

Minolta Digital Support – Battery Policy



If a customer calls complaining of battery performance of their Digital camera with Alkaline Batteries, use the following explanation:

Your camera's battery performance may vary depending on the type of batteries used. Roughly, a set of alkaline cells can last for 25 images, and Ni-MH cells can last for 200 images according to Minolta's standard test method. Minolta's standard test method is as follows.

Quest Ni-MH batteries, EVF on, external LCD
Monitor off; flash used with 50% of the frames, no instant playback.

We strongly recommend charging the Quest Ni-MH batteries in the provided Quest battery charger for at least 16 - 24 hours before inserting them into the camera. Dirt on battery contacts is very likely to influence the battery performance as well. Before loading the batteries, strongly wipe both ends of batteries with a dry, clean cloth. If the battery performance remains unusually low, contact your nearest Minolta Service Facility. Technically Ni-MH batteries are recharged less than the capacity because of what is called a "memory effect" when they are repeatedly recharged before completely consumed. It is recommended to recharge the batteries only after the power is exhausted.

If S304, 5 and 7 customers complain that with their bundled Quest batteries they are only receiving a few minutes of power:

1st Battery Call:

1. Please let them know that the battery life should be significantly longer, and that the batteries need to be charged 24 hours for their initial use.
2. Make not in comments that customer was instructed to charge for 24 hours.

2nd Battery Call:

1. Verify that customer was told in last call to charge batteries for 24 hours. If not, refer to the 1st Battery Call procedures.
2. Make sure that customer charged the batteries as instructed.



3. Instruct customer to send their defective batteries and charger in to Minolta.
 - a. Their batteries will be inspected, and if found to be faulty, we will replace them. If their batteries are tested and found to meet factory specifications, the customer will receive their batteries back.
 - b. They need to send the batteries and charger with copies of their bill of sale or warranty card, their name, address, phone number, the serial number of the camera, and the date of purchase.
 - c. Issue the customer a Unique “Authorization Code” which is the agent’s initials and their customer ID. Is Authorization code should be visible on their documentation when sending in the batteries.

Authorization Code example:

If agent John Smith spoke to a customer with Customer ID 1134, the Authorization code would be JS1134.

****Do not explain to customers how the Authorization Code is decided. ****

- d. Please send batteries and charger to the following address:

Minolta Corporation
CPG Digital Support / Amie
101 Williams Drive
Ramsey, NJ 07446

If a customer says that he read on an on-line forum that Minolta is sending complimentary batteries to all their customers:

1. Minolta cannot control and does not guarantee anything posted in public forums.
2. Minolta’s policy is that battery replacements are handled on a case-by-case basis, and that if they currently own Quest batteries and are having a problem, they can send the batteries and charger in for inspection.
3. If they are complaining that their camera did not come with Quest batteries explain that not all cameras were shipped with Quest batteries. If they are looking to purchase a camera that is bundled with batteries, they should return their camera under their dealer’s return policy, and contact another dealer in their area who may carry a different package.

****Only in extreme cases of dissatisfaction should Battery Calls be escalated. ****