BATTERIES

CLAIM HANDLING PROCEDURE OF BATTERIES

FLOW OF ACTIONS	HANDLING PROCEDURES
A battery is brought in for a claim.	Check the date of sale of the claimed battery. Within warranty period / Beyond warranty period
Visual inspection.	External appearance: Normal / Case, cover : broken, Case, cover : deformed Internal appearance: Normal / Plates : whitish, Sediment : plenty Acid level line: All cells properly leveled. / More than two cells filled to outlet of vent holes. / Some cells with plates exposed above acid level.
Determination of defects by specific gravity readings.	Measure specific gravity of all cells to find what is wrong. Cracked intercells. Shorted cells. Inter-connection : off. Reverse polarity. → ACCEPT WARRANTY / All cells merely discharged.
Measuring charging voltage.	Recharge the battery and measure the charging voltage immediately after the charging starts. 6V Batt. / 6-7.5V / Over 7.5V / Below 6V 12V Batt. / 12-15 / Over 15 / Below 12 Below 12 → OUT OF WARRANTY Recheck if internal connection is off. Yes / No (sulfasion)
Measuring specific gravity after charge. (Refer to back page for examination by voltage readings and battery tester.)	Measure the specific gravity after full charge. Others → Recheck for overcharge/discharge. / All cells over 1.250 → Clean the battery and return to user. / Cloudy acid or variations of sp. gr. between cells → OUT OF WARRANTY