

24-MONTH CAR BATTERY WARRANTY

Frequently Asked Questions

1. What is this 'Longest Ever Battery Warranty in Singapore' about?

AA Members who are entitled to roadside assistance services, have always been enjoying 15-month on-site warranty for car batteries purchased from AA Singapore when a typical car battery warranty in the market is only 12 months.

To serve our Members better, AA Singapore is collaborating with The Warranty Group to offer 24-month on-site warranty at the same good price! This means that car batteries purchased from 1 July 2016 onwards will be covered by the longest ever car battery warranty in Singapore!

2. I am holding an AA Social Membership. Do I get to enjoy this 24-month car battery warranty?

Yes, you are entitled to the 24-month car battery warranty and all other Membership benefits and privileges except on-site services. To enjoy the on-site service, simply sign up as an Ordinary Member.

3. How will this 24-month car battery warranty benefit me?

You get to receive the best possible coverage with the lowest possible price from AA Singapore through our collaboration with The Warranty Group.

You can be assured of reliable response and support if your car stalls. Through our 24-hour hotline, you can get your car battery checked and changed on the spot anytime and anywhere (on main island) in Singapore and resume travel on the road with minimal delay. This gives you peace of mind when travelling on the road.

4. Do I have to be an AA Member to enjoy the 24-month car battery warranty? If yes, how do I sign up as an AA Member?

The 24-month car battery warranty is the one of the latest initiatives rolled out to AA Members in our effort to deliver the best value at the lowest possible price to Members.

To become a Member, you can sign up through the following channels:

- 1) Online application at www.aas.com.sg
- 2) Walk-in at any of our AA outlets

AA@ GB Point

535 Kallang Bahru

#01-08, Singapore 335391

Operating hours:

Mon to Fri from 8.30am to 5.30pm
Sat from 8.30am to 1.00pm
Closed on Sunday and Public Holidays

AA@ 51 AMK

51 Ang Mo Kio Ave 3
#02-02, Singapore 569922
Operating hours:
Daily from 10am to 10pm

For more information on AA Membership application, please contact the Membership Services Department at 6333 8811 ext *148.

5. Will AA Singapore consider offering this 24-month car battery warranty to non-AA Members in future?

We continuously strive to deliver the best value at the lowest possible price to our Members. This offer is one of the many initiatives only available to Members for now.

6. If I terminate my membership after purchase of battery but re-join later, am I still entitled for the claim?

You get to enjoy this benefit as long as you continue to be an AA Member throughout the 24-month warranty period.

7. Will AA Singapore increase the car battery price in future? Noted in the communications materials that it is for a limited time only.

Currently, our Members get to enjoy a longer warranty period at the same good price. Prices may be subject to change depending on market conditions. Members are encouraged to take up the offer now to start enjoying the best possible coverage (24 months) at the lowest possible price.

8. Can I opt out of the 24-month car battery warranty?

You do not need to opt out of this benefit for your car battery purchased from 1 July 2016 as you will get to enjoy 24-month onsite warranty at the same good price.

9. Are your car batteries compatible to my vehicle?

Our range of car batteries are compatible to about 80% of Asian and continental car makes and models in Singapore. On occasions, our mechanic may proceed on-site to confirm the compatibility of a battery model for your vehicle and advise accordingly.

10. How do I purchase car battery from AA Singapore?

You may simply call our 24-hour hotline at 6748 9911.

11. Can I purchase from AA's authorised resellers such as AA Approved Workshop?

Currently, purchases can easily be made through our 24-hour hotline at 6748 9911. However, we are exploring additional channels to provide this service to AA Members in the future.

12. If I own more than one vehicle, can I purchase the battery for my multiple vehicles?

Yes. You are welcome to purchase the battery for your multiple vehicles as long as you hold a valid membership during the 24-month warranty period.

13. Who should I contact if I encounter problems with my car battery during the warranty period? How do I file a claim?

You may simply call our 24-hour hotline at 6748 9911 for advice and assistance.

14. What are the claims polices like?

An on-site battery test will be conducted.

- If the result shows '*Bad Battery*', we will replace with a new battery for the remainder of the warranty period.
- If results show as '*Discharged*', a new battery will be loaned to the Member and the battery will be sent back for recharge and testing by the dealer. If the battery is found to be of good working condition but failed due to not being charged properly, we will return a fully-charged battery to Member and collect back the loan battery.

15. If my current battery is faulty and needs replacement, does the replacement come with the 24-month warranty? Or does it apply only to new purchases?

The warranty for your current battery will be tied to the warranty conditions as at your original date of purchase.

Car batteries purchased from 1 July 2016 will be covered under the 24-month warranty period.