



A Batt-Latch Owner's Care Guide

November 2021

Battery Saving If storing for long periods of time, be aware that the solar model Batt-Latch has limited capability of re-charging the internal battery pack from dead flat, (about 3 months max. in storage). Always remove all Jobs from the display, and either store the unit with the solar panel facing some sunlight, or take out of storage every month or so to charge in full sunlight for a day. Check the battery status at any time by just pressing a keypad button to wake it up.

LCD (Liquid Crystal Display) Panel protection We have added a 1mm thick clear strip plus neoprene padding (trampoline effect) to protect this delicate but necessary part - in normal use this is very effective. Try to avoid dropping the unit onto hard surfaces, throwing tools on top of it, running over it, or allowing it to drop onto sharp objects when the gate is released. Always attach the Batt-Latch to the side of the gateway least likely to bear any damage from the released herd, and set the strap length so on release it just hangs loosely on the post.

Gearbox damage (broken, bent or loose shaft, stripped gears, broken motor mounts) Usually caused by external forces too strong for the shaft or gearbox to handle. We allow up to 7kg of direct in-line force on the cam itself. Our supplied spring gates use 1.5 length (XL) springs, capable of spanning 8m gateways. If you use standard spring gates at full stretch, you may be causing excessive strain on the gearbox. Similarly, if using a bungy shock cord adjust it for wide gates to make sure it still has some stretch left. You may need to energise the gates at the start of the milking season. Never use pliers or vice grips to move the blue release cam to a different position; it will only result in stripped gears. A badly bent shaft will eventually allow water in around the cam area.

Overlay (Keypad) care Avoid excessive heat of any kind, and protect it as much as possible from sharp objects including barbed wire. When transporting on say a quad bike tray, wrapping in an old towel or similar will prevent it scuffing on hard objects. If a hole occurs, or the overlay cracks or lifts, and especially if condensation appears in the screen window after rain, send the unit in to us for **immediate** repair, this will save more extensive repairs later.

Solar Panel The new blue cases have full protection for the solar panel around the outside. Protect these panels (as above) and you will avoid dents, scratches and chipping which degrade their solar efficiency.

Blue Case (Solar) Upgrade If your Batt-Latch has been used continuously outside in all weathers, you can expect the outer case to need replacing at some point. We "transplant" your existing circuit board, battery and gearbox into a prepared outer shell with solar panel and keypad already installed. This will be done on all units if case parts are too damaged, or if we cannot guarantee a quality seal around the internal parts we have repaired. While new timer units have a warranty of 24 months*, outer case replacements get 12 months* and standard repairs have a 6 months* warranty. *See our *Repairs Guide*.

Spares We carry spare straps, springs and spring gates, manuals, energizer clip leads, etc, at all times, just ring for prices and speedy delivery.

Cleaning Use water and a cream cleanser (*Ajax, Jif*) on soiled areas, then use *Inox MX3* spray or *Armor All Protectant* for a new-look finish. **Please clean the unit before returning for service or repair.**

Novel Ways Limited

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www.novel.co.nz



Service and Repairs

Here's a handy guide when your Batt-Latch timer needs service or a repair.

Address for service or repair:

Novel Ways Limited

Unit 3 / 6 Ashwood Avenue

PO Box 2340

TAUPŌ 3330

by courier or delivery

by post

Phone **07 376 5658** or 0800 003 003

Email enquiries@novel.co.nz

See the full product range at www.novel.co.nz

Please ensure that:

- any timer returned for repair is clean, so we don't spread anything around
 - Use water and a cream cleanser (Ajax, Jif) on soiled areas, then wipe off using Inox MX3 spray or Armor All Protectant
- your contact details are included, with a description of the issue(s)
 - please include the sender's name (or owner if different) and address, a contact phone number and email address*, and give us an idea of what's wrong with the unit
- you note any new parts required
 - let us know if you would like new parts eg a replacement strap or spring gate kit

Warranty

Each new Batt-Latch has a 24 month warranty – we will sort out any defects in manufacturing or materials. And we'll continue to support the product until you give up on it! Refer to the invoice to see if a repair refreshes the warranty period for the most recent work undertaken.

For service and repairs, note that **we will charge for:**

- damage caused by mis-use, abuse or improper maintenance
 - rough handling beyond normal wear and tear eg during transportation between gateways
 - obvious physical damage to case, keypad, display or gearbox shaft by stock or machinery

Charges for this kind of damage will apply even if the unit is within a warranty period.

If you would like an idea of how much the service or repair might cost, please ask for a quote when you send in your unit, and we will phone or email you.

For replacement parts (springs, straps) call if you would like a price first.

Refer to 'A Batt-Latch Owner's Care Guide' available on our website:

<https://www.novel.co.nz/files/BLcareguideNov2021>

*We have changed to a new accounting system and wish to email invoices and/or post them to the address(es) supplied