

Bluevolt R-Type UPS Limited Warranty

This Blue Volt Energy (Pty) Ltd. ("BV") Limited Warranty ("Warranty") is for the original purchaser ("Buyer") of the Bluevolt R-Type UPS ("Product"), purchased from an Authorised Reseller. This Warranty applies to Products manufactured after May 1, 2023, and may be updated at BV's discretion. Contact BV for the latest version.

1. Warranty Coverage

The Warranty covers repair, replacement, or refund of the Product. Warranty duration for repaired or replaced Products is only for the remainder of the initial Warranty period. Replacement does not extend the original Warranty period.

2. Exclusions

This Warranty does not cover damages resulting from:

- Improper transportation, storage, installation, or wiring by the Buyer
- Failure to protect the Product from impacts
- Unauthorised modifications, alterations, disassembly, repairs, or replacements
- Non-adherence to BV's official installation guidelines
- Excessive physical or electrical stress
- Application in environments causing excessive vibration or temperatures above 40 degrees Celsius
- Exposure to condensing conditions, moisture or excessive dust

Minor deviations from product descriptions or performance features do not justify any claims. Products are supplied with the condition that BV's liability is limited to the replacement of defective goods. BV is not liable for any consequential loss resulting from use of the Products. The Buyer must determine the Product's suitability for their intended purpose.

3. Warranty Seal

The unit features a warranty seal. Warranty will be void if this seal is damaged or missing. Removal of the main cover is prohibited.

4. Invalidating the Warranty

The Warranty will be void if the product is altered, misused, negligently handled, or damaged due to accidents. Unauthorised repairs will also void the Warranty. The power system must be repaired by BV or an authorised service agent. Altering any settings beyond PV settings by a qualified installer will also void the Warranty.

5. Warranty Period

The power system components, excluding the battery, have a one-year Warranty from the date of purchase. The battery has a Warranty of five (5) years or 1,800 cycles at 80% depth-of-discharge (DoD), whichever occurs first.

6. Product Performance

Contact BV if you suspect the power system is underperforming. If the power system's performance is below the guaranteed level, BV will service it to restore performance.

7. Claims

Claims must include proof of original purchase, the Product's serial number, description of the alleged defect(s), and initial installation date. Submit claims to the Authorised Reseller from whom the Product was purchased or, if unavailable, to BV directly. Defects must be reported within one week of receipt, while latent defects must be reported immediately upon discovery.

8. Out-of-Warranty Service

Service charges apply for non-BV attributable damage. The sender assumes transportation risk and BV does not refund any dispatch, transport, handling, or labour costs.

9. Limited Guarantee

BV reserves the right to repair or replace defective parts or products free of charge. Other claims based on the guarantees are excluded. Defective parts become BV's property.

10. Limitations

The Warranty does not apply to normal wear and tear, improper use or maintenance, and repairs by unauthorised workshops. Follow operating manual instructions to maintain Warranty.

11. Service Provision

During the Warranty period, service is available in countries where BV officially markets the Product. For other inquiries, contact your local Bluevolt service centre or our South Africa service department.

12. Jurisdiction

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

13. Non-Transferability and Changes

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