



Powering Business Worldwide

Product Warranty Statement
 Eaton Industries Pty Ltd (ABN 66 103 014 571)
 Eaton Electrical (NZCN 284932, GST 48-218-105)

Manufacturer's Warranty

The below table outlines Eaton Industries Pty Ltd, Australia and Eaton Electrical, New Zealand (EATON) manufacturers standard warranty period in months for Power Quality products. These products are warranted against failure due to faulty materials and/or workmanship for varying periods as outlined in the below table. This Warranty is additional to any rights and remedies that you may have under the Australian Consumer Law and other laws.

Product	Warranty Period (months) from end user proof of purchase or commissioning date		Nature of warranty support	Conditions:
	Electronic Components	Batteries	Advance Replace (AR), On Site (OS)^	
Ferro resonant Power Conditioners and Dry Type Transformers	24	N/A	Plug in - AR Permanently wired - OS	<p>1. Warranty is not valid for 9155, 9355, 93PM, 93E, 93PS, 93PR, 9EHD 9395 & BLADEUPS products and associated batteries unless: (a) during installation EATON's start up and commissioning procedures are followed by a qualified UPS technician (b) the equipment and batteries are maintained as per EATON's procedures by a qualified UPS technician (c) the end user claiming warranty can provide documentation showing commissioning and maintenance procedures have been followed.</p> <p>2. For permanently wired products 5kVA and above, The Warranty covers on site repair ^ (within a 100km radius of capital cities/metropolitan areas or an EATON authorised service provider location only), during normal working hours, by EATON technicians or authorised service providers. For units installed in remote locations, customer to confirm most effective solution, either the equipment to be returned to Eaton or other nominated service locations (Return to Base - RTB), or pay additional cost of Eaton Service technician to attend site. In the case of RTB, it is the customer's responsibility to package the equipment adequately to prevent shipping damage. The customer must obtain approval from EATON in the form of an EATON issued RMA (Return Material Authorisation) before shipment. All costs associated with the return of the product to EATON are at the customer's expense.</p> <p>3. For units up to 3kVA and SPD products that are installed as a plug-in device, the warranty covers advance replacement. After the advance replacement unit is received by the customer, EATON at its sole discretion may require the faulty equipment to be returned to EATON for inspection & will advise the customer of the address the unit must be returned to. The customer must ensure the product is packaged adequately to prevent shipping damage. The customer must obtain EATON return paperwork in the form of an EATON issued RMA (Return Material Authorisation) and attach securely to the outer shipping packaging of the return unit before shipment. All costs associated with the return of the product to EATON are at the customer's expense. Should EATON determine after inspection that the returned unit has failed as a result of customer misuse, misapplication or unauthorised modification, then EATON reserves the right to invoice the customer at EATON's published end user list price for the replacement unit.</p> <p>4. It is possible that an excessive surge event (such as from a direct lightning strike to the building or a building wiring fault) may cause damage to a unit and render it inoperable. In the case of surge filters & diverters, these units are designed as self-sacrificial devices to protect your equipment. However, due to the unpredictability of surge events, this is not a guarantee. A unit that has been damaged in this way is not covered by this warranty.</p> <p>5. Any modification made to the product other than those made by EATON or its authorised representatives may cause this warranty to be void.</p> <p>6. Units returned for in-warranty repairs, which are found not to be defective, will be subject to an inspection and handling charge, plus transportation charges. EATON supplies high-grade batteries, designed for Uninterruptible Power Supply (UPS) applications, for use with EATON UPS equipment. These batteries have a finite life expectancy depending on a number of variables, including rate of discharge, depth of discharge, operating & storage temperature and storage time frame etc.</p> <p>7. Replacement Batteries provided as spare parts to a complete new battery string, have a two-year warranty from date of despatch. Individual replacement batteries added to an existing string have 6 months warranty from date of despatch.</p> <p>8. EATON reserves the right to charge for replacement batteries within the warranty period, if replacement batteries are necessary as a result of misuse, misapplication or unauthorised modification by the purchaser or end user.</p> <p>9. In the event that the UPS start up is not completed within 6 months of the purchasing date, the warranty period commences from the original purchase date, unless otherwise agreed.</p> <p>10. Extended warranty & service packages are available as options; please contact Eaton Service on 1300 303 059 for further details.</p>
Surge Protection Device (SPD)	12 (minimum refer individual product literature)		Plug in - AR Permanently wired - OS	
9155, 9355, 93PM, 93PS, 93PR, 9EHD, 9395	24	24	Permanently wired - OS	
3S, 5E, Ellipse Eco, 5S, 5SC, 5SX, 5130, 9130, & 9SX	24	24	=<3kVA - AR =>5kVA - OS	
5P, 5PX & 9PX	36	36	=<3kVA - AR =>5kVA - OS	
EDX, 9E, BladeUPS, & 93E, Connectivity, Accessories, Maintenance Bypass Panel	12	12	=<3kVA - AR =>5kVA - OS	
Racks, G3 ePDU	24	24	Plug in - AR	

Statutory rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To the extent our goods are not of a kind ordinarily acquired for personal, domestic or household use or consumption, then we may limit our liability to repair or replacement of goods or the payment of the cost of repairing or replacing goods, or supplying services again or payment for the cost of supplying services again, in accordance with section 64A of the Australian Consumer Law.

Contacts

- | | | |
|------------------------|--|--|
| (i) Name: | Eaton Industries Pty Ltd | Eaton Electrical |
| (ii) Business address: | 10 Kent Road, Mascot, NSW, Australia 2020 | Enable House, 106 Wrights Road Christchurch, New Zealand 8041 |
| (iii) Tel: | 1300 303 059 | 0508 328 6669 |
| (iv) Email address: | aus-warranty-electric@eaton.com | CustomerServiceNZ@eaton.com |

