



ACECOMMS

BATTERY WARRANTY

AceComms offers a 12-month warranty on all batteries starting from the date of invoice. After this warranty expires the dealer will be offered a replacement product at the current price.

AceComms applies a 'Date Code Label' to every battery sold. This label refers to the specific job number that the battery was supplied on. AceComms does not recognise the manufacturer's date or serial number that is printed on the battery when honouring the battery warranty. **Never remove this label, as this will void the AceComms warranty.** Your warranty starts on the date of **OUR** AceComms' invoice. This allows for sufficient transit time between the manufacturer's distribution centre and the AceComms warehouse. AceComms will allow a week or so for transit time TO YOU.

AceComms cannot guarantee a battery that is kept in **YOUR** storage (on the shelf or otherwise) for 18 months or more and gets sold to an end user and then fails after a period of use. The onus is on the dealer to ensure that they adhere to the relevant manufacturer's care and storage instructions.

Battery Storage & Care:

- New batteries that needs be stored should be charged to greater than 50% (but less than 100%) state of charge within 1 month of receipt.
- Every 9 months, batteries must be recharged to greater than 50% state of charge.
- Batteries removed from service for storage should be charged to greather than 50% state of charge.
- Do not store batteries attached to radios or host devices. This will minimize current drain on the battery.
- Always charge your batteries using the approved manufacturers charger.
- Batteries removed from storage may take several charge / discharge cycles to achieve optimal capacity. One of two reconditioning cycles will accelerate capacity recovery.
- Inspect batteries on a monthly basis for any bulging or deformation.

Battery Wake-up Service

AceComms do provide a battery wake-up service if the charge levels on the battery falls below the minimum charge rate. Please submit requests via the [AceComms RMA form](#) available on the AceComms website.



BATTERY WARRANTY

- All batteries carry a 12 month warranty from invoice date.
- AceComms guarantee batteries with a label, **do not remove**, as this will void the warranty.
- Once the Date Code expires, liability passes on to the Dealer.
- Follow manufacturers care & storage instructions.

RELATED

- [AceComms Credit & Return Policy](#)
- [AceComms Credit Request Form](#)
- RMA returns are based on approvals. Please complete the [AceComms RMA form](#) available on the AceComms website.
- Once approved please send faulty batteries to the **AceComms Service Centre**
Location:
Unit 2, 60 Alexandra Place,
Murrarie, QLD, 4172.

