
Bluevolt Leopard UPS Limited Warranty

This Blue Volt Energy (Pty) Ltd. ("BV") Limited Warranty ("Warranty") is for the original purchaser ("Buyer") of the Bluevolt Leopard UPS ("Product"), purchased from an Authorised Reseller. This Warranty applies to Products manufactured after 1 Jan, 2024, 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 50 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 Product must be repaired by BV or an authorised service agent. Tampering with charging settings on the inverter charger will void the warranty. Altering any settings not explicitly covered in the user manual or authorised by Bluevolt will also void the Warranty.

5. Warranty Period

The Product is expected to have a useful life of 15+ years and 5,500 cycles; the warranty on the battery cells is valid for the first 1,100 cycles (as recorded by the BMS), or three years from date of purchase, whichever occurs first. The warranty period for the inverter-charger in the Product is valid for two years from date of purchase. The warranty period for all other components in the product is valid for one year from date of purchase.

6. Product Performance

Contact BV if you suspect the Product is underperforming. If the Product'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.