



PRODUCT USER GUIDE & WARRANTY POLICY

Simple Care. Safer Use. Better Performance.

PART A — BATTERY USAGE & SAFETY GUIDELINES

1. FIRST-TIME USE & CHARGING

- New batteries may be partially charged. Fully charge the battery before first use using a compatible charger.
- Battery performance may stabilise after a few normal charging cycles. Do not intentionally discharge the battery completely.
- Use a compatible charger and follow the laptop manufacturer's charging recommendations.

2. DAILY USAGE & BATTERY CARE

- For better battery longevity, maintain the charge level between approximately 20% and 80% whenever practical. Charging to 100% when required is acceptable.
- Avoid frequent complete discharge or allowing the laptop to shut down due to low battery.
- Reduce unnecessary power consumption by adjusting screen brightness, closing unused applications and enabling power-saving settings.
- Use Sleep or Hibernate mode when appropriate and keep the laptop's power-management software updated.

3. BATTERY STORAGE & PRECAUTIONS

- For extended storage, maintain approximately 40–60% charge and store the battery in a cool, dry place.
- Check the battery charge periodically and recharge when necessary.
- Avoid exposure to direct sunlight, extreme temperatures, moisture and excessive heat.
- Keep laptop ventilation areas unobstructed during operation and charging.

4. IMPORTANT SAFETY INSTRUCTIONS

- Do not puncture, crush, drop, disassemble, short-circuit or attempt to modify the battery.
- Keep the battery away from fire, water, liquids and excessive heat.
- If the battery becomes swollen, leaks, emits an unusual smell or becomes excessively hot, stop using it immediately. If safe, switch off and disconnect the device and seek qualified technical assistance.
- Never attempt to repair a damaged battery yourself.
- Dispose of used batteries only through authorised battery-recycling or e-waste collection facilities.

5. BATTERY PERFORMANCE & TROUBLESHOOTING

- Mild warming during charging or normal use is expected. Excessive heating requires professional inspection.
- If charging fails, check the charger, charging port and connector for compatibility and visible damage.
- If the battery percentage appears incorrect, allow the device to cool, restart it and follow the manufacturer's troubleshooting recommendations.
- Battery capacity naturally reduces with age and usage. Unusually short backup time may require a battery-health inspection.
- Battery health and discharge behaviour may be monitored using PassMark BatteryMon 2.1 software, available from the official website: <https://www.passmark.com/products/batmon/index.php>
- Software readings are indicative and do not replace professional technical diagnosis. PART B — WARRANTY TERMS & CONDITIONS

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6. CATEGORY-WISE WARRANTY PERIOD

Product Category	Warranty Period
Laptop Battery	12 Months
Laptop Adapter	12 Months
Power Cable	12 Months
Type-C to Type-C Cable	12 Months

For more info:



CUSTOMER CARE NO: 011- 47018310
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7. DEAD ON ARRIVAL (DOA) POLICY

- DOA eligibility is valid for 30 days from the invoice date.
- The original serial number/date-code sticker must be intact, legible and free from tampering.
- A product confirmed defective by the authorised service centre will be eligible for replacement with a new product.
- Original packaging and supplied accessories are mandatory for DOA claims.

8. WARRANTY SERVICE & RMA PROCESS

- Defective products must be submitted to the authorised service centre for inspection and verification.
- The service centre will aim to complete repairs within 7 working days from the date of receipt. This is a service target, not a guaranteed deadline.
- If the product cannot be repaired, a suitable replacement will be offered first, subject to warranty eligibility and product availability.
- If neither repair nor replacement is possible, a credit note may be issued according to the depreciation schedule below.

9. REPLACEMENT & CREDIT NOTE POLICY

- A replacement will be provided for products confirmed unrepairable under valid warranty conditions, subject to availability.
- Where applicable, customers may opt for an upgraded product by paying the price difference.
- A credit note will be considered only when repair and replacement are not possible, after warranty verification and approval by the authorised service centre.
- The credit note value will be calculated as a percentage of the original product invoice value according to the following schedule:

Credit Note Depreciation Schedule

Period from Invoice Date	Credit Note (% of Original Invoice Value)
0–90 Days	100%
91–180 Days	75%
181–270 Days	50%
271–365 Days	25%

10. WARRANTY EXCLUSIONS

Warranty will not be applicable under the following circumstances:

- Missing, damaged, altered or tampered serial number/date-code/warranty stickers.
- Physical damage, burning, liquid damage or evidence of product tampering.
- Unauthorised repair, modification or attempted servicing by any service provider other than a TEKSUS-authorised service centre.

11. GENERAL WARRANTY CONDITIONS

- All warranty claims are subject to product inspection and verification by the authorised service centre.
- Replacement and credit note eligibility are subject to the applicable warranty conditions.
- Warranty terms and conditions are subject to change without prior notice, subject to applicable law. **IMPORTANT SAFETY NOTICE**
Stop using any battery showing signs of swelling, leakage, physical damage or excessive heating. Do not puncture, press, open or attempt to repair the battery. Seek qualified technical assistance and follow authorised e-waste disposal procedures. TEKSUS — Reliable Power. Responsible Care.

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