



UPS Warranty Terms & Conditions

Service & Warranty - Australia 1300 305 393. rev PSW23112014

Warranty Conditions

1. Power Shield UPS are warranted for the specified period against failure due to faulty materials or workmanship from the invoice date from the Power Shield warehouse.
2. If, within the warranty period, the UPS does not meet the specification above and the product was installed and operated in accordance with Power Shield and Australian standards and procedures, then Power Shield shall correct any defects due to materials or workmanship.
3. If the UPS has been modified, recalibrated, repaired, opened or tampered with in any way by the customer then its warranty will be void.
4. If the product has been damaged during transport then warranty will be void.
5. If the product failed due to fire, earthquake, flood, direct lightning strike, terrorism, pollution, exposed under poisonous gas, incorrect utility voltage then warranty will be void.
6. Batteries must be operated within the technical specification limits of the manufacturer.
7. Batteries must be fully re-charged at least once every three months during storage.
8. If Power Shield at its sole discretion determines that the UPS has failed, under Power Shield warranty conditions then Power Shield will at its option repair or replace the faulty unit.
9. Power Shield at its sole discretion has the option to replace the faulty UPS with an equal or equivalent model of a similar age and condition.
10. If the UPS has failed due to reasons that Power Shield at its sole discretion determines to be outside of warranty conditions, or is found to be not faulty then a minimum inspection and handling fee will be charged and also freight will be for the customer's account.
11. Blown fuses are usually as a result of overload and are not considered a warranty condition and a handling and inspection charge will apply as above
12. For hardwired products, larger than 3KVA, the warranty covers onsite repair during weekday's normal business hours for metro areas in Australian capital cities only. For equipment installed in remote locations Power Shield may at its sole discretion request that the UPS be returned to a Power Shield service Centre at the customer's cost.
13. In no event shall Power Shield Pty Ltd, it's officers, directors, affiliates or employees be liable for any form of indirect, special, consequential or punitive damages, arising out of the use, service or installation, of the products, whether such damages arise in contract or tort, irrespective of fault, negligence or strict liability or whether Power Shield Pty Ltd has been advised in advance of the possibility of such damages. Specifically, Power Shield Pty Ltd is not liable for any costs, such as lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, costs of substituents, claims by third parties, or otherwise.



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Return to Base Warranty (RTB)

The RTB warranty option is when a UPS product that is still under warranty is deemed to be faulty as per the Power Shield warranty conditions and is returned to a Power Shield service Centre for repair or replacement. The following also includes the Warranty Conditions described above on page 1.

1. The customer must complete and sign an RMA online by visiting www.powershield.com.au
2. Only when Power Shield has (approved) provided an RMA number can the goods be returned to a Power Shield service Centre.
3. The customer must return the UPS product to a designated Power Shield service Centre as per the instructions on the completed RMA.
4. The customer must insure that the UPS is appropriately packed for transport. This must include sufficient cushioning material such as bubble wrap, foam etc. It must also be inserted in a sturdy and protective cardboard carton.
5. The UPS will be assessed by Power Shield technicians, and Power Shield will then at its sole discretion determine if the UPS has failed under Power Shield warranty conditions.
6. If the UPS is deemed to have failed as per Power Shield warranty conditions, then Power Shield will repair or replace with an equal or equivalent UPS model of a similar age and condition.
7. In these circumstances Power Shield will arrange freight of the replacement unit to metro areas within the capital cities of Australia.
8. If the UPS has failed due to reasons that Power Shield at its sole discretion determines to be outside of warranty conditions, or is found to be not faulty, then a minimum inspection and handling fee will be charged. The freight will be charged to the customer's account.
9. For hardwired products larger than 3KVA, the warranty covers onsite repair for metro areas in Australian capital cities during weekday normal business hours.
10. For onsite repairs, the customer will need to provide Power Shield with an order number before a technician is sent to site. This order number will only be applied if Power Shield in its sole discretion has found that the UPS is not faulty or has failed for reasons outside of the Power Shield warranty conditions. If it is found that the site visit was not a warranty claim as determined in its sole discretion by Power Shield, then standard Power Shield servicing and travel costs will be applied to the customer's account.



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Advance Replacement Warranty (ARW)

The ARW warranty option is when a UPS product that is still under warranty is deemed to be faulty as per the Power Shield warranty conditions and a new or reconditioned UPS is dispatched to the customer before the faulty UPS is returned. The advantage of this option is that it minimizes disruption to the customer operations. The following also includes the Warranty Conditions described above on page 1.

1. The customer must complete and sign an RMA online by visiting www.powershield.com.au.
2. As part of the ARW process it will be necessary for the customer to provide Power Shield with a Credit Card number or Purchase Order. It should be noted that it is not Power Shield's intention to use this order. Use of this order will only be under exceptional circumstances as described below.
3. Only when Power Shield has approved and provided an RMA number can this warranty option be exercised and the goods be returned to a Power Shield service Centre.
4. Once Power Shield has provided an authorized RMA, then Power Shield will dispatch at its cost, to metro areas in capital cities of Australia, a new or reconditioned UPS to the customer.
5. Power Shield will at its option provide the customer with a new replacement unit if the original unit has failed as per the Power Shield conditions of warranty in the first 30 days from the date of arrival at the customer site.
6. Important: A scratched, dented or cracked, even slightly, UPS are not covered by this warranty. It is the customer responsibility to ensure that the UPS is received back at the Power Shield service Centre completely free of scratches and dents etc. If Power Shield in its sole discretion determines that a returned UPS under the ARW is scratched, dented or cracked etc, then Power Shield will in its sole discretion apply the PO number or credit card that has been provided by the customer in the RMA and the customer will be invoiced accordingly. The customer has the option to have the faulty UPS returned at the customer's expense.
7. The customer must return the faulty UPS product to a designated Power Shield service Centre as per the instructions on the RMA.
8. It must arrive within ten days of the date on the RMA or the Purchase Order will be processed.
9. The customer must insure that the UPS is appropriately packed for transport.
10. The UPS will be assessed by Power Shield technicians and Power Shield will then at its sole discretion determine if the UPS has failed under Power Shield warranty conditions.
11. If the UPS is deemed to have failed as per Power Shield warranty conditions, then the customer will keep the replacement UPS and the incident will be considered resolved.
12. It is a condition for this warranty option that the customer provides Power Shield Pty Ltd with a Purchase Order or Credit Card for the same or equivalent new UPS with the RMA.
13. If the UPS has failed due to reasons that Power Shield determines at its sole discretion to be outside of the warranty conditions, or is found to be not faulty then Power Shield will in its sole discretion apply the PO number / Credit Card that has been provided by the customer in the RMA and the customer will be invoiced accordingly. The customer has the option to have the faulty UPS returned to the customer at the customer's expense.
14. Hardwired products larger than 3KVA are not covered by this warranty.