

UPS Warranty Statement

Our Commitment to Quality

Customer care and satisfaction is paramount to Powertecanique. Our standard warranty periods and terms are amongst the best in the industry. However standard warranty has some limitations if your power back-up is critical and response times essential. A specific Maintenance Contract will provide you with total peace of mind and documented response times. Warranty Term Extension is also available for up to five years on selected equipment.

UPS Standard Warranty

Powertecanique warrants each new product to be free from defects in material and workmanship for a specified period beginning from the date of invoice unless otherwise arranged. All smaller 'plug and play' UPS (typically below 4Kva) come with 2 year swap-out warranty. We will arrange the delivery of a replacement unit and collection of the faulty one. Larger hardwired units offer warranty that runs for 18 months following delivery or 12 months from date of commissioning, whichever occurs first. This will be on-site warranty.

Inside the UK the standard warranty covers all non-consumable parts and all labour, providing the equipment is operated inside our published operational guidelines. Batteries are treated as consumable parts and as such are covered for one year by the relevant battery manufacturer's warranty.

Outside the UK, the standard warranty period for all products is one year, return to base and covers non-consumable parts and labour only.

The warranty of all UPS accessories matches that of the UPS with which it is installed.

It is important to note that standard warranty operates under best endeavours to replace or repair the faulty UPS as quickly as possible. However we cannot guarantee how long this will take as a number of external influences such as the time of year, availability of parts, timing of failure and availability of engineers are likely to impact response times. For guaranteed response times it is essential that you upgrade your standard warranty to one of our industry leading service and maintenance plans.

Warranty Term Extension

Extending the term of your equipment warranty covers unexpected problems and can even include some types of battery. Extended Warranty Term also helps you plan product lifecycle costs.

UK customers can extend warranty up to a total of 5 years. This extra security is cheapest if purchased at the time of purchasing the equipment, but warranty can be extended at any point up to the end of the standard warranty period.

The difference between Warranty Cover and a Maintenance Plan is that your Maintenance Plan will offer you guaranteed response times as low as just one hour. All warranty cover is carried out on a 'best endeavours' basis and response times cannot be guaranteed.

Service & Maintenance Contracts

Powertecnicue's annual Service and Maintenance contracts are tailored to suit your specific requirements. Offering you a guaranteed response time from fully qualified engineers, 24 hours a day, seven days a week, every day of the year.

PowerVue

PowerVue is a complete UPS and generator remote monitoring system. This service is an add on feature that can be included with any service plan offered by Powertecnicue. Please contact your customer service representative for more information and a product demonstration.

Please contact your Service Sales Representative for detailed pricing of the above.

Warranty Validation

In order for the equipment warranty to be valid the equipment must have been commissioned by a Powertecnicue approved Commissioning Engineer (for relevant equipment only) and the equipment must be registered with Powertecnicue within 30 days of delivery/commissioning. Failure to register your equipment in this timeframe may invalidate your warranty.

Warranty can be extended up to 5 years and a separate 5 year warranty option is available for certain batteries.

Conditions of Warranty

The warranty covers only the initial user and cannot be transferred to a third party without the prior agreement of Powertecnicue. Breakdowns and damage caused by prolonged or incorrect storage are excluded. Please refer to the Users Manual with respect to this clause.

Any warranty is also excluded for incidents due to unforeseeable circumstances or cases of force majeure as well as for any replacements or repairs which may result from normal wear and tear of the material, from damage or from accidents arising out of negligence, lack of super vision or of maintenance and from defective use of this material.

The warranty of the UPS will only cover the necessary replacement parts and labour for repairing the unit by personnel authorised by Powertecnicue. All travel, mileage and other expenses derived from a repair to the unit under warranty are excluded from warranty coverage, therefore in no event will Powertecnicue pay for the same and such items must be reimbursed to Powertecnicue.

Powertecnicue undertakes to remedy any operating fault resulting from a defect in design, materials or workmanship (including assembly if this operation is entrusted to them) within the limit of the provisions below.

In order to be covered by the warranty, the end user must ensure that the equipment is operated and maintained at all times according to Powertecnicue's published guidelines. The equipment must be properly maintained by Powertecnicue or a Powertecnicue approved/accredited service partner. The user must keep up-to-date a maintenance book in which he enters the date, content and results

of tests, visual inspections, routine maintenance work and maintenance work together with any comments and findings concerning any operating anomalies.

Faults must be reported in writing to Powertecnikue in a timely manner and repairs can only be carried out by Powertecnikue or a company approved by Powertecnikue.

The decision to accept or deny a warranty belongs to Powertecnikue.

Parts and repairs are provided with a 6 month warranty or until the end of the original warranty period, whichever occurs the soonest.

The customer must ensure the unit is packaged up correctly with adequate protection to ensure the safe return of the unit. If the unit is received damaged and was not packaged correctly we reserve the right to charge for the replacement.

Powertecnikue's liability is strictly limited to the obligations defined above and it is an express agreement that Powertecnikue shall not be liable for any compensation for any direct or indirect damage, even in the event of a claim whose initial cause is damage covered under the terms of this warranty.