

WARRANTY TERMS AND CONDITIONS

The warranty on the products is valid throughout the national territory and is provided under the terms and conditions set out below.

1) Products

Powertronix Srl Uninterruptible Power Supply systems have a very high degree of reliability and are subjected to thorough inspections and testing before being put into operation.

All parts considered subject to deterioration or wear and tear are excluded from the warranty.

The sealed lead-acid (VRLA) batteries installed inside the products are covered by warranty against verified product defects.

This warranty applies only in the event of a clearly identified battery defect. Complete discharge caused by prolonged inactivity (4 months or more) or failure to recharge the battery does not entitle the customer to battery replacement under warranty.

In particular, the battery warranty does not apply in the following cases:

- storage without recharging for a prolonged period (more than 4 months from the date of the Delivery Note);
- complete discharge due to prolonged mains failure;
- batteries that have been disassembled or tampered with;
- manufacturing date or production code having been removed or erased.

2) What the Warranty Covers

The warranty covers exclusively verified product defects.

Under this warranty, any parts found to be defective due to poor quality, manufacturing defects or workmanship defects shall be repaired and/or replaced.

- For the single-phase UPS range, warranty service is provided ****Ex Works****. Shipping costs shall be borne by the end customer.
- For the three-phase UPS range, warranty terms shall be considered ****Ex Works****.
- Spare parts are covered by warranty only when installed by personnel trained and authorised by Powertronix Srl. Replacement of a part does not extend the warranty period of the entire equipment, but only applies to the replaced part.
- For parts subject to wear (batteries, capacitors, fans and circulation pumps), the warranty shall be considered ****Ex Works****, provided that none of the exclusions specified under Section 1 apply.

3) On-Site Service at the Customer's Premises

If, outside the warranty conditions, an on-site intervention by our technicians is requested, working hours and travel expenses shall be charged according to the applicable rates.

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In such cases, the Customer must submit the request in advance by e-mail or fax, confirming acceptance of the applicable terms and conditions.

4) Warranty Period

The warranty period is:

- New equipment: ** 12 months, unless otherwise agreed;
- Spare parts: ** 6 months.

5) Warranty Validity

The product serial number and the Delivery Note shall determine the starting date of the warranty period.

The warranty expires at the end of the applicable period, even if the equipment has not been used for any reason.

6) How to Claim Under the Warranty

In the event of a suspected UPS failure, the purchaser may contact Powertronix Srl by telephone at **++39 02 90968648++**, by e-mail at **service@powertronix.it**, or by fax at **++39 02 90968658++**, in order to activate an initial free-of-charge telephone support service.

Once the fault has been verified, a service ticket will be opened and the case will be handled according to the procedure described in Section 2.

In order for the warranty to apply, the purchaser must be able to provide evidence of ownership of the product by means of the Delivery Note or purchase document.

Any technical service intervention shall not extend the original warranty period.

7) Warranty Exclusions

The warranty shall not apply in the following cases:

- improper use of the product, incorrect connections or incorrect operation;
- applied overvoltages or overloads;
- damage caused by connection to non-compliant electrical power lines;
- unsuitable climatic or environmental conditions;
- inadequate maintenance, tampering or unauthorised interventions;
- failures or malfunctions which, in the opinion of our technician, have been caused by tampering or incorrect connections;
- overloads exceeding the rated limits of the equipment;
- lack of skill, negligence, fault, intentional misconduct or vandalism;
- damage caused by falls, impacts, transport damage, fire, earthquakes, flooding, lightning or other natural disasters;

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- removal of the original seals or opening of the equipment enclosure.

If, following inspection of a faulty UPS, it is determined that the warranty does not apply, the cost of the intervention and of any replacement parts shall be charged to the customer, subject to prior agreement.

8) Limitations

Powertronix Srl undertakes to repair or replace products covered by warranty but shall not be held liable for any direct and/or indirect damage resulting from the inability to use the product during the period required for repair.

Accordingly, Powertronix Srl shall not compensate any claims relating to loss of time, inconvenience, loss of use of the UPS, property damage caused by equipment failure, or any other incidental or consequential damages.

Any dispute shall be subject to the exclusive jurisdiction of the Court of Monza.

9) Right to Withhold Performance

Powertronix Srl may refuse to fulfil its warranty obligations if the purchaser has failed to make payment within the agreed terms or is otherwise in default of payment.

10) Service Centre

Unless otherwise communicated, all repairs shall be carried out at our premises located at:

**Via Abruzzi 1
20056 Grezzago (MI)
Italy**

The customer shall be responsible, at its own expense, for shipping the equipment to our premises and collecting it once the repair has been completed.