

**Concorde Battery Corporation  
Warranty Claim Card**

Customer: \_\_\_\_\_

Phone: \_\_\_\_\_

Aircraft Make & Model: \_\_\_\_\_

Battery Part Number: \_\_\_\_\_

Reason for Rejection: \_\_\_\_\_

\_\_\_\_\_

**\*Attach serial number sticker here to file a warranty claim\***  
Please file your claim through a Concorde Battery distributor.  
Claims faxed or mailed direct to Concorde will be returned. You must file your claim within 60 days of battery removal from the aircraft.

Distributor: \_\_\_\_\_

Contact: \_\_\_\_\_

Debit Memo Ref: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Distributors faxing for instant warranty should check one:

- Customer waiting - 15 minute turnaround requested.
- Credit memo requested anytime today.

**Warranty Coverages**

Should the CB Series or RG Series battery fail within the first 180 days from the date of installation or 300 hours of operation, whichever occurs first, it will be replaced by the distributor free of charge to the customer.

As a **reciprocating** engine starting battery or as a standby battery for essential power, the Concorde aircraft battery is warranted for two years (730 days) from the date of installation or for 1200 hours of operation, whichever occurs first. Should the battery fail after 180 days or 300 hours, but within two years (730 days) or 1200 hours of operation, the battery will be replaced or credit issued for a pro rata amount based on the days or operating hours of useful service life, whichever is greater.

As a **turbine** engine starting battery, the Concorde aircraft battery is warranted one year (365 days) from the date of installation or for 600 hours of operation, whichever occurs first. Should the battery fail after 180 days or 300 hours of operation, but within one year (365 days) or 600 hours of operation, the battery will be replaced or credit issued at a pro rata amount based on the days of useful service life, whichever is greater.

**Out of Box Failures / Minimal time in service:** Batteries submitted for warranty as "out of box" failures or with less than 90 days and/or 100 hours of operation may be subject to factory inspection prior to warranty credit being issued. In the event laboratory evaluation is required, Concorde Battery Corporation will issue a Return Material Authorization Number (RMA) so the battery can be returned freight prepaid to the factory for evaluation. If the battery fails to meet its minimum specifications, credit due will be issued and ground freight charges refunded. (Freight bill copy must be presented for credit to be issued). In the event the battery meets test specifications, warranty credit will be denied and the battery will be returned at the customer's expense.

(Please consult our website for the most current warranty information)  
(Exclusions listed on reverse side)

**Procedure for Warranty Adjustment**

This card is not intended to be used to register your battery. Battery registration is NOT required. Only complete this card if you have experienced a premature battery failure per the conditions contained herein.

1. Customer must fill in the "Customer" portion of the warranty card.
2. Customer must remove the serial number from the battery and attach it to the warranty card.
3. Customer must make copies of aircraft log book entries showing both installation and removal dates and aircraft hours indicating total time the battery was in service.

Without this information, the warranty claim cannot be processed.

4. Send warranty card and copies of the aircraft log book entries to a distributor stocking a replacement battery.
5. Distributor fills out their portion of warranty card.
6. Distributor faxes information side of warranty card and logbook entries to (626) 814-2886. **For claims of three or more, please submit information by mail.**
7. If approved, Concorde Battery will generate a warranty claim credit memo and fax distributor with the full credit or pro rata approval amount. If the correct information has been provided, this process should take no longer than 15 minutes if sent between 7:30 AM and 3:00 PM Pacific Time, Monday through Friday (Excludes holidays and factory shut-down periods).

**\*\*DISTRIBUTOR NOTE\*\***

**If customer does not include original serial number Sticker and log book entries showing both dates and hours of service, the warranty claim cannot be processed.**

**WARRANTY EXCLUSIONS**

The warranty covers defects in material and workmanship. The warranty does not cover abuse, neglect, over or under charging, installation, rental service or freight charges. **Warranty claims must be processed within 60 days of the battery being removed from the aircraft for warranty to be considered.**

This warranty constitutes the entire agreement between Concorde Battery Corporation and the purchaser. There are no other agreements or understandings regarding warranties.

Please contact Concorde Battery's  
Warranty Administration Dept. with any questions.  
Domestically (800) 757-0303      Internationally (626) 813-1234