
Bluevolt Link CAN Bus Controller Limited Warranty

This Limited Warranty ("Warranty") is provided by Blue Volt Energy (Pty) Ltd. ("BV") for the Bluevolt Link CAN Bus controller ("Product") acquired by the original purchaser ("Buyer") via an Authorised Reseller. This Warranty is applicable for Products manufactured after 1 May, 2023 and is subject to modifications at BV's discretion. Please contact BV for the most recent version applicable to your purchase.

Purpose

This Warranty delineates the terms and conditions regarding the Bluevolt Link CAN Bus controller.

Warranty Coverage

Under this Warranty, BV's responsibility is limited to the repair, replacement, or refund of the Product. The duration of the Warranty for repaired or replaced Products extends only for the remainder of the initial Warranty period. Replacement will not extend the original Warranty period.

Warranty Exclusions

This Warranty does not cover damages resulting from, but not limited to:

- Incorrect transportation, storage, installation, or wiring by the Buyer
- Failure to safeguard the Product from impacts
- Unauthorised modifications, alterations, disassembly, repairs, or replacements
- Non-adherence to BV's official installation guidelines
- Unusual physical or electrical stress
- Use of incompatible inverter, rectifier, or PCS
- Connection to incompatible batteries or those from a different company
- Application in environments causing excessive vibration
- Minor deviations from the product descriptions and data sheets or the quality and performance features of the goods do not justify any guarantee claims.

Warranty Claim Process

Claims under this Warranty must include proof of original purchase, the Product's serial number, description of the alleged defect(s), and the initial installation date. Claims should be submitted to the Authorised Reseller from whom the Product was purchased. If the Authorised Reseller is unreachable, Buyers should contact BV directly. Defects must be reported within one week of receipt, while latent defects must be reported immediately upon discovery.

Out-of-Warranty Service

Service charges will apply for damage to the Product that is not attributable to BV, including but not limited to material, labour, transportation, customs, analysis, management, disposal, and related costs. The sender will bear the transportation risk for consignments. BV will not refund any dispatch, transport, handling, or labour costs.

Limited Guarantee

BV holds the right to either repair or replace defective parts or products free of charge. Any other claims based on the guarantees are excluded. The defective parts become the property of BV.

Warranty Duration

The Product carries a 1-year warranty from the date of purchase. During this period, any material or manufacturing defects will be repaired or replaced at BV's expense. Proof of purchase is required, and the warranty claim must be lodged within the warranty period.

Warranty Limitations

The warranty does not apply to units or parts subject to normal wear and tear, units damaged due to improper use or maintenance, and repairs conducted by unauthorised workshops. The device must be operated as per the instructions in the operating manual.

Service Provision

During the warranty period, service is available in countries where BV officially markets the product. For other inquiries, please contact the Bluevolt service centre in your country or our service department in South Africa.

Jurisdiction

This Warranty is governed by South African law. BV is not obliged to participate in dispute settlement proceedings of any consumer arbitration board. The benefits under the warranty are in addition to any other rights and remedies of the consumer under South African Consumer Law.

This Warranty is non-transferrable and applies only to the Buyer who purchased the products for their own use. It is subject to change without notice.