

First, examine the battery externally. Any cracks or holes in the container, cover, or vents through which the electrolyte will leak should be recommended for replacement. If they have been damaged by electrolyte corrosion, the cost of replacing other components could be alarmingly high, and accidental injuries could ensue. Filthy batteries, wet with spewed electrolytes caused by over-topping with water, with corroded terminal posts, or with low electrolyte levels, indicate neglect and abuse in service. Whatever replacement action you take, advise the customer on the value of improving service conditions.

Next, measure the indicated state of charge on the battery using electrolyte-specific gravity readings in each cell and by open-circuit voltage across the terminals. Only open-circuit voltage readings can be used if the battery has non-removable vent caps.

FULL CHARGE SPECIFIC GRAVITY		1.265		1.285	
STATE OF CHARGE		S.G.	OCV *	S.G.	OCV *
100%		1.265	12.66	1.285	12.77
75%		1.235	12.50	1.255	12.61
50%		1.200	12.31	1.225	12.44
25%		1.165	12.12	1.185	12.22
DISCHARGED		1.130	11.90	1.140	12.00

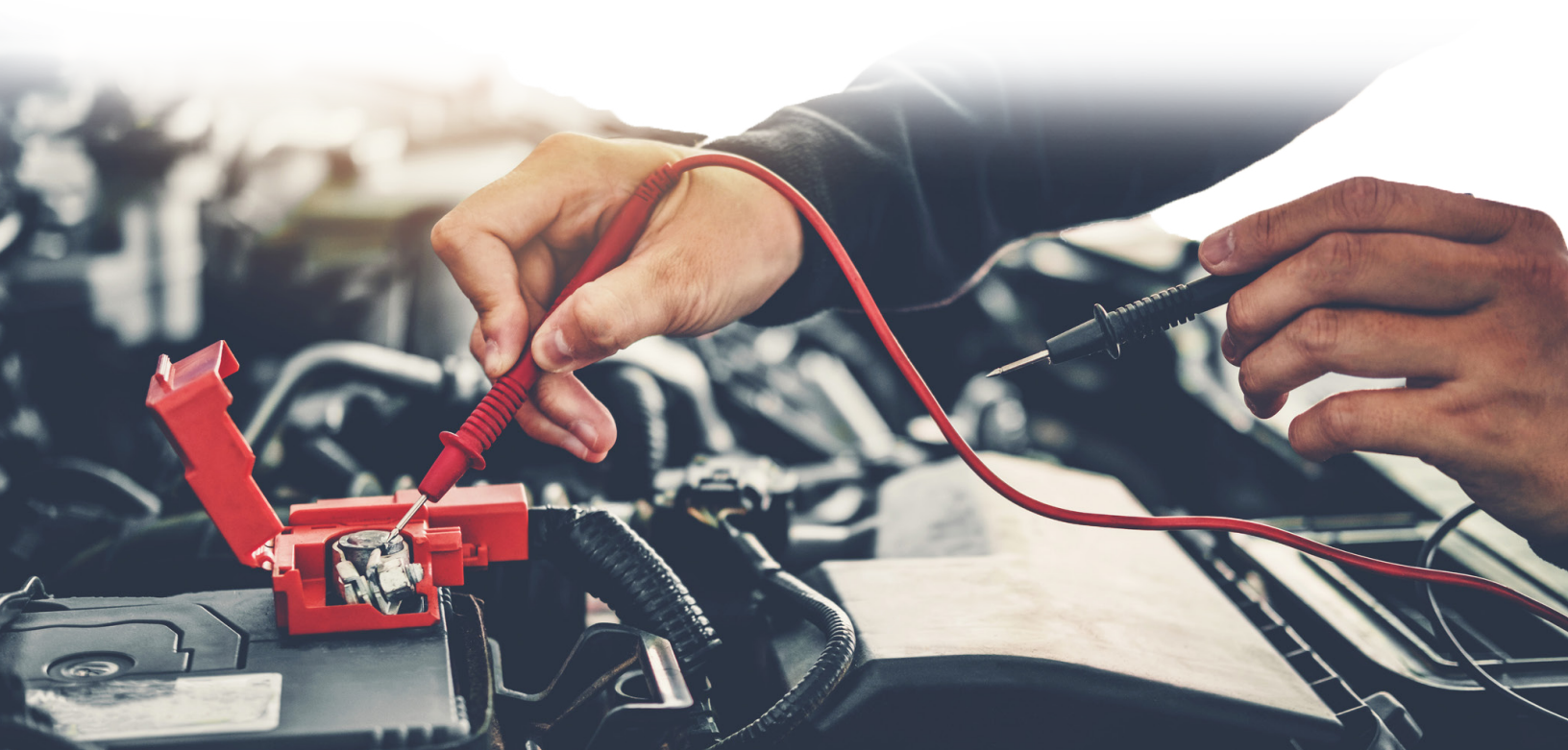
Note: The state of charge listed is an approximation. The relationship between the state of charge and voltage varies by CCA rating and case size.

If batteries have been receiving a charge current within the previous few hours, the open-circuit voltage may read misleadingly high. Before checking voltage after charging, let the battery rest for 4 hours to eliminate an inaccurate reading. Odd cells showing specific gravity readings .050 lower than others are probably internally short-circuited. Such batteries should be replaced. Batteries at less than 75% state-of-charge need recharging before proceeding with further tests.

Observe that the battery accepts a charging current, even though it may be small when the charger is switched on. See the notes on charging.

If the state of charge is 75% or higher, the battery should be given a high-rate load test. Typically, the high-rate load tester will discharge a battery through an adjustable carbon-pile resistance and indicate the terminal voltage as the discharge proceeds. After 15 seconds, the battery voltage will not drop below a specified value if the battery is in good condition and if the current is set at about 50% of the Cold Cranking Amps (CCA). The minimum acceptable voltage reading will vary as battery temperature decreases. Read and follow the manufacturer's instructions for the tester. Alternatively, a conductance or impedance tester can be used to verify the battery condition. When using these testers, directions to identify "Good", "Bad," or "Recharge and Retest" should be followed. Some of these testers also estimate a CCA rating, which is generally not helpful in verifying battery condition. Read and follow the manufacturer's instructions for conductance or impedance testers.

Batteries with low but uniform specific gravities in each cell and requiring an extended recharge may have become deeply discharged by accidentally leaving a car door open overnight. It may also result from undercharging caused by regular driving in heavy traffic or a fault in the vehicle charging system. This may be a slack alternator/generator drive belt, but the system should be checked before the battery is returned to service.



INSTRUCTIONS FOR CHARGING A BATTERY

The room or compartment where the battery is being charged should be well-ventilated. Do not put a battery on the charger unless you wear safety goggles and a face shield. It must be assumed that explosive mixtures of hydrogen gas are always present within the battery cells. Even a battery standing idle generates small quantities of hydrogen due to the self-discharge action. This gas collects in the cells and can be exploded by a torch, match flame, lighted cigarette, sparks from loose connections, or metal tools making contact between the terminals, the ungrounded terminal, and adjacent metal grounded parts.

Since vent cap designs having flame barrier features are not easily distinguished from other style vent caps, it is recommended that vent caps be left on the battery during charging. As a precaution, place a wet cloth over the battery and vent caps. Since flame arresters are used in most modern vent cap designs to reduce the possibility of the battery being exploded by an external spark, this safety feature could be bypassed by removing the vent caps. Whether such vent caps are present or not, always shield your eyes when working around the battery and follow the precautions covered here.

Do not charge a battery unless you are familiar with the step-by-step procedure. Follow the manufacturer's instructions on the charger. If the instructions are no longer legible and you do not have literature containing the instructions, then obtain the instructions from the charger manufacturer. Never use a charger without instructions. Turn the charge rate switch and timer to the "OFF" position before connecting the leads to the battery. Next, connect the charger leads to the battery terminals. Red positive (+) lead to the positive terminal, and black negative (-) lead to the negative terminal. If the battery is in the car, connect the negative lead to the engine block if the car has a negative ground (negative battery terminal is connected to ground). Connect the positive lead to the ground if the car has a "positive ground" (now rarely occurs). "Rock" the charger lead clamps to make certain a good connection has been made. Set the electric timer to the desired charging time. Now, turn on the charger and slowly increase the charging rate until the desired ampere value is reached. Do not charge in the red zone. If smoke or dense vapor comes from the battery, shut off the charger and reject the battery. If violent gassing or spewing of electrolytes occurs, reduce or temporarily halt the charging.

Never touch the charger leads when the charger is "ON." This could break a connection at the battery terminal, creating a spark that could ignite the explosive gases in the battery. Never break a "live" circuit at the battery terminals for the same reason. Always turn the charger "off" before removing a charger lead from the battery.

When charging or testing a side terminal battery out of a vehicle, always use side terminal charging and testing posts designed for this purpose.

SPECIAL CHARGING INSTRUCTIONS FOR AGM AND GEL BATTERIES

CONSTANT-VOLTAGE METHOD (RECOMMENDED METHOD)

AGM and gel batteries are sensitive to high-voltage charging (above 14.4 volts). The recommendation is to use a 6- to 12-amp,

12-volt automatic charger set at the regular setting. If you use a non-automatic charger, you need to monitor the voltage so it does not exceed 14.4 volts and/or 12 amps at any time during recharge. This battery needs recharging only if the open-circuit voltage (O.C.V.) is below 12.5 volts. DO NOT OVERCHARGE.

BATTERY RECHARGING TIME CHART

(O.C.V.) OPEN CIRCUIT VOLTAGE	CCA	5 AMP CHARGE RATE (IN HOURS)	10 AMP CHARGE RATE (IN HOURS)	20 AMP CHARGE RATE (IN HOURS)
BELOW 11.85	200-300	8	4	2
	301-400	10	5	2.5
	401-500	12	6	3
	501-600	14	7	3.5
	601-700	16	8	4
	701-800	18	9	4.5
	801-900	20	10	5
	901-1000	22	11	5.5
11.86 12.00	200-300	5	2.5	1.25
	301-400	7	3.5	1.75
	401-500	9	4.5	2.25
	501-600	11	5.5	2.75
	601-700	13	6.5	3.25
	701-800	15	7.5	3.75
	801-900	17	8.5	4.25
	901-1000	19	9.5	4.75
12.01 12.10	200-300	3	1.5	0.75
	301-400	5	2.5	1.25
	401-500	7	3.5	1.75
	501-600	9	4.5	2.25
	601-700	11	5.5	2.75
	701-800	13	6.5	3.25
	801-900	15	7.5	3.75
	901-1000	17	8.5	4.25
12.11 12.25	200-300	2	1	0.5
	301-400	4	2	1
	401-500	5	2.5	1.25
	501-600	7	3.5	1.75
	601-700	9	4.5	2.25
	701-800	11	5.5	2.75
	801-900	13	6.5	3.25
	901-1000	15	7.5	3.75
12.26 12.35	200-300	1	0.5	---
	301-400	2	1	0.5
	401-500	3	1.5	1
	501-600	5	2.5	1.25
	601-700	7	3.5	1.75
	701-800	9	4.5	2.25
	801-900	11	5.5	2.75
	901-1000	13	6.5	3.25
ABOVE 12.36	200-300	0.5	—	—
	301-400	1	0.5	—
	401-500	1.5	1	—
	501-600	2.5	1.5	0.75
	601-700	3.5	2.5	1
	701-800	4.5	3.5	1.25
	801-900	5.5	4.5	1.75
	901-1000	6.5	5.5	2.2

If battery has less than 75% state of charge, it must be recharged before any further testing.

The rate at which battery should be charged depends on:

- Capacity of battery
- State of charge

The capacity of battery can be determined one of two ways:

- Reserve Capacity rating (RC)
- Cold Cranking Amps rating (CCA)

Once you have determined battery state of charge and battery capacity/rating, use the Exide™ Technologies Batteries Recharging Chart.

BATTERY DOS & DON'TS

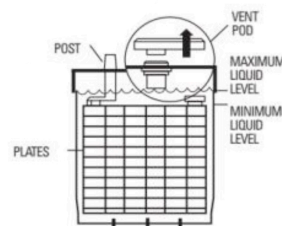
HOW TO EXTEND YOUR BATTERY LIFE



- Keep battery posts clean with a post brush.
- Make sure replacement battery equals or exceeds original equipment cranking and reserve capacity specifications.
- Remove vent caps and check water level; if water is low, add distilled water to just above plates.
- Replace worn or damaged battery cables.
- Install anti-corrosion washer.
- Use vehicle's original equipment battery hold-down.

NOTE:

- When installing a battery always wear proper eye, face, and hand protection.
- Install positive cable to positive terminal, then negative cable to negative terminal.
- Tighten connection; do not hammer.
- Make sure that clamps and connectors do not touch metal objects.



WHAT IS NOT COVERED UNDER WARRANTY

- Damage from overcharging or improper jump starting.
- Melted case from vehicle engine fire.
- Evidence of freezing.
- Loose or damaged posts.
- Over-torqued or melted side terminals.
- Hole in the case.
- Battery is discharged from defective charging system, lights left on, etc.
- Use of a lower capacity battery than specified as original equipment.
- Installation of a battery in reverse polarity or recharging a battery in reverse.
- Use of an automotive starting battery in a marine/deep cycle application.

A FROZEN BATTERY IS NOT COVERED UNDER WARRANTY

For a battery to freeze it must be deeply discharged. This happens when:

- Vehicle is not being used for a long time.
- Vehicle is used for frequent short trips in very cold weather (alternator does not have enough time to charge the battery in these stop-and-go situations).
- Accessories such as CD players, on-board computers, window defrosters, etc., are used at low RPM.
- Vehicle has a defective or inadequate charging system.

CONDITIONS WHERE THE WARRANTY IS VOID

THESE ARE THE CONDITIONS WHERE THE WARRANTY IS VOID:

- Damaged case and/or cover (broken or cracked) poorly secured.
- Swallowed case or burned labels by an overcharge.
- Malfunction of the vehicle's electric system.
- Mounted batteries in vehicles that do not match the application in the authorized application guide.
- Damaged posts (bent, filed, rebuilt, or chipped).
- Tighten lateral terminals with excess of torque.
- Unusual liquid.

Consult your warranty policy for more details.





Continental
BATTERY SYSTEMS

CONTINENTAL BATTERY SYSTEMS | GLOBAL HEADQUARTERS

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