

ETS DISTRIBUTORS (PTY) LTD

WARRANTY POLICY

All warranties are provided on a carry-in basis only.

1. INTRODUCTION

This Warranty Policy governs all products supplied by ETS Distributors and applies to inverters, batteries, solar panels, electrical equipment, and related products sold by ETS Distributors.

2. WARRANTY COVERAGE

Warranty periods commence from the original purchase invoice date and apply only to the original purchaser. ETS Distributors facilitates warranty claims on behalf of customers, however final warranty decisions remain with the manufacturer, importer or authorized repair facility. If repairs cannot be conducted locally at the time, the product will need to be sent to the South African repair center for repairs.

3. INSTALLATION REQUIREMENTS

- Installation must be performed by a qualified electrician.
- A valid Certificate of Compliance (COC) is required.
- Installation must comply with SANS 10142 and applicable regulations.
- Detailed installation photographs, proof of installation, and supporting documentation may be required.
- SSEG approval may be required by local authorities.

4. WARRANTY REGISTRATION

Customers must register warranties where required by ETS Distributors or the manufacturer. Failure to register products may result in warranty claims being rejected.

5. WARRANTY CLAIM PROCEDURE

- Prior authorisation is required before returning products.
- Proof of purchase, serial numbers and installation documentation may be required.
- Assessment periods may take up to 21 working days.
- Supplier repair lead times may take up to 30 working days.
- No free backup units will be provided.

6. WARRANTY EXCLUSIONS

Warranty shall be void for damage caused by:

- Power surges, under-voltage, over-voltage and lightning.
- Corrosion, sea spray, condensation, water, dust, sand and excessive heat.
- Insects, rodents, lizards or animal damage.
- Negligence, abuse, mishandling or physical damage.
- Incorrect installation or installation by unqualified persons.

- Incorrect cable sizing, incorrect protection devices or non-compliant wiring.
- Mixing AC and DC cables in the same trunking where prohibited.
- Product overloading or exceeding manufacturer ratings.
- Tampering with serial numbers, labels or security seals.
- Lack of maintenance or dirty filters.

7. WARRANTIES

- All products sold by ETS Distributors carry manufacturer-backed warranties from date of purchase.
- Warranty is valid only for products purchased from ETS Distributors.
- Products will be assessed by an approved repair facility and a fault analysis report may be issued.
- ETS Distributors does not accept liability for accessories, software, cables, manuals or peripherals submitted with warranty items.
- ETS Distributors does not accept liability for incorrect selection, installation, erection, commissioning or application of products.
- Components damaged by negligence, lightning, power surges, liquid damage, dirt, heat, overloading, misuse or abuse are excluded from warranty.

8. TRANSPORTATION

All warranties are carry-in warranties. Customers are responsible for delivery and collection of warranty items. ETS Distributors does not provide collection or delivery services unless agreed otherwise in writing.

9. RETURNS AND RESTOCKING

ETS Distributors reserves the right to refuse returns or charge a restocking fee of not less than 30%. Credits, where applicable, will be calculated at the lesser of the original selling price or current market value.

10. COLLECTION OF GOODS

Items not collected within 30 days after notification of completion may be sold to recover storage, repair and administration costs where permitted by law.

11. MAINTENANCE

Annual servicing and inspections by qualified personnel are recommended to ensure safety, performance and longevity.

12. LIMITATION OF LIABILITY

ETS Distributors shall not be liable for consequential losses, business interruption, loss of profits, transport costs, labour costs or damages arising from incorrect installation, misuse or operation of products.

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