3.60"

4.25"

Dear Channel Partner

This portion of warranty card must be filled properly as per the guidelines within 7 days of sale/fitment, whichever is earlier. It is to be handed over to company's representative or to be posted directly to company, based on which company will process necessary documentation for the initiation of warranty. Otherwise company decision would be final.

LONGLAST POWER PRODUCTS LIMITED
Plot No. 150, Sector- 44, Gurugram, Haryana-122003
www.amaze-india.com, Email: care@amaze-india.com

DO NOT DISPOSE · Save the Environment by RECYCLING · Save the Environment by Planting TREES · Clean & Green ENVIRONMENT

Customer Support Division
LONGLAST POWER PRODUCTS LIMITED
Plot No. 150, Sector- 44, Gurugram, Haryana-122003
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RIDECHARGE W.C/JULY 2025

TOLL FREE NUMBER: 18002026260

SERVICES AVAILABLE*

UNDER WARRANTY

- WARRANTY REGISTRATION
- COMPLAINT REGISTRATION

Important: Remember to register your purchase with the company to avail warranty services.

OUT OF WARRANTY

- ANNUAL MAINTENANCE CONTRACT
- BATTERY MAINTENANCE

SERVICE RECORD

Date	Specific Gravity Cell 1	Cell 2	Cell 3	Cell 4	Cell 5	Cell 6	Voltage	Code* (A,B,C,D,E,F)	Dealer's Stamp/Sig

*Explanation of Code
A-Electrolyte Level Low B-Charger needs attention C-Electrical wiring needs attention D-battery needs recharge E-Clamp/Cable needs attention F-OK

Notes:
1. Battery servicing and filling of service record is mandatory
2. Claims will not be honored in case this is not adhered to.

BATTERY CARE TIPS

- Battery top should always be kept clean and dry. Always use a moist cotton cloth only. Never use a Woollen/Silk or Synthetic cloth, as it can create a spark.
- Apply Petroleum Jelly (Vaseline) externally over the terminals and cable clamps to avoid corrosion. Never apply grease. Terminal corrosion, dirt and moisture cause loss of power and make battery weak.
- The electrolyte level should be maintained sustaining the electrolyte level up to the bottom of filling hole during installation or during topping up. Use only battery grade distilled water for topping-up. Do not top up with acid / electrolyte / mineral water or tap water.
- The cells loose water during use. Check your battery regularly and maintain the electrolyte level within the band marks indicated.
- Match charger to battery.

CAUTION

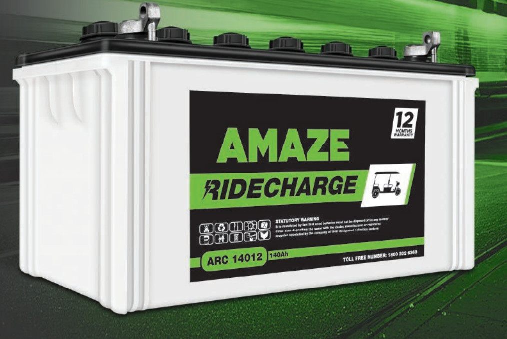
1. Keep away from sparks, cigarettes, open flame. These can cause explosions.
2. Avoid metallic contact across terminals, as this result in short circuit and sparking.

PLEASE NOTE

1. As per the Battery Waste Management Rules 2022, it shall be the responsibility of the consumer to ensure that used batteries are not dispose off in any manner other than depositing with the dealer.
2. To discard waste battery separately from other waste streams especially from mixed waste, domestic waste streams.
3. To ensure that waste battery are disposed off in an environment friendly manner by giving it to an entity engaged in collection or refurbishment or recycling.

AMAZE

RIDECHARGE



WARRANTY CARD

MODEL NAME	WARRANTY PERIOD	TYPE
ARC 13009	0-9 months from the date of sale or 10 months from the date mfg. which ever is earlier.	Free Replacement.
ARC 14012 ARC 13512	0-12 months from the date of sale or 13 months from the date mfg. which ever is earlier.	Free Replacement.
ARC 14015	0-15 months from the date of sale or 16 months from the date mfg. which ever is earlier.	Free Replacement.

WARRANTY TERMS

1. This warranty card is a very important document & customers are advised to have this completely filled & kept in a safe place. In the event of a manufacturing defect in the battery during the warranty period, this warranty card will be required along with the original invoice to process the claim. The company processing a claim will not entertain incomplete warranty details.

2. One portion of this warranty card is a tear-off & is to be completely filled & left with the dealer from whom the battery is purchased. This in turn will be sent to the company for registration of warranty.

3. The warranty of your battery shall become null & void if:

The battery is transferred to a third party,
The battery is found to be mishandled,
The battery is not connected properly & is deployed to wrong use,
The contents of the Warranty Card & invoice are found to be tampered with,
The bar code sticker of the Warranty Card defaced or tampered with,
The bar code sticker number of the warranty card and the bar code sticker number of the battery in not matching,
The battery is found to be damaged due to improper handling by unauthorised personnel, fire, excess heat, theft, accident, willful abuse or overcharging,
The battery is found bulged due to overcharging,
The battery is found with high gravity electrolyte (i.e. > 1.280 for RP13009 & RP14012,
The battery topping up with battery grade distilled water is not done periodically. It is not recommended to use Tap water, bore-well water, RO water and rain water for necessary topping up of battery,
Any electrolyte or material other than battery grade distilled water is used in the battery.
Not used as a set of four numbers of Luminous E-rickshaw batteries in standard application.

4. Our batteries are warranted solely against poor workmanship and use of faulty material. Consequent liabilities will not be entertained.

5. It is the responsibility of the customer to bring suspected battery to the nearest authorised service centre instead of any trouble.

6. In case your battery develops a fault, you may contact any of our Authorised Service Providers. The list of our Authorised Service Providers shall be provided by the dealer from whom you have purchased the battery. It is advised that due care should be taken to ensure that the battery has not been opened or repaired by an unauthorised service personal, as this would render your claim. The defective battery should be returned on "freight paid", in an unopened condition and filled with electrolyte. Delivery of the repaired / replaced battery will be given to customer at the same point.

7. The right to determine whether the battery needs repair, rectification, free replacement rests with the company.

8. In case the defective battery is replaced or repaired free of cost, the warranty of such a battery will commence from the date of purchase of the original battery as mentioned in the original warranty card. Also, the defective battery then becomes a property of the company & no rebate or scrap value will be given for it. In case of pro-rata warranty the battery should be return to the dealer.

9. Breakages of the container or terminals of the battery are not covered by this warranty.

10. Should the battery require to be charged during the warranty period the same will be done on chargeable basis. This service is not covered under the purview of this warranty.

11. In case a battery model is phased out, the Company reserves the right to provide another model of the same capacity and suited to the application, as settlement of warranty.

12. The warranty on the battery being replaced Free of Cost shall commence from the date of sale of the original battery as stated in the original Warranty Booklet & not from the date of the replacement given.

13. All disputes are subject to jurisdiction of civil court in Delhi.

PRECAUTIONS

Your battery is made of Lead & Sulphuric Acid, both of which are dangerous materials to handle.

PLEASE DO NOT

- Allow children to come close to the battery.
- Handle the battery yourself (always avail of the services of our authorised service personnel),
- Empty the battery container of its electrolyte as it could pollute the air, ground & water with poisonous material.

PLEASE REMEMBER THAT LEAD ACID BATTERIES CONTAIN VERY TOXIC & HAZARDOUS SUBSTANCES THAT COULD CAUSE IRREVERSIBLE DAMAGES TO HEALTH & ENVIRONMENT. UNLESS HANDLED PROPERLY, LEAD COULD CAUSE POISONING AND AFFECT THE NERVOUS SYSTEM THEREBY RESULTING IN IRREVERSIBLE RETARDATION & SUBSEQUENT DEATH.

IMPORTANT NOTIFICATION OF THE GOVT. OF INDIA IN REGARD TO HANDLING OF BATTERIES:

It shall be the responsibility of the Consumer to ensure that used batteries are not disposed of in any manner other than depositing with the dealer, manufacturer, re-conditioner or at the designated collection centres.

Hence, please do not discard the battery in a trash can or give/sell to a non-authorised person.

It is mandatory for our authorised dealers to accept a used battery and provide a corresponding rebate on purchase of a new battery.

Please note that violations of these guidelines may lead to legal action / prosecution by the Government Authorities.

Customer Details

Name:
Address:
City:
State: Pin Code:
STD Code: Tel. No.:

Battery Details

Battery Type:
Sr. No./Mfg. Code:
Invoice No.:
Invoice Date:

Details of Replaced Battery

Model	Sr. No. of Replaced Battery	Date of Replacement	Challan No. of Replacement

Dealer Name, Address & Tel. No.

IMPORTANT: TO BE FILLED BY THE DEALER AT THE TIME OF SALE & TO BE HANDED OVER TO COMPANY REPRESENTATIVE OR TO BE POSTED DIRECTLY TO COMPANY WITHIN 7 DAYS TO REGISTER WARRANTY

Customer Details

Name:
Address:
City:
State: Pin Code:
STD Code: Tel. No.:

Battery Purchase Details

Invoice No.:
Invoice Date:

Dealer Name, Address & Tel. No.