

UPG Warranty FAQ

UPG offers a limited warranty against material and manufacturing defects on all of our batteries.

Warranty Period:

- 1 year for general purpose and Kinetik® AP Series batteries.
- 2 years for the Kinetik® Rev Series.

When does the warranty period begin?

The warranty period begins on the date of purchase from UPG per the receipt or invoice. Batteries replaced under the warranty provisions will carry only the remainder of the original warranty period.

What is a manufacturing defect?

A manufacturing defect is any abnormality of material or workmanship that renders the battery inoperable within its warranty period.

Examples:

- Battery leaking inside the original box.
- Corroded or disfigured terminals on the battery inside the original undamaged box.

What is not a manufacturing defect?

Failure or physical defect due to abuse not caused during shipping to include but not limited to:

- Operation outside of the manufacturer's recommended temperature range.
- Improper charging (always follow the manufacturer's charging instructions.)
- Natural forces such as lightning, fire, flood, etc.
- Battery systems that exceed 60 volts.
- Dropping or other forms of impact.
- Over charge or over discharge.
- Improper installation.
- Reversing polarity.
- End of life.

Warranty Claims:

The battery date code and open circuit voltage are required when submitting a warranty claim. Additional information about the application, charger, or pictures may be requested. Sealed Lead-Acid battery date codes are a 4-digit number followed by one or two letters or 6 digits on newer models. Other battery chemistries may have a different date code format or an expiration date. Information given at the time of the claim must match the product received at UPG. Please submit your claim at returns@upgi.com.

Return Authorization:

A return authorization (RA) number is required prior to returning product for a warranty claim. The RA does not guarantee approval of a warranty claim. Once returned product is received at UPG it will be tracked and evaluated per the RA number.

How to obtain warranty service:

Retail, Dealer, Wholesale, or Online Orders: Warranty claims must be addressed with the original retailer, dealer, wholesaler, or online seller. A date code, open circuit voltage, and proof of purchase must be presented at time of claim. (Please note: seller may have additional requirements.)

UPG Direct Purchases: Warranty claims for products purchased directly from UPG also require proof of purchase, date code, and open circuit voltage at time of claim. At UPG's discretion, you may be required to return the product for further evaluation. If the item is deemed by UPG to be faulty because of a manufacturing defect, and is within the warranty period, the item will be replaced. In lieu of a replacement, credit may be issued for UPG purchases under certain circumstances when appropriate. The cost of return freight for product that does not have a material or manufacturing defect will be the customer's responsibility.