



Nothing but **HEAVY DUTY.**®

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## **Denied Warranty On Batteries Examples**



# Warranty Periods

Battery Pack Cat. No.	Platform	Battery Description	Chemistry	Warranty Period (from date of purchase)
48-11-2830 48-11-2855	M28 M28	XC XC	LITHIUM-ION	Four (4) Years
48-11-1812 48-11-1828 48-11-1840 48-11-1850 48-11-1850R 48-11-1860 48-11-1861 48-11-1865 48-11-1880 48-11-1890	M18 M18 M18 M18 M18 M18 M18 M18 M18 M18	HD12.0 XC/XC3.0 XC4.0 XC5.0 XC5.0 Res. XC6.0 FORGE XC6.0 HO XC6.0 HO XC8.0 HD 9.0	LITHIUM-ION	Three (3) Years
48-11-2402 48-11-2440 48-11-2460 48-11-2450	M12 M12 M12 M12	XC XC4.0 XC6.0 XC5.0		
48-11-0490 48-11-1815 48-11-1820 48-11-1835 48-11-2001 48-11-2401 48-11-2420 48-11-2430 48-11-2425	4V M18 M18 M18 M4 M12 M12 M12 M12	 CP1.5 CP2.0 CP3.0 2.0 CP1.5 CP2.0 CP3.0 HO CP2.5	LITHIUM-ION	Two (2) Years
MXFCP203 MXFXC406 MXFXC608 MXFHD812	MX FUEL MX FUEL MX FUEL MX FUEL	CP203 XC406 FORGE XC6.0 FORGE HD12.0		
48-11-0100 48-11-1024 48-11-1830 48-11-1970 48-11-2230	2.4V 14.4V V18 12V 18V	 2.4 Ah  NiCd 2.4 Ah	Ni-Cd / Nickel-Cadmium, Ni-MH / Nickel-Metal-Hydride  LITHIUM-ION	One (1) Year
48-11-2130 48-11-2131	USB USB	 3.0	LITHIUM-ION	Two (2) Years

Confirm if the item is still under its defined warranty period.

## If Customer provided a Proof of Purchase

- Use this date as the start of the warranty period
- Calculate the end date using table to the left
- If **today's date is < End Date** move forward with steps in the rest of the document.
- If **today's date is > End Date** this item is out of warranty.

## If Customer has not provided a Proof of Purchase

- Use MFG date from SN as start of the warranty period
- Calculate the end date using table to the left
- If **today's date is < End Date** move forward with steps in the rest of the document.
- If **today's date is > End Date** this item is out of warranty.

### Date Code Check - M18



Date Code format: YYMMDD

This Date Code Reads: 180613 = 06/13/2018



Date Code format: YYMMDD

This Date Code Reads: 130119 = 01/19/2013

### Date Code Check - M12



Top of Red Case Date Code Style  
This Date Code Reads: 180403 Which translates to: 04/03/2018



Laser Engraved Date Code Style  
This Date Code Reads: 160707 Which translates to: 07/07/2016

### Date Code Check - M4



This translates to: 12/11/2012

### Date Code Check - RLUSB



Date Code format: YYMMDD This Date Code  
Reads: 180303 = 03/03/2018

### Date Code Check – M28



Date Code Format: YYMMDD = Cell Identifier

Date Code Reads: 140924R This translates to:

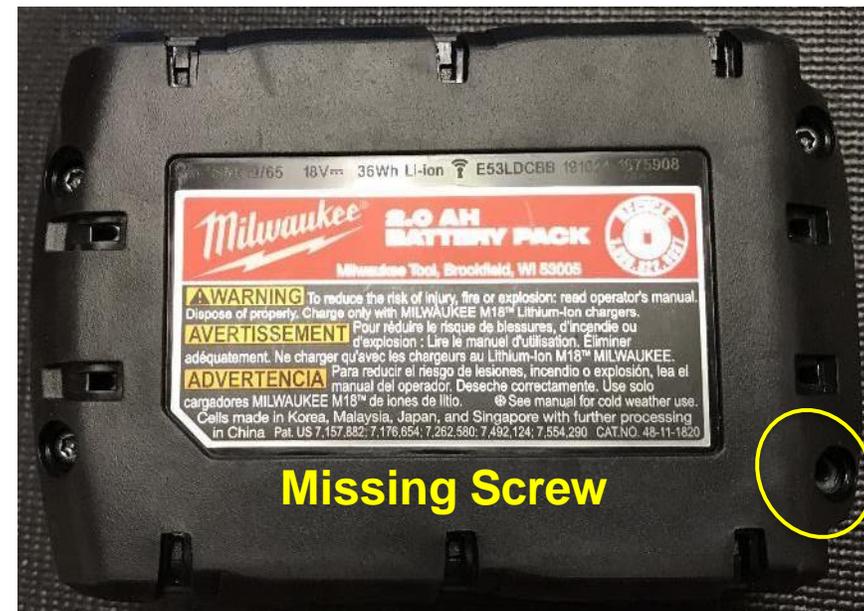
09/24/2014



# Missing Fasteners / Components

The battery is missing a screw or component (such as the red latch) but not from damage. (Out of box failure)

**Warrantable**





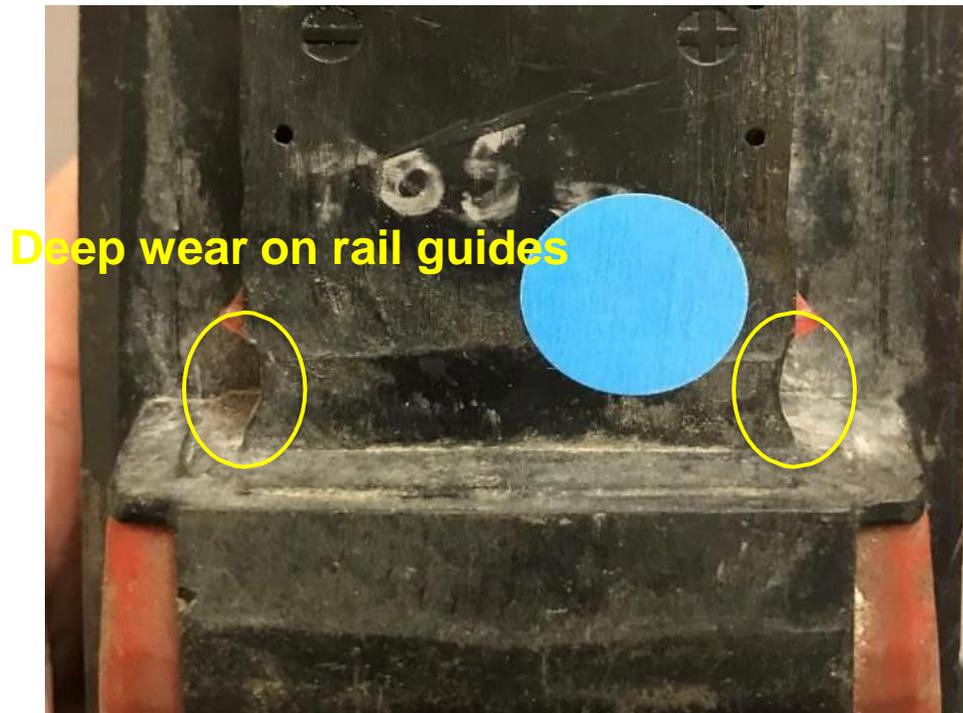
# Latches | Slides | Guides | Handles | Locks Non-Functional

The battery latches fail to secure pack to tool / The red latch fails to depress.

**Warrantable**

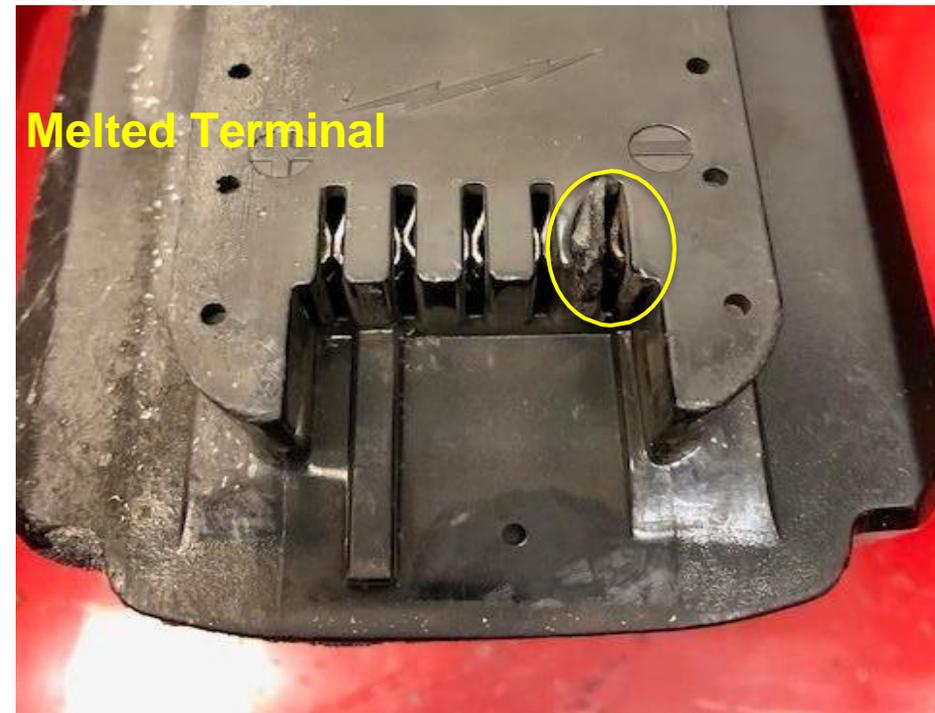


# Battery interface issue- Rails or Terminals



Battery Interface issue, excessive wear caused by tool side wear-out and high vibration

**Warrantable**



Battery Interface issue, Melted Terminal

- IF possible, Capture info about tool used on
- IF repeated claims from same end-user claim needs manager review

**Warrantable**



# M18 Plastic Housing Damage / Cracking - Minor



Broken Screw boss



Fuel Gauge Sticker or Side Label Peeling



Broken Fuel Gauge Button

## Examples of Housing Damage – Minor

- For coded as Minor, the overall pack condition is good with just Key damage that could inhibit user experience
- Packs should continue evaluation steps to confirm this minor damage is not primary concern.
- Cases with top housing separation from the bottom housing would also be considered minor.
- More extreme than this is considered Major

## Warrantable



# Plastic Housing Damage / Cracking – Major



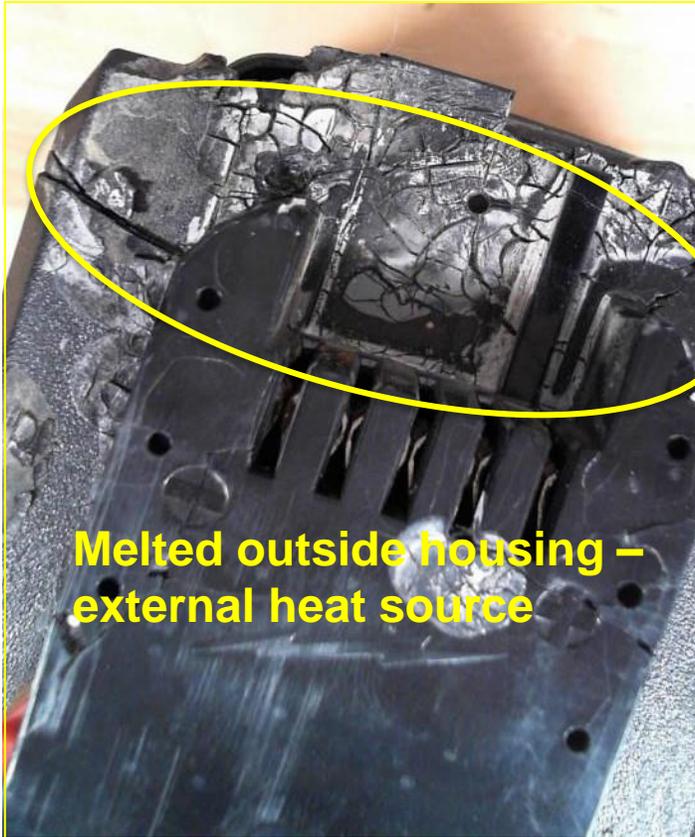
Examples of what is considered housing damage - Major

- Large Cracks, Large Pieces Missing, Chemical Exposure, External Heat

**Denied Warranty**

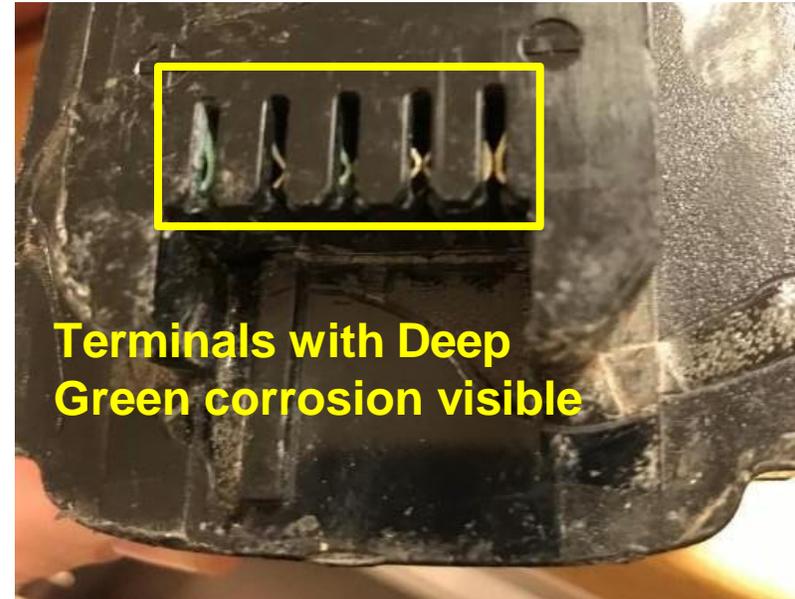
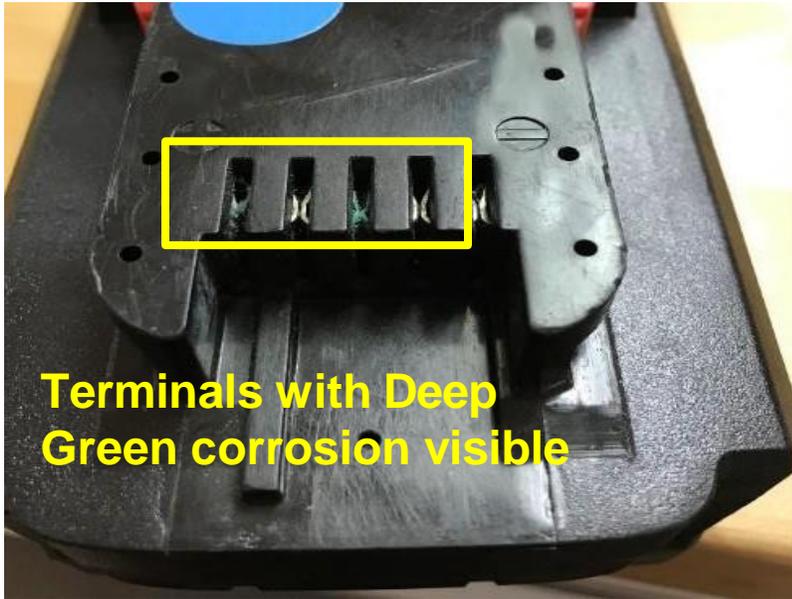


# Plastic Housing Damage / Cracking – Major



External Heat source Damage, with only superficial plastic melting  
**Denied Warranty**

Chemical exposure seen by “Graying” of plastic housing (Usually acetone base cleaners) Crack caused weaken plastic  
**Denied Warranty**



The pack shows heavy signs of environmental exposure.

Heavy Corrosion on the terminals means there is a high likelihood of corrosion on the cell straps and PCBA

**Denied Warranty**

- Many of Fraud Packs involve removing Battery cells and replacing with an item to simulate normal Pack weight
- Most FRAUD Packs can be identified by no terminals visible.

Example of Counterfeit Product / FRAUD

- Requires manager notification

**Denied Repair**



No Terminals Visible

Suspected FRAUD



Terminals Visible



Milwaukee Product



Counterfeit



Counterfeit



Milwaukee Product



Counterfeit



Counterfeit



Milwaukee Product

Examples of Counterfeit Product / Fraud  
**Denied Repair**



- “RED” is shade of orange on counterfeit
- Plastic Bottom on counterfeit instead of rubber over mold
- Differences in plastic shaping
- Missing tamper proof screws

Examples of Counterfeit Product / Fraud

**Denied Repair**



## Over Discharged (Dead / Will Not Charge)

**M18:**

**No lights illuminate on Fuel Gauge / Pack voltage less than 5V.**

**M12:**

**Pack Voltage less than 3V.**

**MX FUEL:**

**No lights illuminate on Fuel Gauge**

**Warrantable**





# Fuel Gauge Non-Functional

With the battery fully charged, Fuel Gauge LED(s) fail to illuminate. (Pack must not have cell imbalance)

Warrantable

