



HABIBIS AUTO SERVICES 2024 LTD



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WOF REPAIRS GENERAL SERVICE FULL MECHANICAL REPAIRS COMPUTER DIAGNOSTIC BRAKE REPAIRS ENGINE/GEARBOX TRANSPLANT
CLUTCH REPLACEMENTS SUSPENSION REPAIR BATTERY SERVICE UNDERBODY RUST REPAIR



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CUSTOMER BATTERY WARRANTY GUIDE

Simple information on warranty periods, battery testing, what is covered and how to make a claim.

KEEP YOUR PROOF OF PURCHASE

It helps us process your warranty assessment quickly.

1. Your Battery Warranty

Your warranty period depends on how the vehicle is used. Warranty is measured from the date of sale.

Vehicle use	Warranty period
Private consumer vehicle	24 months from sale
Commercial vehicle	12 months from sale
Taxi / courier vehicle	6 months from sale

Proof of purchase

Please keep your original invoice or receipt. We may also be able to verify the purchase through our own sales records.

Consumer rights

This guide explains our warranty assessment process. It does not limit any rights or remedies you may have under the New Zealand Consumer Guarantees Act (CGA).

TIP: Keep a photo of your receipt on your phone and record the battery installation date.

2. What the Warranty Covers

A battery may qualify for replacement when testing confirms that the battery itself has failed during the applicable warranty period.

Typical covered outcomes

- **Material or manufacturing defect** - a defect in materials or workmanship.
- **Bad cell** - confirmed by an appropriate battery test.
- **Failed / Replace Battery test result** - where the result meets the warranty assessment process.

Important: A flat or discharged battery is not automatically a faulty battery. A battery must be properly assessed before a warranty replacement can be approved.

Why testing matters

Battery problems can be caused by the vehicle, usage pattern, charging system or installation. Testing helps separate a genuine battery fault from an external cause.

3. What Is Generally Not Covered

Examples include, but are not limited to:

- Flat or discharged batteries where no battery defect is found.
- Incorrect installation, damaged or modified terminals, or missing/incorrect hold-down.
- Incorrect battery type or specification fitted to the vehicle.
- Normal wear and tear.
- Neglect or failure to maintain the battery in a healthy state.
- Vehicle charging-system faults, including alternator problems.
- Prolonged vehicle storage or minimal use.
- Frequent short-distance driving that does not adequately recharge the battery.
- Physical damage, misuse or abuse.
- Sulphation associated with prolonged storage or undercharging.
- Electrical drain or accessories left on causing discharge.

We assess each claim on its circumstances and in accordance with applicable consumer law.

4. How a Warranty Claim Is Assessed

1	Confirm warranty We check the purchase date, vehicle-use category and proof of purchase.
2	Ask about recent events For example: lights left on, vehicle not used for a long period, repeated jump-starts or other possible causes of discharge.
3	Check for external faults We inspect fitment, terminals, physical condition and possible charging-system or electrical-drain issues.
4	Stabilise / recharge if required A discharged battery may need to be recharged before an accurate test can be completed.
5	Test the battery A conductance and/or load test is carried out as appropriate.
6	Explain the result If the battery is confirmed faulty, the warranty claim can proceed. If it is serviceable or only discharged, recharge or further vehicle diagnosis may be recommended.

5. Understanding Battery Test Results

For an accurate assessment, the battery should be sufficiently charged and surface charge should be removed or stabilised before testing. The supplied procedure uses approximately 12.6V open-circuit voltage as the preferred charged condition for assessment.

Tester result	What it usually means
GOOD BATTERY	Battery is serviceable - not a warranty replacement.
GOOD - RECHARGE	Battery requires charging - not condemned as faulty.
CHARGE & RETEST	Recharge fully, allow voltage to stabilise, then test again.
BAD CELL	Battery can qualify for warranty replacement if other warranty conditions are met.
REPLACE BATTERY	Battery can qualify for warranty replacement if other warranty conditions are met.

If a battery fails the test, a printed or photographed copy of the test result should be retained with the warranty claim.

6. Help Protect Your Battery

Good battery care reduces avoidable failures and helps keep your vehicle reliable.

- Drive the vehicle regularly, especially if it is stored for long periods.
- Avoid repeated very short trips where possible.
- Make sure lights and accessories are switched off when the engine is off.
- Have charging-system faults investigated promptly.
- Keep battery terminals clean, secure and free from damage.
- Ensure the battery is correctly secured with the proper hold-down.
- Use the correct battery type and specification for the vehicle.
- If the vehicle will be stored, ask us about suitable battery-maintenance options.

Warning signs to get checked:

Slow cranking • repeated flat battery • battery warning light • dim lights • charging problems • visible battery damage

7. Before You Visit Us

To help us assess your battery efficiently, please bring:

- The vehicle with the battery fitted, where practical.
- Your purchase receipt / invoice or purchase details.
- Details of when the problem started.
- Information about any jump-starts, flat-battery events or warning lights.
- Any previous battery or charging-system test results.

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Quality service. Trusted advice. Reliable starting power.

Customer guide prepared from the supplied battery warranty procedure. Final warranty decisions are subject to assessment of the battery, the applicable warranty terms and New Zealand consumer law.