

Century Res-Q Warranty Policy

CONDITIONS OF WARRANTY

CENTURY BATTERY sold by Century Res-Q (Entity Logistic Sdn Bhd) is fully warranted against material and workmanship defects. If the battery fails within the specified warranty period due to quality defects as inspected by authorized Century Motolite Battery Sdn Bhd Distributors and Representatives and warranty limitations stated below do not apply, the battery will be replaced free of charge.

WARRANTY PERIOD: (FROM DATE OF PURCHASE OR KM)

- Marathoner Max / Excel warranty for Petrol Vehicles for Private Use – 18 months or 30,000KM (Whichever earlier)
- Motolite warranty for Petrol Vehicles for Private Use – 12 months or 20,000KM (Whichever earlier)
- Marathoner Max / Excel / Motolite warranty for Diesel Vehicles for Private Use – 6 months or 20,000KM (Whichever earlier)
- Marathoner Max / Excel / Motolite warranty for Taxi/Bus/Truck/E-hailing/Commercial Vehicles – 6 months or 20,000KM (Whichever earlier)

Note: The warranty period of the replacement battery will be computed as the warranty period of the original battery purchased, less the consumed service life of the original battery.

WARRANTY LIMITATIONS/ EXCLUSIONS:

1. Battery fails because of overcharging or undercharging due to faulty charging or electrical system of the vehicle.
2. Damage due to negligence, abuse, mishandling, accident and explosion.
3. Damage due to fire, floods and other acts of nature.
4. Any incidental or consequential damages arising from failure of battery.
5. Tampering of labels, codes and other official markings will void the warranty of the battery.
6. Transfer of ownership, or transfer of use to another vehicle.
7. There is evidence that chemical additives were used or contamination is present in the electrolyte.
8. The battery has been altered, modified or misused other than its original design and purpose.
9. Prolonged vehicle storage (> 1~2 weeks) resulting in battery discharged or failure.
10. Battery of lower capacity and/or smaller size is used, that recommended by the manufacturer, will void the warranty.

IMPORTANT: In making a warranty claim, the customer must have the dated sales Invoice/ receipts to the dealer where battery was purchased. Warranty claim will not be entertained without valid documents as mentioned.

*Warranty is irreplaceable and non-transferable.

*Warranty is valid only in Malaysia.

Product Information and Care Instructions:

1. For Maintenance Free (MF) battery never detach the lid sticker/ label nor temper with the electrolyte during the warranty period.
2. Ensure correct polarity when installing your battery, incorrect installation will damage your alternator and other auto-electrical system components. See package for details of proper installation.
3. Install battery cable terminals securely. Loose connections will lead to battery failure due to undercharging.
4. Maintain appropriate battery clamping tightness.
5. Refer to vehicle manufacturer recommendation for the correct battery size for your vehicle. Underrated battery will lead to shorter life.

For batteries purchased from Century Res-Q (Entity Logistic Sdn Bhd), all customers with our digital receipt as proof of purchase are eligible for warranty claim service within our service coverage zones. Please contact 017-2935515 for warranty service if found battery not working. Our technicians shall come service within our office hours at best effort basis on the same day or next day. Temporary battery will be provided while the problematic battery is sent back for factory inspection. New battery will be delivered to customer to replace the temporary battery if found the problematic battery is indeed manufacturing defect. The replaced battery will carry the remaining warranty based on the original date of purchase and mileage during purchase.

Please be advised that battery discharged/damaged caused by vehicle alternator issue, or wiring issue, or forgot to switch off lights, or long storage without start, or improper use of electrical accessories, or user abuse, or any issues not related to battery manufacturing defect are not covered under warranty. For eligibility of battery warranty, customers shall be responsible to maintain the proper and sufficient charging of battery by ensuring vehicle alternator/wiring at proper working condition. We reserve the rights to reject warranty claims for improper vehicle engine/wiring modifications not certified by the vehicle manufacturer.

Service charge (refer table below) will be charged for each on-site warranty visit requested by customer. Customers are also welcome to direct visit Our Warranty Hubs for warranty claim. No service charge for walk-in customers.

Distance	Warranty Service Charge (Door to door)
Within 30km	RM20
31km to 40km	RM40
41km to 50km	RM50
51km to 60km	RM60
61km to 70km	RM70
71km to 80km	RM100
Above 80km	RM120

Entity Logistic Sdn Bhd shall only be responsible for the warranty coverage of the car battery sold by Entity Logistic Sdn Bhd. Entity Logistic Sdn Bhd shall not be responsible for any issue arise for the vehicle or the vehicle warranty as it is entirely customer decision and consensus to install a higher or lower specification battery. Please be advised that any further system reset (if required) after battery replacement is to be carried out by customers at own service centre at customer’s own cost.

Goods sold are not refundable. Please note that there is RM40 cancellation charges if customer decides to cancel order when goods are delivered.

Please contact 017-2935515 if any further information required.

*Terms & Conditions are subjected to change without prior notice.