

## Concorde Battery Corporation Limited Warranty Claim Card

This Limited Warranty Claim Card applies only to RG Series commercial aircraft batteries and assembly parts (temperature sensors, monobloc assemblies, front shell, back shell and heater control units) manufactured and sold by Concorde. This card is for warranty claim purposes only.

The complete terms and conditions of the Concorde Battery Corporation Limited Warranty for Commercial Aircraft Batteries are published on [www.concordebattery.com](http://www.concordebattery.com). In the event of any inconsistency between this Card and the Limited Warranty, the Limited Warranty shall control.

**This card is not intended to be used to register your battery. Battery registration is NOT required.**

End User: \_\_\_\_\_

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

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

Company Filing Claim: \_\_\_\_\_

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

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

Battery or Assembly Part Number: \_\_\_\_\_

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

Concorde Battery Corporation reserves the right to contact the End User and/or the Company End User is utilizing for the Warranty Claim.

**\*Attach serial number sticker here to file a warranty claim\***

**Please file your claim through a Concorde Battery Distributor.**

Claims supplied directly to Concorde will be returned. You must file your claim within 60 days of battery/assembly part removal from the aircraft.

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

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

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

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

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

### End User Procedure for Warranty Claim

1. Fill in the "End User" portion of the Warranty Claim Card.
2. Remove the serial number from the Battery or Assembly Part and attach it to the Warranty Claim Card.
3. Submit a copy of aircraft Logbook or Part History Log entries accurately reflecting the Battery or Assembly Part's operation time and the installation and removal dates.

**Without this information, the Limited Warranty is void.**

4. Send Warranty Claim Card and copies of the aircraft Log Book or Part History Log entries to a Distributor stocking a replacement battery.
5. Do not dispose of Battery or Part. A Return Material Authorization (RMA) may be issued to evaluate the claim of premature failure. Please note a returned battery or assembly part meeting the criteria for continued use will be returned and the warranty claim voided. Evaluation time may take up to four weeks from date of receipt at the Concorde factory. A service fee may apply.

Upon receipt of the claim, your authorized Concorde Distributor will complete their portion of this card and e-mail the Warranty Claim Card and Log Book or Part History Log data to Concorde at [orderentry@concordebattery.com](mailto:orderentry@concordebattery.com) within ten (10) days.

Concorde will determine whether the Battery or Assembly Part is eligible for credit, and, if so, whether the End-User is entitled to Full Warranty Credit or a Partial Warranty Credit. If applicable, a warranty claim credit memo will be issued to the Distributor with the credit amount. If complete and correct information has been provided, this process should take no longer than one business day Monday through Friday (Excludes holidays and factory shut-down periods). Please note Distributor claims processing time to the end user may vary.

(Limited Warranty Summary on reverse side)

## LIMITED WARRANTY SUMMARY

**The following is merely a summary. The complete terms and conditions of the Concorde Battery Corporation Limited Warranty for Commercial Aircraft Batteries are published on [www.concordebattery.com](http://www.concordebattery.com). In the event of any inconsistency between this Card and the Limited Warranty, the Limited Warranty shall control.**

### Coverage

If the Battery or Assembly Part fails during normal and customary use, due to defects in materials or workmanship, within 180 days (6 months) or 300 hours, whichever occurs first, from the Date of First Installation then Full Warranty Credit will be processed.

### Reciprocating Engine Starting and Standby Applications

If the Battery or Assembly Part fails during normal and customary use, due to defects in the Battery or Assembly Part's materials or workmanship, after the 180th day (6 months) but no later than the 730th day (24 months), from the Date of First Installation, or after the 300th hour but by no later than the 1200th hour of operation, based on the Logbook or Part History Log, whichever occurs first, then Partial Warranty Credit for the Battery or Assembly Part will be processed

### Turbine Engine Starting Applications

If the Battery or Assembly Part fails during normal and customary use, due to defects in the Battery or Assembly Part's materials or workmanship, after the 180th day (6 months) but no later than the 365th day (1 year), from the Date of First Installation, or after the 300th hour but by no later than the 600th hour of operation, based on the Logbook or Part History Log, whichever occurs first, then Partial Warranty Credit for the Battery or Assembly Part will be processed.

### Full Warranty Credit

Full Warranty Credit means that Distributor receives full warranty credit for the failed Battery or Assembly Part enabling Distributor to provide End User with full warranty credit, based on Concorde's price sheet in effect at the time End-User removes the Battery or Assembly Part from the aircraft based on the Log Book or Part History Log.

### Partial Warranty Credit

Partial Warranty Credit shall be calculated by reducing the Full Warranty Credit by the "Pro-Rata Charge". The "Pro-Rata Charge" will be calculated by determining the percentage of the useful service life of the Battery or Assembly Part used prior to the failure. The Pro-Rata Charge will be based on the number of days since installation or the number of hours of operation, whichever percentage is greater. For example, if warranty is claimed for a reciprocating installation where a battery is installed for 450 days and 550 hours the time frame of 450 days consumes 61.6% of the total days covered (450 days divided by 730 days covered). The hours installed consume 45.8% of the total coverage (550 hours divided by 1200 hours covered is 45.8%). Warranty credit would be based on days as 61.6% is greater and the Full Warranty Credit would be reduced by a Pro-Rata Charge of 61.6%.

### Warranty Termination

The Limited Warranty shall terminate if:

- The Battery or Assembly Part was not purchased new and unused, directly or indirectly, from a Distributor or OEM.
- The claim for warranty credit, including proper documentation, was not received by a Distributor within sixty (60) days from the date of the Battery or Assembly Part's removal.
- The Battery or Assembly Part has been abused, neglected, altered, misused, improperly installed, tampered with, damaged in shipment, over or undercharged, over-discharged or otherwise damaged through the act or neglect of a party other than Concorde.
- The Battery or Assembly Part has not been stored IAW Concorde's published procedures.
- The Battery or Assembly Part was not installed within 730 days (24 months) of the date the Battery or Assembly Part was shipped from Concorde to Distributor or OEM.
- The Battery or Assembly Part was not maintained IAW the most current revision of the applicable Component Maintenance Manual (CMM).
- The End-User does not fully comply with the warranty procedure.
- The Battery or Assembly Part is not available for immediate return to Concorde for evaluation.
- The Battery is a General Aviation type battery, designed to start reciprocating engines, that has been used to start or assist in starting turbine engine applications.

### Warranty Exclusions

The warranty covers defects in material and workmanship only. The warranty does not cover installation, removal, administrative costs, rental service or freight charges.

(Limited Warranty Claim Form on reverse side)

Please contact Concorde Battery's  
Warranty Administration Dept. with any questions.  
Domestically (800) 757-0303 Internationally (626) 813-1234  
E-mail - [customer-service@concordebattery.com](mailto:customer-service@concordebattery.com)

(Claims from distributors should be emailed to [orderentry@concordebattery.com](mailto:orderentry@concordebattery.com))