

We don't just have batteries for cars

Our Battery Service Centres can also set you up with:

Deep cycle batteries, which are designed to provide a small amount of power over a long period of time. These are ideal for power generators, communications equipment, caravans, mobility scooters, golf equipment, motorcycles, electric fences and more.

Marine batteries, including starting and deep cycle batteries.

Find your nearest Battery Service Centre at raa.com.au/battery

What makes a battery discharge?

Modern vehicle systems aren't designed to recharge a flat battery – they'll only replenish the charge that was lost when the vehicle was started. This is to save on fuel and reduce exhaust emissions and wear on engines. If you use accessories like lights and phone chargers without the engine running, those accessories will use charge.

A drained battery only has a small amount of charge in reserve and will discharge quickly. Boost starting and running the engine for short periods won't replenish charge in the battery.

There'll always be a small percentage of vehicles in which the battery will discharge for no apparent reason. This can be caused by:

- How much power from the alternator is diverted to the battery
- How long the alternator power is available
- The size and depth of discharge of a battery
- Any accessory or electrical fault discharging the battery
- Vehicles used infrequently
- The ambient temperature
- Keys left in the ignition overnight, stopping the vehicle from going into sleep mode

To ensure longevity, a deep cycle battery shouldn't be discharged below 50% of its rated amp hour. Only suitable chargers will get the battery back up to a reliable level of charge. If you don't charge your battery correctly, you'll shorten its life – and you may also void your warranty.

To make a claim under your warranty

Call 13 11 11 for nationwide assistance.

We may ask you to take the defective battery back to a stockist.

If you're not an RAA member, you will be asked to visit an RAA Battery Service Centre.

To make your claim, you'll need to have your proof of purchase ready (this might be this warranty folder, your battery invoice or a bank statement showing the product purchase).

If proof of purchase cannot be verified, we can assist with the supply of a new battery for purchase and you will have 14 days in which to contact RAA on 8202 4689 with proof of purchase of the defective battery.

It's your responsibility to show proof of purchase for any warranty claim.

Your battery details

Type:
Vehicle:
Registration number:
Member name:
Member number:
Installation date:
Installed by:

DP1900187 08/19 TM



Your battery warranty

Put this away in your glove box for proof of purchase.

Motor | Home | Travel



The sooner you can find these documents, the sooner we can help you.

Attach your receipt here, and place this folder in your glove box for safekeeping.

Call 13 11 11 for nationwide assistance.

Warranty information, terms and conditions

This warranty is given by Royal Automobile Association of South Australia Incorporated of 101 Richmond Road Mile End, SA 5031 ('RAA') ABN 90 020 001 807. You can get in touch with us at raa.com.au or call 13 11 11.

Your guarantee

The benefits that this warranty gives you are in addition to your consumer rights.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You're entitled to a replacement or refund for a major failure, as well as the compensation for any other reasonably foreseeable loss or damage. You're also entitled to have the goods repaired or replaced if they're not of acceptable quality, and if the failure doesn't amount to a major failure.

Your warranty period and conditions

6 months 12 months 24 months 36 months
 Private Taxi Commercial

It's important to know there's a six-month warranty on taxi applications and a 12-month warranty on commercial applications (like courier vehicles).

If your RAA battery is found to have defective materials or workmanship (and isn't just discharged or flat) during the warranty period, we'll replace it free of charge. We reserve the right to test any battery that's presented for a claim.

This warranty doesn't cover you if you knew your vehicle had faults before you bought it. It also doesn't cover a battery that:

- You no longer want or have changed your mind about
- You've found at a cheaper price elsewhere
- Has been modified in any way
- You've had incorrectly fitted or applied
- Fails because of improper charging, incorrect fitment, broken container or cover, or
- Fails because of damage caused by fire, excessive heat, floods, wreckage, explosion, freezing, damage caused by abuse, neglect or the use of special additives introduced to the battery.

This warranty isn't transferable and can only be used by the person who bought the battery. The cost to recharge the battery isn't covered under this warranty, and there may be a fee for this service.

While we're doing work on your vehicle, we take all necessary precautions to prevent any damage. We won't be able to take any responsibility for damage caused that's unrelated to the battery.

Modern vehicle computers can be corrupted, so we use an electrical system memory minder to make sure the vehicle's computer memory is retained.

How to look after your battery

Keep the battery case clean

Regularly clean the case with battery terminal cleaner (follow the manufacturer's directions) and dry well. Take care while doing this, as this procedure could permanently stain concrete and other hard surfaces if they're not protected. Make sure the battery terminals are cleaned at every service.

Secure your battery

Vibrations can damage the battery plates, so we recommend that you carefully inspect the battery terminals regularly. Loose connections could cause breakdowns.

Keep your car moving

Short runs and infrequent use without regular charging will run down your battery. Try to take a steady one hour daylight drive each week to stop it from going flat.

Check the charge rate at every major service

Both under and overcharging will reduce battery life. All our Battery Service Centres provide this service.

Keep an eye on the electrolytes

If your new battery is an RAA Premium or Maintenance Free type, there's no need to check the electrolyte levels for the life of the battery. If you have a Low Maintenance Battery, you'll need to regularly check the electrolytes yourself. Carefully unscrew the vent caps and make sure you can see the electrolyte is above the top of the battery cell elements. Don't overfill.

Take precautions

Before working on or near the battery, turn off any switches, remove the ignition keys and take off any metal jewellery, like rings and watches. Batteries give off explosive gases, so avoid sparks, flames and burning cigarettes. Seek advice before you disconnect the battery, especially if the car has electronic systems or a radio with a PIN number. Have your battery tested every year – just before winter is best.