

BATTERIES

RACT Battery warranty

Your complete battery warranty guide



For essential battery care tips, visit ract.com.au

ract.com.au | 13 27 22



Please retain this document in your vehicle as proof of purchase

What's covered and not covered

✔ Your warranty does cover:

Manufacturing, material and workmanship defects, including:

1. **Leaking battery case** - Physical defects in the battery housing.
2. **Failed cells** - Cell failure that occurs during normal use (not caused by discharge).
3. **Internal battery failure** - Manufacturing faults in battery construction.
4. **Material or workmanship defects** - Defects that exist from the time of manufacture.

Important conditions for warranty coverage:

- The battery must not have been discharged/flat at any time.
- The battery must have been properly maintained.
- The vehicle's charging system must be functioning correctly.
- The battery must be the correct specification for your vehicle.
- Battery must be used within manufacturer specifications.
- You must provide proof of purchase.

✘ Your warranty does not cover:

1. **Flat or discharged batteries (most common exclusion)**
 - Battery drained because lights, accessories, or ignition were left on.
 - Battery left flat for any period of time.
 - **Battery damaged by being flat (even if it won't recharge afterwards).**
 - Battery that won't hold charge after being flat.
 - Keys left in ignition overnight preventing vehicle sleep mode.

What happens when a battery goes completely flat?

When a battery is completely discharged (flat), it causes permanent internal damage to the battery cells. This damage means the battery may never work properly again, even after recharging.

This permanent damage caused by discharge is NOT a manufacturing fault - it is battery misuse.

Why can't you just recharge a flat battery?

Modern batteries are permanently damaged by complete discharge. Here's what happens inside your battery:

- **Permanent cell damage** - When completely flat, the internal cells can be irreversibly damaged.
- **Sulfation** - Harmful crystals form on the battery plates that cannot be removed.
- **Lost capacity** - Even if it recharges, it won't hold the same amount of power.
- **Shortened life** - The battery may work briefly but will fail quickly.

Your vehicle's alternator cannot fix this damage.

Only a multi-stage charger can attempt to recover a deeply discharged battery - and even then, the damage may already be permanent.



This is why it's critical to keep your battery charged and use a multi-stage charger as soon as practicable if it goes flat.

2. Improper battery maintenance

- Not using a multi-stage charger when battery voltage drops significantly.
- Not maintaining proper charge levels.
- Permanent damage caused by improper maintenance.

Note: Where a battery has been discharged for a short period (4-8 hours) and is fully recovered with a multi-stage charger, the battery may continue trouble-free service, though RACT may reduce or void the warranty period at its discretion.

3. Charging system or vehicle electrical faults

- Faulty alternator or charging system.
- Electrical faults that drain the battery.
- Vehicles with known electrical issues prior to battery purchase.
- Accessories or electrical faults discharging the battery.
- You knew or should have reasonably known about vehicle faults that impact battery performance prior to purchasing the battery.

4. Infrequent use or inadequate driving

- Short or infrequent trips (1-2 times per month for less than 15-20 minutes per trip).
- Vehicle left unused for greater than 3-4 weeks without regular or sustained maintenance charging.
- Only short trips that don't allow the battery to recharge adequately.
- Long periods of stationary use.

5. Physical damage, environmental factors, or misuse

- Damage from fire, excessive heat, floods, wreckage, explosion, or freezing.
- Damage from abuse, neglect, or modification.
- Broken container or cover.
- Incorrect fitment or installation.
- Battery not secured properly (vibration damage).
- Loose or corroded terminals preventing proper charging.

6. Wrong product selection or change of mind

- You purchased despite RACT advice that the battery may not suit your needs.
- You changed your mind or found a cheaper battery elsewhere.
- You no longer want the battery.

7. Deep cycle battery specific exclusions

- Deep cycle batteries discharged below 50% of rated amp hour capacity.
- Not using appropriate chargers for deep cycle batteries.

8. Cost of recharging

- The cost to recharge your battery is not covered under warranty.
- If RACT or its representatives recharge your battery, a service fee may apply.

Warranty periods

Battery type	Warranty period
Battery chargers	60 months
Premium battery range	36 months
Extra heavy duty battery range	24 months
Marine batteries	24 months
Deep cycle and specialist batteries	12 months
Batteries fitted for commercial use	
Commercial vehicle batteries*	12 months
Taxis and rideshare, limousines, courier vehicles	3 months

*Excluding taxis, limousines, and courier vehicles

Warranty replacement terms

If a battery is replaced under warranty, you may receive either:

- The balance of the original warranty applied to the new battery, OR
- 6 months warranty on the replacement battery, whichever is greater.
- If refunding a battery that is over 6 months old, RACT will only refund the balance of the warranty period (if a refund is requested rather than replacement).

How to make a warranty claim

Step 1: Contact RACT

Call **13 11 11** for assistance and provide:

- Your proof of purchase (warranty folder, receipt, or bank statement)
- Vehicle registration number
- RACT membership number (if applicable)
- Description of the battery issue

An event will be logged, and your claim will be assessed. For non-members or third-party sales, alternative arrangements will be made.

Step 2: Proof of purchase requirements

A warranty claim will not be accepted without proof of purchase.

Acceptable proof of purchase includes **one** of the following:

- Battery warranty folder.
- Original battery receipt/invoice.
- Bank or credit card statement showing the transaction.

It is your responsibility to provide proof of purchase for any warranty claim.

Important Notes:

- Faults rising from incorrect fitment are only covered where the battery was fitted by RACT or one of its Agents.
- Warranty is not transferable - only valid for the original purchaser.
- For batteries purchased through third parties (agents/fuel partners), proof requirements may vary.

Step 3: Battery testing

All warranty claims will be assessed by RACT's testing facilities using approved diagnostic equipment.

Testing requirements:

- For the initial assessment, the battery should remain installed in the vehicle for comprehensive testing (available via the RACT Roadside service).
- For drive-in service at Autoserve locations, testing procedures may vary.
- If the battery was fitted by a third-party, testing arrangements will depend on circumstances.
- Testing will evaluate both the battery and the vehicle's charging system.
- RACT reserves the right to test any battery and will not accept third-party test results.

Step 4: Battery replacement or service

For RACT members (including interstate/national warranty members):

- Call 13 11 11 for roadside assistance.
- Replacement battery will be fitted at no charge (if warranty approved).
- Standard membership benefits apply.

For non-members:

- You will be directed to an RACT Battery Service Centre or authorised third-party.
- Replacement battery provided at no charge (if warranty approved).
- **Service fees apply for non-members requesting roadside assistance.**



48 Hour battery purchase guarantee

We understand that sometimes making a decision on the roadside feels rushed. That's why we offer a **48-hour battery purchase guarantee**.

How it works:

1. We test your battery.
2. If it needs replacement, we install an RACT Battery.
3. You have **48 hours** to ensure you're satisfied with your decision.

Important terms and conditions:

- **Available to:** RACT members only.
- **What you can do:** Return the replacement RACT Battery for a full refund within 48 hours.

Important limitations:

- The original (old) battery **cannot** be returned.
- The RACT Battery must be returned to a designated RACT location accompanied by purchase receipt, be free from damage and fully charged.
- Refund will be paid within 5 working days.
- Guarantee is available to an individual only **once per calendar year**.
- Does not apply if the battery is damaged or misused during the 48-hour prior to return.

Note: This guarantee does NOT override warranty exclusions.

If the replacement battery subsequently goes flat, standard warranty terms apply (i.e., discharge damage is not covered).

Non-OEM parts information

Non-OEM parts

Parts provided by the Service Provider may or may not be genuine OEM (Original Equipment Manufacturer) parts.

All parts:

- Comply with relevant Australian Standards.
- Have been sourced from independent manufacturers.
- Are in adherence to the manufacturer's specifications for your vehicle.
- Are fitted in compliance with manufacturer's specifications.

If you have any questions about the products and/or service, please discuss with the Service Provider or contact our Roadside Operations team on 13 11 11.

Electrical System Memory Protector (ESMP)

Necessary precautions are taken to prevent damage to your vehicle during battery replacement. When required, an Electrical System Memory Protector (ESMP) is used to ensure retention of the vehicle's system memory.

Responsibility: RACT takes all reasonable precautions during battery fitment. Responsibility for damage not related to battery fitment cannot be accepted.

Privacy notice

RACT is committed to protecting your privacy. For complete information about how we collect, use, and protect your personal information, please visit our Privacy Collection Notice at ract.com.au/privacy.

Contact information

Battery warranty enquiries

Phone: 13 11 11 - 24 hours a day, 7 days a week

Website: ract.com.au/contact-us

To share feedback about RACT Batteries, contact us via the channels above.

Battery installation checklist

Pre-installation check:	Yes	No
Is the radio working prior to arrival?	<input type="checkbox"/>	<input type="checkbox"/>
Installed memory minder/keeper?	<input type="checkbox"/>	<input type="checkbox"/>
Terminals cleaned/replaced	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle charge rate at 1500 rpm (pass or fail)		
Vehicle current draw/drain		Amps
Voltage on arrival		Volts
Odometer		

Post-installation check:	Yes	No
Battery secured correctly		
Radio working		

Battery item:	Warranty months

RACT Head Office

179 Murray Street, Hobart TAS 7000

Important reminders

- **Keep your receipt** - it's your responsibility to provide proof of purchase.
- **Use a multi-stage charger** to maintain your battery during periods of low use. A multi-stage charger will give the battery the best chance of recovery if it has discharged fully.
- **Have your battery tested** at every major service.
- **Remember:** Flat battery damage is not covered by warranty - even if the battery won't recharge.

Consumer guarantees

- **The benefits covered by this warranty are in addition to other rights and remedies you have in relation to the goods to which this warranty relates.**
- 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 for compensation for any 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.

Getting the most out of your battery

For essential battery care tips, visit ract.com.au



The Royal Automobile Club of Tasmania Limited
ABN 62 009 475 861

Document Version: November 2025 (Rev 3) Document
Code: RACT7611-REV3