

KICKASS
OUTBACK PROOF GEAR

CRITICAL INFORMATION

**YOU MUST READ THIS ESSENTIAL
INFORMATION BEFORE USING
YOUR BATTERY**

**IF YOUR BATTERY IS NOT USED
CORRECTLY YOUR WARRANTY
MAY BE VOID! PLEASE TAKE 5 MINUTES
NOW TO SAVE FUTURE ISSUES**

KICKASSPRODUCTS.COM.AU



KickAss - Warranty and Usage Information

Thank you for purchasing or considering your purchase of a KickAss AGM Battery.

Firstly and most importantly, some information on battery maintenance.

Due to the high quality of materials used it is very rare for KickAss AGM batteries to fail if they have been used and maintained correctly. To ensure your batteries last the maximum time possible please observe the following simple rules.

Keep Your Batteries Charged & Maintained

A deep cycle battery's lifespan is closely related to how often and how deeply it is discharged.

KickAss highly recommends the use of Solar Panels, Battery Chargers or any other means of regulated charging to keep the battery voltage correctly maintained at all times, this will achieve maximum longevity.

A common misunderstanding is that deep cycle batteries are flat when there is no power left in them.

The voltage of a battery is a good way to determine the state of charge. You can use a digital volt meter or a multimeter to determine your batteries voltage. The less you discharge a battery and the faster you replenish what you take out the longer the battery will last.

Here's a handy table which shows a batteries voltage and its relative state of charge.

State of Charge	Voltage
100%	12.7 - 13.2
75%	12.4
50%	12.2
25%	12.0
Discharged/Flat	0 - 11.9

IMPORTANT INFO PLEASE READ BEFORE USING

Avoid Over Discharging & Protect Your Investment

Make sure that the battery is never discharged below 10.8 volts. If AGM batteries are discharged past this point permanent damage will occur. We recommend that you closely monitor the battery voltage / discharge levels via a digital volt meter or battery gauge. We also highly recommend the use of a low-voltage cutout device, these devices are not expensive and will protect your batteries by disconnecting any electrical loads from the battery before the batteries are over-discharged. Please contact us or your reseller for more information on these crucial devices.

Avoid Overcharging - Use Automatic Chargers & Regulators.

It is essential that any device used to charge your battery is regulated with a maximum bulk charge of 14.8 Volts and a float charge of no more than 13.8 Volts - The AGM or Flooded/Wet setting on most automatic charge devices is acceptable.

Recommended Charger Size

We recommend a charger with a minimum charge output of no less than 10% of your batteries capacity i.e a 10 Amp Charger for a 100 Amp Hour Battery.

AGM Deep Cycle Batteries Are Not Cranking Batteries

If you need to use the battery occasionally for emergency cranking/starting of vehicles this is acceptable but Deep Cycle Batteries are not designed for regular cranking (starting your vehicle) and the intense heat that is generated internally due to the high loads applied to the battery will eventually cause the battery to fail.

KickAss - Warranty Information

What should I do if a battery is damaged when it arrives?

All batteries that leave our warehouse are adequately packed and sent in good working condition. However, if you receive a battery that has been damaged in transit, you must promptly contact us or the company you purchased the batteries from within 48 hours of receipt of the item to advise them/us of the situation.

Items that are Dead-On-Arrival, or DOA

If a battery you have ordered is received by you, the purchaser, and is found to not function, at all (i.e. be dead-on-arrival), then you must notify Kickass Products or your the company you purchased the batteries from within 48 hours of receiving the battery.

5 Year Pro Rata Warranty

Due to the high quality of materials used KickAss batteries with the 5 Year Warranty Label are included with a pro-rata warranty which covers manufacturing defects and defects in materials but not neglect or abuse.

What is a pro-Rata warranty?

In effect the amount of time you have used (received value from) the battery that you are claiming warranty on will be taken into account when replacing the battery under warranty.

For example:

After testing, KickAss have agreed that your battery is claimable under warranty.

From the date of the original Tax invoice it can be ascertained that you have received 15 months of service from the battery that is now faulty.

The now deemed faulty Battery has a 5 Year Warranty.

There are 60 Months in a 5 year period.

At the time of claim the recommended retail price for a new battery of the same type and size is \$300.

Therefore \$300 divided by 60 months = \$5 per month

You will need to contribute 15 Months x \$5 which is \$75

towards the price of a new battery.

Your replacement battery will receive the full 5 Year Warranty and will be treated as new.

If you have any questions about the pro rata warranty, don't hesitate to contact us at sales@kickassproducts.com.au

Submitting A Warranty Claim

If you feel that the battery is no longer performing or has malfunctioned please follow the steps below.

You will need to include the following information in your email.

1. Contact Kickass Products either by phone (1300 573 1888) or e-mail (sales@kickassproducts.com.au) and provide the reasons why you feel the battery is faulty.

- If there is physical damage to the battery we will need you to include images in your email.
- We will need you to email us a picture of the serial number of the battery (which is stamped into the plastic casing) for us to check against your original invoice.
- A description of the damage or an explanation as to why you feel the battery is faulty.

2. The support team will do their best to troubleshoot with you over the phone to ascertain whether the product is defective due to manufacturing faults/defective materials or end user neglect.

3. If it can not be ascertained if the battery is faulty or we feel that the battery has been neglected/sulphated you may be required to send the product to us at your cost for in-depth testing and analysis.

Note: When a defective product is being returned for a replacement, the original item must first be returned before a replacement unit is dispatched.

Warranty Claim Outcomes:

If the battery is deemed to be functional.

You will have the option to have the item returned to you at your cost.

If the item is deemed to be defective due to manufacturing faults or materials.

You will incur a Pro-Rata charge as described above then it will be replaced with a new battery with a new warranty. We will also refund the shipping costs you incurred to return the faulty battery to us.

If the battery has been neglected, sulphated or damaged due to improper use maintenance.

We understand that nobody intentionally damages their batteries this means we will want to spend some time with you discussing your current system to ensure it will not happen again. We will then offer you a replacement battery at a heavily discounted price (plus shipping where applicable) with a new warranty. Alternatively you can have the battery returned at your own cost

Warranty Conditions - The Fine Print.

Please ensure that you do not over-discharge your battery as this will void your warranty. Sulphated batteries are not covered by this warranty as sulphation is due to neglect/misuse.

The Kickass Products warranty is provided in addition to the other rights held by a consumer under Australian Law. Our products come with guarantees that cannot be excluded under the Australian Consumer Law.

Other Conditions:

- Warranty periods will NOT be renewed or extended after a product repair: the warranty is fixed from the first date of purchase unless pro rata applies.
- You must produce the sales receipt of the product as proof of purchase when a warranty claim is made, otherwise, Kickass Products will not be liable to replace or repair a product.
- Warranties are non-transferable: they are only offered to the original end user of the Kickass product.
- Warranty terms only apply to products purchased directly through Kickass Products or authorised resellers.
- Conditions and warranties are excluded to the extent that they are permitted by law.

Warranty Exclusions

The warranty conditions set out by Kickass Products Pty Ltd are considered null and void if a defect, malfunction, or failure is caused by:

- Disregard in following proper product installation, operation, or repair/maintenance instructions/protocols.
- Use of a product for purposes other than those it was created or designed for.
- Neglect, poor handling, and/or accidental damage.
- Third-party alterations, repairs, and "mods"/modifications without the expressed written permission by Kickass Products.
- Tampering or variations to product markings and labelling (e.g. warranty stickers, serial numbers, etc.).
- Contamination's of products by foreign matter, material, or other products.
- Incorrect charging methods – e.g. overcharging and undercharging.

Costs Not Included Within the Kickass Products Pty Ltd Warranty

Other Non-Included Warranty Items

- Labour.
- Transport costs (If the product must be returned to Kickass Products).
- Normal maintenance costs associated with product use.
- Any property or personal damage/injury, direct/indirect loss, consequential losses, and supplementary expenses are excluded to the extent that they are permitted by law.
- Changes in product condition or operational ability resulting from incorrect storage, fitting, application, maintenance, environment, or others as described and permitted by law.
- Extreme weather conditions.

We hope that you get many years of good service out of your KickAss batteries so remember that correct use and maintenance is the key to getting the most out of your investment.

Feel free to contact us by phone (1300 573 1888) or e-mail (sales@kickassproducts.com.au) if you have any questions.

Thanks, The Team at KickAss Products.