SALEM

SURYA

BATTERIES

Committed Power

APPROVED ICAT GOVT OF INDIA

USER MANUAL

Mera Dost E-Rickshaw BATTERY

SALEM **SURYA** *Mera Dost* **E-Rickshaw** BATTERIES

CONGRATULATIONS.....

You are now the proud owner of a SURYA Mera Dost E-Rickshaw Battery!

Every SURYA Battery is thoroughly inspected and tested to ensure quality and reliable performance before dispatch. Manufactured using advanced technology and modern manufacturing standards, SURYA Batteries are designed to deliver dependable performance and long-lasting service.

SURYA Batteries – Powering Your Trust Since 1998.

Table 01: SURYA E-Rickshaw Battery Warranty Details as Follows

Model	Warranty Details	
SMD 1400	0 – 6 Months	Free Repair or Replacement
SMD 1500	0 – 9 Months	Free Repair or Replacement
SMD 1700	0 – 9 Months	Free Repair or Replacement
SMD 1800	0 – 12 Months	Free Repair or Replacement
SMD 2000	0 – 15 Months	Free Repair or Replacement
SMD 1200L	0 – 12 Months	Free Repair or Replacement

a) Terms and Conditions of Warranty as follows

1. **SURYA** E-Rickshaw Tubular Batteries are warranted against all defects in material and workmanship for a period as mentioned in the Table 01, subjected to conditions mentioned in this Warranty Card.
2. Liability under this warranty is limited to making good of defects arising solely from the use of faulty material and workmanship during manufacture and developing under warranty is only applicable if these batteries are used as per the Company's specified E-Rickshaw application. Consequential liabilities will not be entertained.
3. The warranty period commences from the date of purchase by the Original Customer.
4. In the event of any complaint, the customer has to contact **SURYA** Service help line number (9.00 am to 6.00 pm) 1800 889 2540 (South India) | 1800 120 1644 (North India) for registration of complaint.

5. Batteries are to be used only in sets of 4 for 48V System & 5 for a 60V System, having the same month of manufacture, and the same Ah Capacity.
6. Free of cost warranty expiry allows a maximum One month storage period at dealer/Retailer point from company invoice date or stipulated warranty period from the date of sale to the customer, whichever is earlier.
7. If the battery is not serviceable at customer's place, customer has to deliver the Defective battery must be returned with complete electrolyte to the nearest **SURYA** authorized service centre or to the assigned dealer in places where service centre is not available, as advised by **SURYA** Customer Service, along with copies of duly filled, stamped, signed warranty card and authenticated Invoice / Bill with respective battery serial number on it.
8. The defective battery should be delivered in untampered and freight paid by the customer.
9. Rectified battery has to be collected from the same point by the customer, after the service.
10. In case of any warranty claim, along with complaint product, duly filled, stamped, signed original warranty card and authenticated Invoice/ Bill in original with respective battery serial number on it, must be produced, without which the claim will not be entertained.
11. The right to determine whether a battery needs Repair, Rectification, Free Replacement rests with the company.
12. Defective battery arising out of free Replacement will become the property of the Company and no scrap rebate will be given for it.
13. The warranty will only be handled at Authorized Dealer/Distributor point. To get maximum life of the batteries it is advised that check both battery and vehicle electrical system once in every 3 months.
14. The warranty period on the battery being replaced at free of cost, shall commence from the date of sale of the original battery as stated in the original warranty card and not from the date of replacement given.

15. In the event of any particular battery model being phased out, the company reserves the right to provide another model of the same capacity as settlement of warranty.
16. In the case of a service battery issued, it must be returned within 15 days. Failing which a nominal charge per day will be levied.
17. Kilometer run is not covered under the replacement policy as it depends on the size, load and the state of maintenance of the batteries.
18. The charging system of the vehicle will be checked by the Company's authorized personnel or dealer / Distributor before finalizing the Warranty Claim.
19. All liabilities under this warranty will cease if the battery is:
    a. Transferred to any other party other than the original purchaser.
    b. Used in any application other than that specified by the company.
    c. Found to have additives, dopes, anything else other than battery grade de- mineralized water added to electrolyte.
    d. Used in Non- E-Rickshaw Vehicular Application.
    e. Damage due to fitment of additional accessories in the E-Rickshaw other than the original fitment.
    f. Out of warranty period.

20. The warranty does not cover if:
    I. Defects/Damages caused by certain unusual conditions such as Water Logging, Misuse, Transit Damage during purchase, abnormal voltage supply, fire, lightning, Natural events or Disasters, or while in transit to or from the service centre, Electrical system (Charger, Motor, Controller, Wheel Jam & Damaged Wiring), negligent maintenance, incorrect charging, improper topping up, deep discharge or over charge, improper handling, service of the battery by unauthorized dealer/electrician, wilful abuse, not in use for more than 3 months. The

warranty obligation does not also cover charges, if any, incurred on account of services rendered which are outside the ambit of warranty.

II. Breakage or deformation of container and top lid, breakage /deformation of terminal due to mechanical shock or hammering.

III. Damage to the battery due to contamination of electrolyte. For topping up purposes use pure distilled water confirming to IS spec.No.1069-1993-with subsequent amendments.

IV. If the battery has been overcharged causing the battery to bulge or remain in a state of undercharge anytime during its operation, i.e. battery voltage is <10.5V.

V. Battery is in dry condition, i.e., no electrolyte in the battery.

VI. Damaged battery terminals due to shorting or corrosion.

VII. Mix-up of Ah Capacity or of varied brands fitted in the E-Rickshaw.

VIII. If the recommendation on battery charging voltage given under maintenance tips is not maintained.

IX. Battery operated in discharged condition for long period

X. Battery exposed to Sun or any heat source.

XI. The QR code sticker number of the warranty card and QR code sticker number of battery is not matching.

21. Customer details, E-Rickshaw Details, etc, must be recorded completely in the warranty card by the dealer during the time of sale to end customer. In case of incomplete information on the warranty card, the warranty claim may be liable to be held invalid.
22. Recharging of discharged battery will not cover under the purview of warranty, which will be billed extra.
23. As per principle and technology of Lead Acid Battery, the backup duration will gradually decrease with every year of usage. This rate of decrease depends on various factors like frequency of charge/discharge, depth of discharge etc..

24. That after expiry of the standard warranty period, any inspection, repair, or servicing of the product, if requested by the customer, shall be provided on a chargeable basis and shall be subject to availability of spare parts at the time-of-service request.
25. All disputes are subjected to Jurisdiction of civil court in Salem. Customers are deemed to have read, understood and agreed to these conditions at the time of purchase.

b) Installation & Maintenance

1. Batteries have to be fitted and operational within 2/3 Months from the date of mfg. code. Batteries which have been stored more than 2/3 Months, such batteries need to be given a freshening charge using the Company approved charger.
2. The Batteries should be firmly secured in the battery holding cradle. ensuring that the cable clamps fit tightly and properly on the terminals. A loosely held battery vibrates and bounces, causing damage to the container and the plates.
3. It is mandatory to use a rubberized packing below the batteries prior to installation.
4. Ensure that the batteries are connected in the right polarity. A wrong polarity fitment will damage the electrical systems in the E-Rickshaw.
5. The Battery top should always be kept clean and dry. Always use a moist cotton cloth only. Never use Woolen/Silk or Synthetic cloth, as it can create a spark.
6. 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 the battery weak.
7. Water loss will take place during usage. Check your batteries regularly and maintain the electrolyte level up to the bottom of the Vent-hole Always use pure DM (Demineralized water)

8. To ensure better life of the battery it is mandatory not to over discharge or overcharge, as both these affect the battery life.
9. **Check the water level every 15 days such that the level is always up to the bottom of the filling-plug**.
10. The batteries have to cool down before using the E-Rickshaw. Never use the batteries just after recharging and it is hot. For better performance of battery, ideal ambient temperature is 10°C to 40°C.
11. While recharging the batteries fitted in the E-Rickshaw ensure that the seat covers are raised.

c) Caution:

1. Keep away from sparks, cigarettes and open flame. These can cause explosion.
2. Battery never be exposed to Sun.
3. Terminal corrosion, dirt and moisture can cause loss of power and make the battery weak.
4. Avoid metallic contact across the terminals, as this can result in short circuit and sparking.
5. It is strongly recommended, not to use/add any battery additives or dopes in battery.
6. Keep out of reach of children.

d) Re-Charging Instructions:

a) Recharge the battery using a CC-CV/SMPS automatic Charger such that the CCV (Close Circuit Voltage) measured across the battery terminal is maintained at 15.9±0.3V in a 12V System or 63.6±0.2V in a 48V System or 79.5±0.2V in a 60V system.

b) The battery should not be discharged below 10.8V the discharge meter supplied by the OEM.

STATUTORY NOTICE

In accordance with the Government of India, Ministry of Environment and Forests' notification on Batteries (Management & Handling) Rules, 2001, it is the responsibility of every consumer to ensure that used Lead-Acid Batteries are not disposed off in any manner other than returning to Dealer for recycling of hazardous lead content. Please contact your Dealer for trade-in purpose.

Note: Clause 10, Responsibilities of consumer or bulk customer

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, importer, assembler, registered recycler, or at the designated collection centers.

SURYA's Commitment to Environmental Sustainability

At SURYA, we take our responsibility towards the environment seriously. As part of our commitment to sustainable practices, we adhere to the principles of Extended Producer Responsibility (EPR). This policy ensures that we are accountable for the environmental impacts of our products throughout their entire lifecycle – from design and production to disposal. We are proud to announce our **EPR - Battery Waste Registration Certificate number is 584531** By implementing these practices, we contribute to a cleaner, greener future for all.

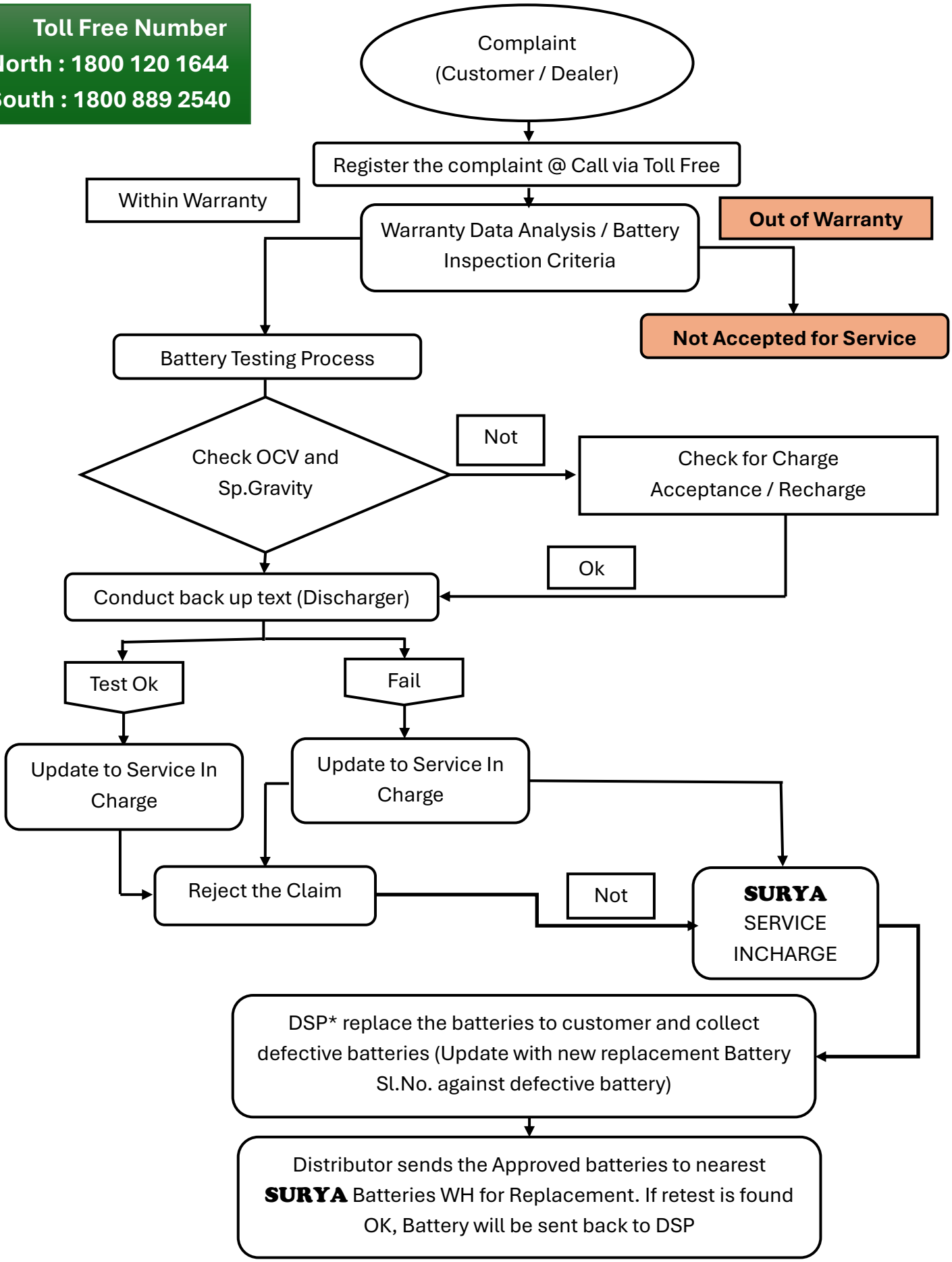
DO's & DON'TS FOR E-RICKSHAW TUBULAR BATTERY

1. Always clean the top surface of battery from dry cotton cloth and prevent from dust.
2. Always check the sulphation of terminals. If found, clean it. After cleaning, apply petroleum Jelly.
3. During connection of the battery never ever tightened the fasteners not more than 8 to 10 Nm torque, it will cause cracked down the terminal.
4. Always check the battery electrolyte at regular intervals. **Every 15 days**
5. Always use De-Mineralized Water for top up the cells. Never add Normal or Tap water. It will lead to contamination of electrolyte which affects the battery and its life.
6. Before usage, battery should be 100% charged then only take for use. No partially charge battery taken for use.
7. Always use correct rated Motor, Controller and Wiring for the battery as mentioned in the E-Rickshaw Manufacture User Guide.
8. Always make sure the cable connection will not be loose. It should be properly tightened to prevent sparking & terminal heating
9. All terminal bolts have to be tightened with plain washers. The tightness of all bolts to be checked once in every 15 days.
10. Always keep the batteries placed away from sparks, fire, cigarettes etc.
11. Always follow application chart for usage of battery provided in User Manual
12. Always follow the instructions before installing the battery provided in User Manual
13. Remove watches, rings or other metal objects when performing connection, cleaning or installation task on battery
14. Do not lay tools or metal parts on top of batteries
15. For installing the battery, disconnect charging source and load, before connecting or disconnecting terminals

16. In case of contact with electrolyte of water to your skin, immediately flush the area thoroughly for 15 minutes under tap/open water source.
17. In case of eye contact with battery electrolyte, immediately wash your eyes and take medical consultation attention if required
18. Never ever dispose the battery directly, it should be disposed through channel in accordance under local/state/federal regulations.

Warranty Claim Procedure

Toll Free Number
North : 1800 120 1644
South : 1800 889 2540



*Distribution Service Provider

Scan to Register
Your Product &
Get Digital Warranty

SALEM
SURYA
BATTERIES
Committed Power

www.suryabatteries.com

Unit I :
76, The Salem Industrial Co-op. Estate,
Udayapatty, Salem - 636 140.
TAMILNADU, INDIA.

Unit II : Plot No.F-19, Industrial Area,
Phase-1, Ram Nagar, Varanasi - 221 110,
Uttar Pradesh, INDIA.

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