



Nothing but **HEAVY DUTY.**®

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	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	4V			
48-11-1815 48-11-1820 48-11-1835	M18 M18 M18	CP1.5 CP2.0 CP3.0		
48-11-2001	M4	2.0		
48-11-2401 48-11-2420 48-11-2430 48-11-2425	M12 M12 M12 M12	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.



Locating Date Codes

M18 Batteries

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



Locating Date Codes

M12 Batteries

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



Locating Date Codes

M4 & RLUSB Batteries

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:

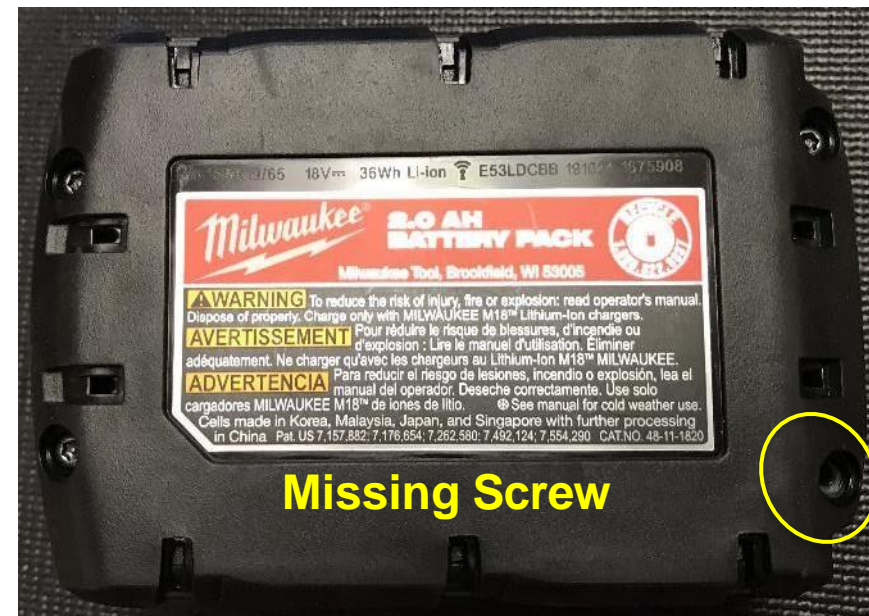
09/24/2014



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





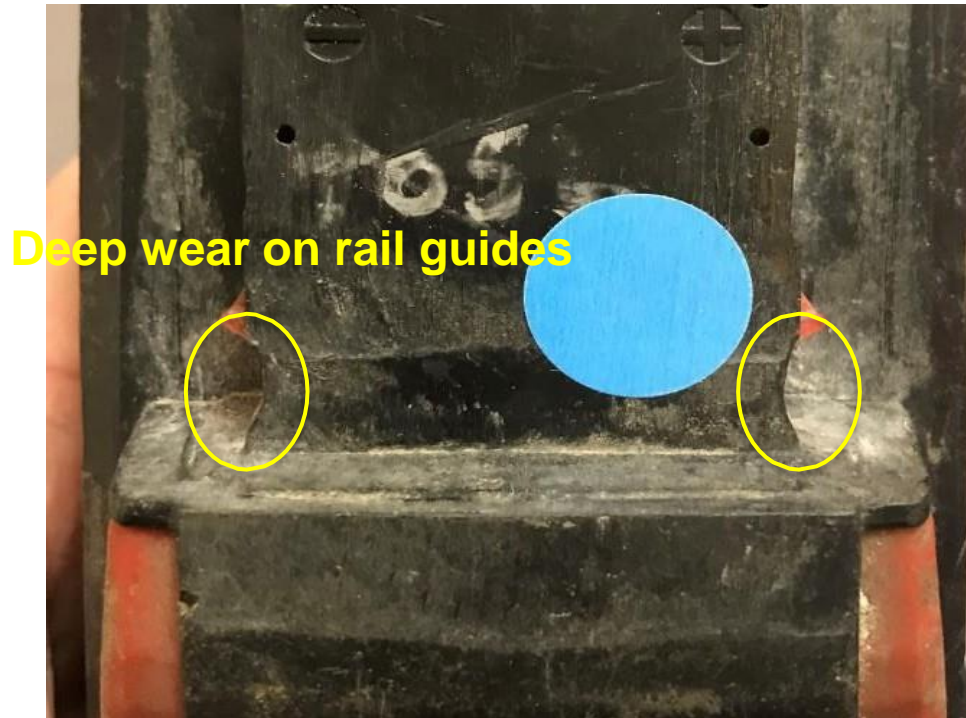
Latches | Slides | Guides | Handles | Locks Non-Functional

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

Warrantable

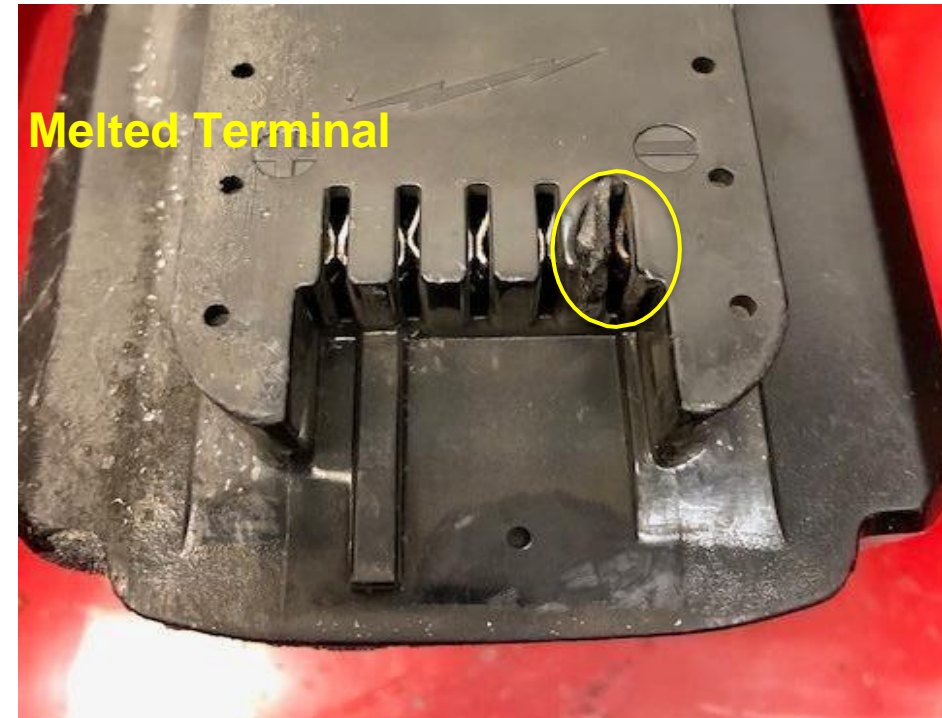


Battery interface issue- Rails or Terminals



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



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



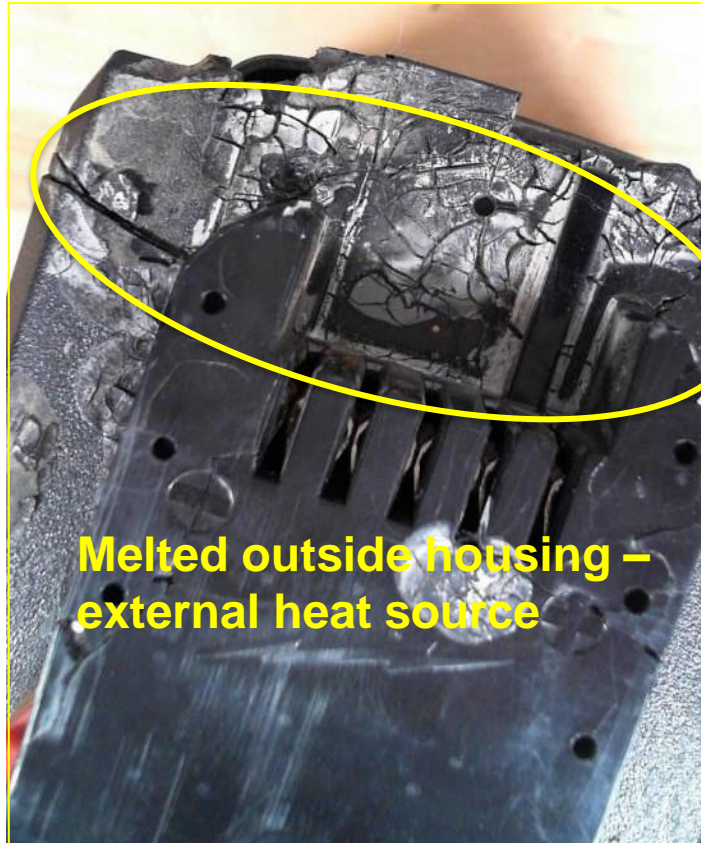
Examples of what is considered housing damage - Major

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

Denied Warranty

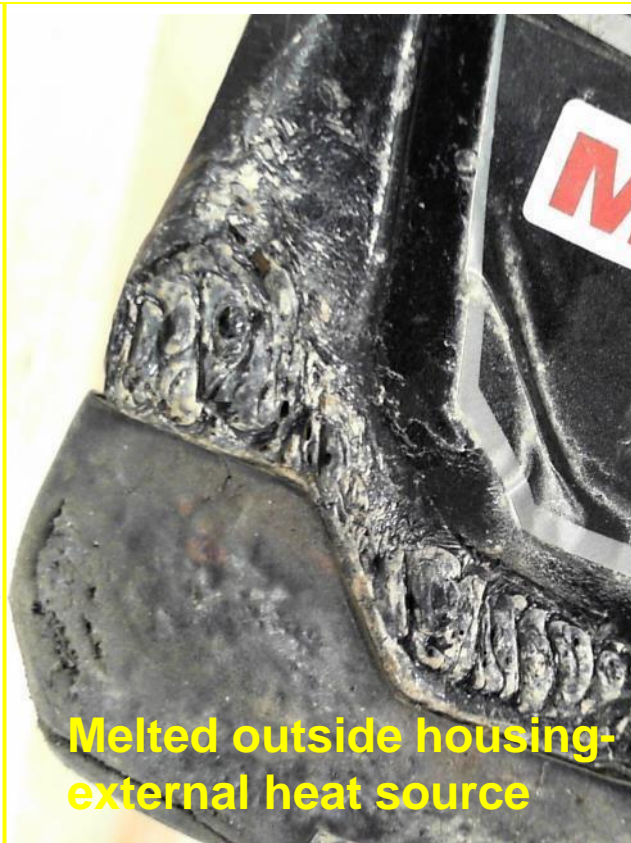


Plastic Housing Damage / Cracking – Major



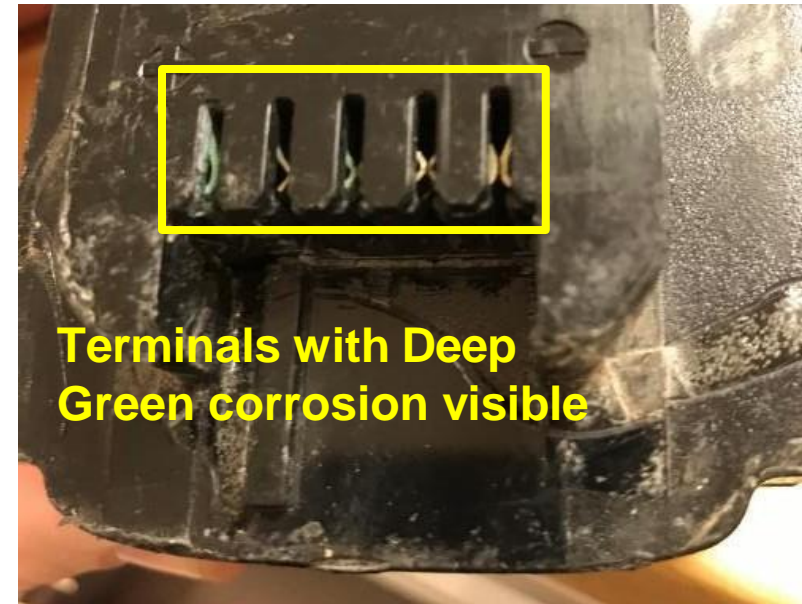
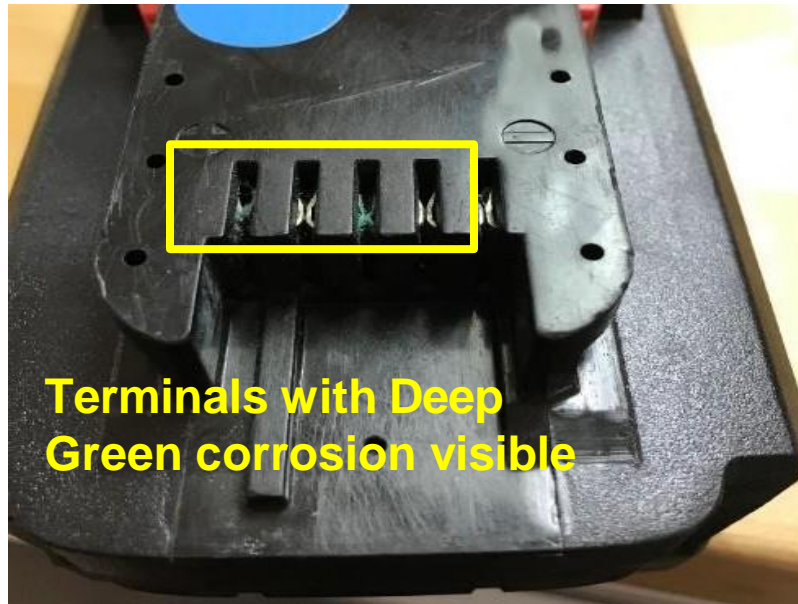
External Heat source Damage,
with only superficial plastic melting

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



No Terminals Visible

Suspected FRAUD

- 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



Terminals Visible



Counterfeit Product



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

