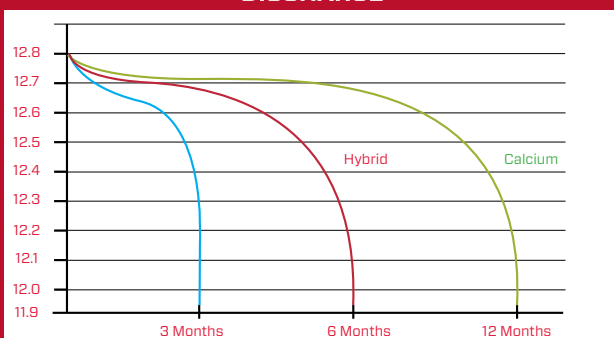


BATTERY TYPE	AUTOMOTIVE	BUSES	OFF ROAD/ EARTH MOVING	ON ROAD TRUCKS	BOAT	CARAVAN	REPEATER STATION BACKUP	EMERGENCY LIGHTS	SOLAR PANEL BACKUP
PERFORMANCE LIGHT DUTY	24 Month Warranty				24 Month Warranty				
PERFORMANCE + HEAVY DUTY		24 Month Warranty	12 Month Warranty	24 Month Warranty					
ULTRA START LIGHT DUTY	24 Month Warranty								
ULTRA START HEAVY DUTY		24 Month Warranty	12 Month Warranty	24 Month Warranty					
PLUS XHD LIGHT DUTY		24 Month Warranty	12 Month Warranty	24 Month Warranty					
PLUS XHD HEAVY DUTY		24 Month Warranty	12 Month Warranty	24 Month Warranty					
EXTRA START LIGHT DUTY	24 Month Warranty								
EXTRA START HEAVY DUTY		24 Month Warranty	12 Month Warranty	24 Month Warranty					
FORCE EFB LIGHT DUTY	24 Month Warranty								
FORCE EFB HEAVY DUTY		24 Month Warranty	12 Month Warranty	24 Month Warranty					
ULTIMATE AGM LIGHT DUTY	24 Month Warranty								
ULTIMATE AGM HEAVY DUTY		24 Month Warranty	12 Month Warranty	24 Month Warranty					
DEEP CYCLE - AGM LIGHT DUTY					12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty
DEEP CYCLE - AGM HEAVY DUTY					12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty
EXPLORER LIGHT DUTY					12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty
EXPLORER HEAVY DUTY					12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty
MULTIPURPOSE LIGHT DUTY					12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty
DEEP CYCLE HEAVY DUTY					12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty	12 Month Warranty
VRLA-AGM STATIONARY					12/24 Month Warranty	12/24 Month Warranty	12/24 Month Warranty	12/24 Month Warranty	12/24 Month Warranty

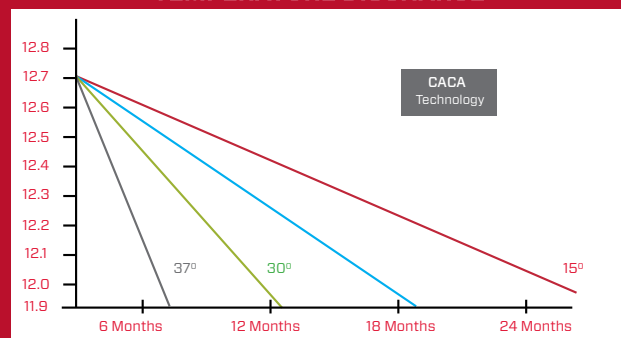
Battery Performance

Probe batteries calcium plates offer a longer shelf life due to low shelf discharge rates.

DISCHARGE



TEMPERATURE DISCHARGE



AVAILABLE COUNTRYWIDE

Tel: +27 (11) 453 0924 or 086 111 3507

Email: sales@probegroup.co.za | www.probegroup.co.za | www.probebattery.co.za

E&OE - Specification may vary & are for indication purposes.

*Technical specifications may vary within 5%

STEP 1

VISUAL INSPECTION

(Batteries with a Magic Eye)



* If the battery does not have a magic eye, please go to step 2

- All Probe Batteries will either have a Serialised Warranty Card attached to the battery, which corresponds to an engraved serial number on the battery or a Serial Label on the casing of the battery. In addition each battery will be DATE STAMPED when sold.
- The above warranty periods will only be applicable from DATE STAMP PC15 onwards. Any product prior to this DATE STAMP, code PC15, will be honoured under the previous warranty period's requirements.
- If there is NO SERIAL ENGRAVING OR LABEL on the battery, but the battery has a DATE STAMP, for example PD12 (P = Probe, D = Month of purchase - April, 12 = Year), then the DATE STAMP date applies.
- If there is NO SERIAL ENGRAVING OR LABEL on the battery or the SERIAL ENGRAVING OR LABEL has been tampered with and there is no DATE STAMP on the battery or the DATE STAMP has been tampered with, then NO WARRANTY APPLIES.
- Check the casing, terminals and state - of - charge indicator (Magic Eye) for obvious damage, tampering or abuse. There will be NO WARRANTY if the casing is damaged, swollen (indicating overcharge conditions), terminal abused or arced and Magic Eye has been removed or tampered with.
- Check COLOUR of Magic Eye after shaking the battery in order to mix electrolyte (be aware of the different types depending on models, but procedure remains the same). If the Magic Eye indicates OVERCHARGED then NO WARRANTY APPLIES.
- Check COLOUR of Magic Eye after shaking the battery in order to mix electrolyte (be aware of the different types depending on models - but procedure remains the same). If the Magic Eye indicates RECHARGE then NO WARRANTY APPLIES and proper charging procedures should be adopted (see step 4)
- If battery Magic Eye does not display any of the above conditions follow the guidelines in STEP 2 and STEP 3 and thereafter STEP 4 should be followed.

Use Magic Eye to confirm results of possible claim:

- If Magic Eye is GREEN and open circuit voltage less than 12.1V and after charge battery remains below capacity then the battery is FAULTY (DEAD CELL), REPLACE UNDER WARRANTY.
- If Magic Eye is WHITE/RED/BLACK, follow instructions on battery label.
- If Magic Eye shows CHARGE, battery is GOOD and needs a charge and must be re - tested after charge.
- If Magic Eye turns GREEN and battery open circuit voltage is greater than 12.5V, then NO WARRANTY applies and return battery into service or to customer.
- If Magic Eye shows OVERCHARGED, battery has been overcharged due to alternator irregularities, malfunction problems, exposure to excessive heat or possible thermal run away - NO WARRANTY applies. Check that Alternator is charging within specification.

STEP 2

ELECTRICAL BATTERY TEST

Use a suitable ELECTRONIC TESTER to test the battery to confirm results relating to a possible warranty claim:

- If the Magic Eye is GREEN and the open circuit voltage between 12.1V and 12.5V, then battery is GOOD and needs a charge. After charge, test again and if GOOD return into service.
- If the Magic Eye is BLACK/WHITE and shows RECHARGE and the open circuit voltage is below 12.1V, proceed to recharge. If after recharge the open circuit voltage recovers over 12.5V and the CCA reading is lower than battery specifications, this would indicate that the battery has been over - used and/or deeply discharged. Such CCA deficit is a typical indication of the state of health of the battery whereby the battery has been kept in a deeply discharged state for an extended period of time causing sulphation of the battery plates. This condition is normally irreversible. NO WARRANTY applies.
- If the Magic Eye is GREEN and the open circuit voltage between 12.1V and 12.5V, then battery needs a charge. If after recharge, the CCA readings are lower than battery specifications then the WARRANTY APPLIES, subject to the first date of purchase being stamped > the new battery and proof of purchase is provided.

- If the Magic Eye is GREEN/BLACK/WHITE and shows RECHARGE, proceed to recharge. If after recharge, the open circuit voltage does not recover and remains below 12V, this means that there is possibly a dead cell or open circuit in which case, the WARRANTY APPLIES provided the first date of purchase is stamped > the new battery and proof of purchase is provided.

STEP 3

ELECTRONIC TESTER USER GUIDELINE

There are various models of Electronic Testers available. Be aware of CCA settings - SAE/BCI, IEC, DIN and EN. Probe Batteries label ratings are SAE/BCI standards.

- Connect tester clamps to battery terminals. Connection directly >to Stud Type Stainless Steel Terminals or Dirty Terminals or Terminals with Grease/corrosion or Altered Terminals will impair readings. Good connection to lead part of posts is essential to achieve accurate results.
- Set CCA ratings - select SAE/BCI setting and follows election instructions.
- The tester results and Magic Eye status after re - charging need to be collated and assesment made regarding warranty authenticity.

STEP 4

PROBE BATTERY WARRANTY CLAIM

- After following STEP 1, 2 and 3 and the battery appears to be subject to a possible claim, complete the Probe Battery Warranty Claim Request form and return to Probe or Accredited Dealer for testing of battery and possible approval of warranty replacement.

THIS WARRANTY IS VOID IF FAILURE HAS RESULTED FROM ANY OF THE BELOW:

- Abuse/Misuse**
Cracked casings, damaged terminals among others
- Neglect/Excessive discharge**
Evident in premature plate distortion and/or plate paste deterioration
- Improper Charging**
Evident in premature plate distortion and/or plate paste deterioration
- Defective/Irregular Charging Voltage Regulation, Improper Use/Misapplication**
Including incorrect over or under charging or accident
- Failure to keep the battery properly charged or maintained**
Evident in plate sulphation
- Cycling at depths of discharge in excess of 20% of nominal capacity of the battery for more than 365 cycles**
Operating the battery below 0°C or above 35°C; or use in automotive vehicles or equipment without proper operating, starting or charging systems; use of the battery in continuous shift; overheating; overfilling; tipping over; missing or loose vent caps or visual "state - of - charge" indicators or lids/vent cap covers, if applicable; use of battery acid additives; excessive use and abnormal wear and tear during the Warranty Term (including commercial and industrial use)
- Use in a vehicle or equipment fitted with additional or non standard/factory fitted electrical extras**
For example alarms, immobilisers, tracking devices, air conditioners, radios and any other electronic/electrical devices.
- Environmental conditions or any other damage arising from:**
Inter alia, environmental conditions or any other damage arising inter alia, accident/collision, fire, extreme heat, explosion, freezing, theft, civil commotion, labour/political unrest or rioting, Acts of God, government wars, embargoes or shortages or delays/damages or loss during transit or where PROBE CORPORATION reasonably determines that the Battery has been repaired or altered
- Explosion**
Application of an over voltage for a long period of time (even if the charging current is minimal) causes a loss of water in the electrolyte by disassociating the water of the electrolyte into hydrogen and oxygen gases which escape into the atmosphere with eventual drying up and/or overheating of the battery with serious damaging effects. In this regard, loss of electrolyte due to either overcharging, age of the battery, tipping over or overheating thereof, will create an excess of free explosive gas in the battery chamber and obvious eventual exposure of the plates and internal connections to the gas. In such a case, should the battery be subjected to delivery of energy, i.e. flow of current, an explosion will be generated with consequential internal and external damage, even if a minimal spark generated occurs in the exposed parts of the plates and internal connectors. Consequently No Warranty applies in such a case.



SECTION 1: AUTOMOTIVE AND TRUCK / HEAVY DUTY BATTERY RANGE

This Warranty Terms and Conditions is made by Probe Energy (Mauritius)

Probe Energy (Mauritius) Warranty in respect of its Probe Battery range is in addition to the warranty offered in terms of the CONSUMER PROTECTION ACT ("CPA WARRANTY"). The CPA warranty will only be in force should CPA conditions be applicable to the original purchase of a Battery as per below;

A. CPA WARRANTY

Should the CPA be applicable to the original purchase of a Battery, Probe Energy (Mauritius) warrants to the original purchaser of the Battery, strictly and only during the first period of 6 (six) months from the date of purchase, or date of first delivery of the Battery to the original purchaser, that the Battery:-

1. is in good working order and free of defects in material and workmanship under normal use and service conditions and in terms of correct application;

is suitable for the purpose the Battery is generally intended and which is for starting purposes only (i.e. automotive application) and not for cycling duty;

3. will be usable and durable for a reasonable period under normal use and service conditions and in terms of correct application.

If the Battery does not comply with the above, Probe Energy (Mauritius) will, at the direction of the purchaser:-

i. repair or recharge the Battery or;

ii. replace the Battery or;

iii. refund the price paid for the Battery.

If the Battery is repaired by Probe Energy (Mauritius), the Battery will be covered by the warranty on repaired goods in terms of the CPA for a period of 3 (three) months from date of repair. The warranty on repaired goods is void if the Battery has been misused and/or abused. This warranty does not apply to ordinary wear and tear, having regard to the ordinary intended automotive use of the Battery.

Probe Energy (Mauritius) Claim Procedure must be complied by the original purchaser and a Claim Form duly completed. Upon finalization of the warranty claim, the purchaser will be required to sign a Settlement of Claim Form.



Any other claim by the original purchaser of the Battery should be pursued in terms of the CPA.

The CPA WARRANTY only applies in the Mauritius. **B.**

Probe Energy (Mauritius) WARRANTY

Should the CPA not be applicable to the original purchase of a Battery then only Probe Energy (Mauritius) warranty will apply as indicated below. Probe Energy (Mauritius) warranty will also apply to transactions where the CPA is applicable but only subsequent to the first 6 (six) month period referred to in the CPA WARRANTY.

Probe Energy (Mauritius) only warrants that a Battery is free of defects in material and workmanship under normal use and service conditions and in terms of correct application and should of this not being the case, within the warranty period limits offered below for each Probe Battery range valid from date of purchase:

Edge Series	Months
AUTOMOTIVE	18
TRUCK: ON-HIGHWAY	18
TRUCK: OFF-ROAD: Construction/ Earthmoving/ Agriculture	12
Extreme Series: Performance / Performance Plus	
AUTOMOTIVE	24
TRUCK: ON-HIGHWAY	24
TRUCK: OFF ROAD: Construction/ Earthmoving/ Agriculture	12
Extreme Series: Plus XHD	
TRUCK: ON-HIGHWAY	24
TRUCK: OFF ROAD: Construction/ Earthmoving/ Agriculture	12
Cycling Batteries: Deep Cycle/ Solar/ Inverter	
CYCLING BATTERY RANGE	12 OR 365 DAYS
NOTE	
<p>***NOTE***(whichever is the earlier of) with a maximum of 20% depth of discharge for each cycle. With regard to the latter, full details and acceptable proof to be supplied with claim about the connected load/s, frequency of operations and depths of discharge to which the battery has been subjected too. Refer to Section 2, clause 5 of warranty document ref. PBWP.RR.</p>	

,from date of original purchase of the Battery (or date of first delivery of the Battery to the original purchaser).



Warranty Terms and Conditions:

Probe Energy (Mauritius) undertakes, in its sole discretion, to repair the defect, or replace the Battery at its own cost and without charge to the original purchaser of the Battery, subject to the following conditions:-

1. Any claim regarding a warranty must be made in terms of Probe Energy (Mauritius) Claim Procedure as soon as the original purchaser becomes aware of a defect or malfunction which may become apparent within the Warranty Term. Failure to notify Probe Energy (Mauritius) or its duly Authorized Agents of any alleged defect or malfunction, within the Warranty Term, will render the warranty void;
2. The original purchaser must return the defective Battery to Probe Energy (Mauritius) (or its duly Authorized Agents) free of charge within the Warranty Term and exhibit satisfactory proof of purchase of the Battery from Probe Energy (Mauritius) (or its duly Authorized Agents). Probe Energy (Mauritius) Claim Form must be completed by the original purchaser. Upon finalization of the warranty claim, the original purchaser will be required to sign a Settlement of Claim Form;
3. The warranty on the repaired or replaced Battery shall extend from the original date of purchase of the "defective" Battery and not from the repair or replacement date;
4. Probe Energy (Mauritius) will have no liabilities under the terms of this warranty where and/or when the Battery is used in a vehicle whose specifications require a Battery of a different rating/size or ampere hour/CCA capacity or where the Battery is fitted on applications below or above the specified CCA and/or ampere hour capacity (at the 20 hour rate and SAE/BCI CCA rating) as specified in Probe Energy (Mauritius) official Battery Selection Guide or, in the case of original equipment installed by a Vehicle/Equipment Manufacturer, not according to their official specified capacity and rating;
5. This warranty is void if failure of the Battery has resulted from abuse (i.e. cracked casings, damaged terminals among others) or neglect; improper use / miss-application (including incorrect over or under charging or, defective/irregular charging voltage regulation, accident, failure to keep the Battery properly charged or maintained (evident in plate sulphation); loading/discharging with low electrolyte resulting in overheating and possible battery explosion, use in automotive vehicles and/or off-road vehicles and equipment without proper operating, starting or charging systems, use of the Battery in continuous shift; overheating, overfilling; tipping over, removed and/or missing or loose vent caps, or visual 'state-of-charge indicators' or lids/vent cap covers, or use of battery acid additives; excessive use and abnormal wear and tear during the Warranty Term (including industrial and commercial use); use in a vehicle or equipment fitted with additional or non-standard / factory fitted electrical extras (for example alarms, immobilizers, tracking devices, air conditioners, radios and any other electronic/electrical devices); environmental conditions or any other damage arising from, *inter alia*



accident/collision, fire, explosion, freezing, extreme heat, theft, civil commotion, labor/political unrest or rioting, Acts of God, government wars, embargoes or shortages or delays/damages or loss during transit or where Probe Energy (Mauritius) reasonably determines that the Battery has been repaired or altered or used by any Third Party other than Probe Energy (Mauritius) (or its duly Authorised Agents);

6. This warranty is void where the Battery is used other than for automotive application for which the Battery is specifically intended and not for cycling duty. In cases where battery cycling duty may be required in addition to cranking operations (for example marine applications, recreational vehicles, military applications, truck lifting platforms, touring buses among others), the warranty period limits in the terms and conditions indicated for "Probe Cycling Battery Range" under Sub-Section 1B of this document, will apply.
7. Subject to the CPA, any claim against Probe Energy (Mauritius) (or its duly Authorised Agents) for harm (physical or economic) suffered by a person or property due to the failure, defect or hazardous nature of the Battery must provide **full** details of the extent and cost of such harm and include particulars of the steps taken to avoid or limit such harm and satisfactory proof that the battery was used and/or installed for the correct application and environmental conditions.
8. Probe Standard Terms and Condition of Sale also apply to sale of all goods and services and are available on request.

SECTION 2: WARRANTY: SMF CYCLING DUTY BATTERY APPLICATION RANGE

This Warranty Terms and Conditions is made by Probe Energy (Mauritius)

Probe Energy (Mauritius) Warranty in respect of its Probe Battery range is in addition to the warranty offered in terms of the CONSUMER PROTECTION ACT ("CPA WARRANTY"). The CPA warranty will be in force should CPA conditions be applicable to the original purchase of a Battery.

A. CPA WARRANTY

Should the CPA *be* applicable to the original purchase of a Battery, Probe Energy (Mauritius) warrants to the original purchaser of the Battery, strictly and only during the first period of **6 (six) months** from the date of original purchase, or date of first delivery of the Battery to the original purchaser, that the Battery:-

1. is in good working order and free of defects in material and workmanship under normal use and service conditions and in terms of correct application;
2. is suitable for the purpose the Battery is generally intended i.e. for cycling duty application;



3. will be usable and durable for a reasonable period under normal use and service conditions and in terms of correct application.

If the Battery does not comply with the above, Probe Energy (Mauritius) will, at the direction of the purchaser:-

repair or recharge the Battery or;

ii. replace the Battery or;

iii. refund the price paid for the Battery.

If the Battery is repaired by Probe Energy (Mauritius), the Battery will be covered by the warranty on repaired goods in terms of the CPA for a period of 3 (three) months from date of repair. The warranty on repaired goods is void if the Battery has been misused or abused. This warranty does not apply to ordinary wear and tear, having regard to the ordinary intended use of the Battery.

Probe Energy (Mauritius) Claim Procedure must be complied with by the original purchaser and a Claim Form duly completed. Upon finalization of the warranty claim, the purchaser will be required to sign a Settlement of Claim Form.

Any other claim by the original purchaser of the Battery should be pursued in terms of the CPA.

The CPA WARRANTY only applies in Mauritius.

B. Probe Energy (Mauritius)'S CYCLING DUTY BATTERY RANGE WARRANTY

Should the CPA not be applicable to the original purchase of the Battery then only the Probe Energy (Mauritius) warranty will apply. Probe Energy (Mauritius) warranty will also apply to transactions where the CPA is applicable but only subsequent to the first 6 (six) month period referred to in the CPA WARRANTY.

Probe Energy (Mauritius) only warrants that a Battery is free of defects in material and workmanship under normal use and service conditions and in terms of correct application and, in the event of this not being the case, within a period of **12 (twelve) months** from date of purchase of the Battery (or date of first delivery of the Battery to the original purchaser)

Warranty Terms and Conditions:

Probe Energy (Mauritius) undertakes, in its sole discretion to repair the defect, or replace the Battery at its own cost and without charge to the purchaser of the Battery, subject to the following conditions:-

1. Any claim regarding a warranty must be made in terms of Probe Energy (Mauritius) Claim Procedure as soon as the original purchaser becomes aware of a defect or



malfunction which may become apparent within the Warranty Term:

Failure to notify Probe Energy (Mauritius) or its duly Authorised Agents of any alleged defect or malfunction, within the Warranty Term, will render the warranty void;

2. The original purchaser must return the defective Battery to Probe Energy (Mauritius) or its duly Authorized Agents) free of charge within the Warranty Term and exhibit satisfactory proof of purchase of the Battery from Probe Energy (Mauritius) (or its duly Authorised Agents). Probe Energy (Mauritius) Claim Form must be completed by the original purchaser. Upon finalization of the warranty claim, the purchaser will be required to sign a Settlement of Claim Form;
3. The warranty on the repaired or replaced Battery shall extend from the original date of purchase of the "defective" Battery and not from the repair / replacement date;
4. Probe Energy (Mauritius) will have no liabilities under the terms of this warranty where and/or when the Battery is used in a vehicle or equipment whose specifications require a Battery of a different rating/size or ampere hour/ CCA capacity or where the Battery is fitted on applications below or above the specified ampere hour/CCA capacity (at the 20 hour rate and/or SAE/BCI rating) as specified in Probe Energy (Mauritius) official Battery Selection Guide or, in the case of original equipment installed by a Vehicle/Equipment Manufacturer, not according to their official specified capacity and rating;
5. This warranty is void if failure of the Battery has resulted from abuse/misuse (i.e. cracked casings, damaged terminals among others) or neglect; excessive discharge (evident in premature plate distortion and/or plate paste deterioration), improper charging (evident in premature plate distortion and/or plate paste deterioration), defective/irregular charging voltage regulation, improper use / miss-application (including incorrect over or under charging or accident); failure to keep the Battery properly charged or maintained (evident in plate sulphation); cycling at depths of discharge in excess of 20% of nominal capacity of the battery for more than 365 cycles *** Note ***; operating the battery below 0°C or above 35°C; or use in automotive vehicles or equipment without proper operating, starting or charging systems; use of the Battery in continuous shift; overheating; overfilling; tipping over; missing or loose vent caps or visual "state-of-charge" indicators or lids/vent cap covers, if applicable; use of battery acid additives; excessive use and abnormal wear and tear during the Warranty Term (including commercial and industrial use); use in a vehicle or equipment fitted with additional or non-standard I factory fitted electrical extras (for example alarms, immobilizers, tracking devices, air conditioners, radios and any other electronic/electrical devices); environmental conditions or any other damage arising from, *inter alia*, accident/collision, fire, extreme heat, explosion, freezing, theft, civil commotion, labor / political unrest or rioting, Acts of God, government wars, embargoes or shortages or delays/damages or loss during transit or where Probe Energy (Mauritius) reasonably determines that the Battery has been repaired or altered by any Third Party other than Probe Energy (Mauritius) (or its duly Authorised Agents);



*****NOTE*****

- a. Depth of Discharge above the recommended 20% of battery rating, will progressively reduce the cycle and chronological life of a battery, i.e. the deeper the depth of discharge the shorter will the cycle and chronological life be;
- b. Depth of Discharge of the battery in excess of 75% of its rating as not recommended since apart from reducing drastically the cycle and chronological life, it will result in lengthy periods of recharge of the battery with additional risk of sulphation of the cell plates and even irreversible damage if the battery is kept discharged for long period of time;
- c. In regards to the above the life cycle of the battery will be variable in line with the depth of discharge it is subjected to and thus totally dependent on the actual manner of usage made of the battery in its operational environment, this being outside the direct control and responsibility of Probe Energy (Mauritius);
- d. Accordingly the above considerations a, b and c dictate the NO WARRANTY will be applicable in such cases.

6. The original purchaser is obliged to prove to Probe Energy (Mauritius) that the Battery

was sized and applied in a manner in which its maximum depth of discharge did not exceed 20% of the nominal capacity of the Battery during any of its operating cycles;

7 This warranty is void where the Battery is used other than for cycling

application and for which this Battery is specifically intended. In cases where battery cycling duty may be required in addition to cranking operations (for example marine applications, recreational vehicles, military applications, truck lifting platforms, touring buses among others), the warranty period limits in the terms and conditions indicated for "Probe Cycling Battery Range" under Sub-Section 1B of this document, will apply.

8. Subject to the CPA, any claim against Probe Energy (Mauritius) (or its duly Authorised Agents) for harm (physical or economic) suffered by a person or property due to the failure, defect or hazardous nature of the Battery must provide full details of the extent and cost of such harm and include particulars of the steps taken to avoid or limit such harm and satisfactory proof that the battery was used and/or installed for the correct application.

9. Probe Standard Terms and Condition of Sale also apply to sale of all goods and services and are available on request.