TOLL TRANSITIONS

LITHIUM BATTERIES

Frequently asked questions

ACCEPTANCE LIMIT

Lithium-ion batteries over 100 Wh are considered Class 9 Dangerous Goods and are not accepted for collection, transport or storage as part of a Defence relocation.

FREQUENTLY ASKED QUESTIONS

1 WHY HAS TOLL INTRODUCED THESE REQUIREMENTS?

Toll Transitions are implementing the changes to comply with increased transport restrictions and safety handling requirements for dangerous goods.

2 DOES THIS MEAN ALL BATTERY-POWERED HOUSEHOLD ITEMS ARE EXCLUDED FROM MY RELOCATION?

The requirement does not mean that all battery-powered household items are excluded.

Ordinary consumer products with smaller, intact batteries may continue to be accepted where the battery is rated at or below **100 Wh** and all applicable conditions, packaging and safety requirements are satisfied.

3 WHAT IS THE MAXIMUM BATTERY CAPACITY TOLL WILL ACCEPT?

In accordance with the implemented changes, lithium-ion batteries rated 100 watt-hours (Wh) and below can be included in furniture and effects move or storage through Toll's Panel of Provider network.

4 HOW DO I DETERMINE THE WATT-HOUR RATING OF MY BATTERY?

Check the battery or product label for a rating shown as Wh or watt-hours.

If the watt-hour rating is not displayed but the voltage and amp-hour ratings are available, use:

Voltage × Amp-hours = Watt-hours

For example, an 18-volt battery with a 6-amp-hour rating is **108 Wh** and exceeds Toll's **100 Wh** acceptance limit.

5 IF MY BATTERY IS 100 WH OR LESS, WILL IT BE RELOCATED?

A battery at or below **100 Wh** is not automatically accepted.

The battery must also be intact and in satisfactory condition and meet the applicable condition, packaging and safety requirements. Final acceptance remains subject to inspection, condition and packing requirements.

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6 WHAT IF THE WATT-HOUR RATING IS NOT SHOWN ON THE BATTERY?

Where the battery rating is missing, illegible or inaccessible, manufacturer documentation may be provided where it clearly confirms the battery capacity.

If the watt-hour rating cannot be satisfactorily verified, Toll will be unable to accept the battery or associated battery-powered item.

7 WHAT HAPPENS IF I HAVE A BATTERY THAT IS OVER 100 WH?

Toll will not accept lithium-ion batteries rated above **100 Wh** for collection, transportation or storage through Toll's Panel of Provider network.

Where a battery above **100 Wh** is designed for safe removal by the member, Toll may consider transporting the item after the battery has been removed.

The excluded battery must not be included elsewhere in the consignment.

Personal arrangements for transportation are to be arranged by the member. The current Policy for Disturbance Allowance compensates members for such relocation costs, where items are unable to be moved.

8 CAN I INCLUDE A DAMAGED OR DEFECTIVE BATTERY IN MY PACKED BY OWNER CARTONS?

Members must not pack a damaged, defective or recalled battery with their household effects as part of their Packed by Owner Cartons.

This includes batteries that are swollen, distorted, cracked, punctured, crushed, leaking, overheating or producing an unusual smell or sound.

9 WHAT DO I NEED TO DO BEFORE MY MOVE?

Members should:

- identify all rechargeable lithium-battery-powered items;
- identify all loose and spare lithium batteries;
- locate and record the watt-hour rating;
- provide photographs of battery labels when requested;
- keep battery-powered items accessible for inspection during the Pre Removal Visit, Prepack and/or Uplift.

Relevant items should **not** be placed inside sealed cartons before inspection.