



For the past several years we have collected feedback from battery distributors, dealers and system installers in our continued effort to establish and maintain a strong relationship with our valued Rolls Battery customers.

Demand for deep cycle batteries continues to increase worldwide, specifically in Renewable Energy markets, requiring distributors & dealers to deliver products and service their customers as quickly as possible.

In the event of product replacement under warranty, we're implementing a number of positive changes to our manufacturer warranty terms which will make this process efficient while adding value and peace of mind for your customers.

Effective January 1st, 2019, we will extend the full replacement period on Rolls Battery Flooded Deep Cycle models for use in Renewable Energy, Marine & Railroad applications.

BATTERY CATEGORY	SERIES	APPLICATION	NEW FULL REPLACEMENT PERIOD (MONTHS)	NEW TOTAL WARRANTY PERIOD
RENEWABLE ENERGY & MARINE	4000	RE / MARINE	36	36 MONTHS / 3 YEARS
	4500	RE / MARINE	48	48 MONTHS / 4 YEARS
	5000	RE / MARINE	60	60 MONTHS / 5 YEARS
MOTIVE POWER	5000 - 9 TO 33 PLATE	INDUSTRIAL	36	36 MONTHS / 3 YEARS
	5000 - 5 TO 7 PLATE	INDUSTRIAL	12	12 MONTHS / 1 YEAR
	FS - 6V, 8V & 12V	INDUSTRIAL	12	12 MONTHS / 1 YEAR
RAILROAD	4000	RAIL & DIESEL STARTER	36	36 MONTHS / 3 YEARS
	5000	RAIL & DIESEL STARTER	60	60 MONTHS / 5 YEARS
AGM	S - SERIES	RENEWABLE ENERGY	36	36 MONTHS / 3 YEARS
		MARINE & RV	24	24 MONTHS / 2 YEARS
		OTHER APPLICATIONS	12	12 MONTHS / 1 YEAR
	R - SERIES	RE, MARINE & RV	12	12 MONTHS / 1 YEAR
		OTHER APPLICATIONS	12	12 MONTHS / 1 YEAR
GEL	GEL	RE/MARINE STANDBY	36	36 MONTHS / 3 YEARS
		OTHER APPLICATIONS	12	12 MONTHS / 1 YEAR

New full replacement warranty terms will apply to Rolls Battery product manufactured and/or sold after January 1st, 2019. Rolls Battery prorated warranty term on these flooded deep cycle batteries will be discontinued.

Tracking has shown us that manufacturing defects are generally identified within the first 24 months of use. Situations where a replacement may be needed several years after installation are typically system-related and would be excluded under warranty terms. Replacement under manufacturer warranty after the initial 36 months of use has been quite rare. The pro-rated term has not offered the same level of convenience for distributors, dealers and their customers. For

this reason, we will extend the full replacement period and remove the pro-rated portion of our warranty terms on these flooded models.

Current warranty terms will be honoured for product sold and/or put to use prior to December 31, 2018.

BATTERY CATEGORY	SERIES	APPLICATION	FULL REPLACEMENT PERIOD (MONTHS)	PRO-RATED WARRANTY PERIOD (MONTHS)	TOTAL WARRANTY PERIOD
RENEWABLE ENERGY & MARINE	4000	RE / MARINE	24	60	84 MONTHS / 7 YEARS
	4500	RE / MARINE	36	48	84 MONTHS / 7 YEARS
	5000	RE / MARINE	36	84	120 MONTHS / 10 YEARS
MOTIVE POWER	5000 - 9 TO 33 PLATE	INDUSTRIAL	36	24	60 MONTHS / 5 YEARS
	5000 - 5 TO 7 PLATE	INDUSTRIAL	12	-	12 MONTHS / 1 YEAR
	FS - 6V, 8V & 12V	INDUSTRIAL	12	-	12 MONTHS / 1 YEAR
RAILROAD	4000	RAIL & DIESEL STARTER	24	36	60 MONTHS / 5 YEARS
	5000	RAIL & DIESEL STARTER	36	24	60 MONTHS / 5 YEARS
AGM	S - SERIES	RENEWABLE ENERGY	36	60	84 MONTHS / 7 YEARS
		MARINE & RV	24	36	60 MONTHS / 5 YEARS
		OTHER APPLICATIONS	12	-	12 MONTHS / 1 YEAR
	R - SERIES	RE, MARINE & RV	12	12	24 MONTHS / 2 YEARS
		OTHER APPLICATIONS	12	-	12 MONTHS / 1 YEAR
GEL	GEL	RE/MARINE STANDBY	36	24	60 MONTHS / 5 YEARS
		OTHER APPLICATIONS	12	-	12 MONTHS / 1 YEAR

Submitting A Warranty Claim:

To expedite the claim submission, assessment and approval process, we have implemented a straight-forward warranty claim form and ticketing system. Warranty claims may be submitted through our Support Ticket system on our website or via email to support@rollsbattery.com, including the required completed Rolls Battery Warranty Claim Form and supporting information.