



Powering Business Worldwide

Product Warranty Statement

Eaton Industries Pty Ltd, ACN 103 014 571 / ABN 66 103 014 571
 Eaton Electrical (Australia) Pty Ltd, ACN 000 050 644 / ABN 77 000 050 644
 Eaton Industries NZCN 284932 and NZBN 9429039803863, 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 9SX(15-20kVA), 9155, 91PS, 93PM, 93E, 93PS, 93PR, 9PHD, 9395, 9395P & BLADEUPS products and associated batteries unless: (a) on-site start up and site commissioning is completed by Eaton Service Department or current Authorised Service Partner under instructions and directions by Eaton Service Department (b) the equipment and batteries are maintained by Eaton Service Department or current Authorised Service Partner under instructions and directions by Eaton Service Department (c) the end user claiming warranty can provide documentation showing on-site commissioning and maintenance records as per clause a and b listed under section 1; (d) product installation is done by Eaton Service Department or Authorised Service Partner under instructions and directions by Eaton Service Department, or by qualified electrical company / party following and working under ANZ electrical standards, and official product installation manual</p> <p>2. For permanently wired products 5kVA and above, The Warranty covers on site repair (within a 60km radius of EATON Service Locations, during normal business working hours 5 x 8) by EATON Service Department or current Authorised Service Provider working under instructions and directions by EATON Service Department. Eaton Service Locations are Darwin, Brisbane, Sydney, Canberra, Melbourne, Adelaide, Perth, Hobart, Auckland, Wellington, Christchurch. For units installed in other locations or outside 60km radius, customer can choose the most effective solution, either the equipment to be returned to Eaton for repair, 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. Unit must be installed in suitable environment free of dust, corrosion, dampness, ingress of water, moisture, within designated temperature.</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. Site commissioning must be completed no later than 3 months from the date of purchase. If UPS site commissioning is not completed within 3 months of the purchasing date, the warranty period commences from the original purchase date.</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)			
9155, 91PS, 93PS, 93PR, 93PM, 9PHD, 9395, 9395P	24	24	Permanently wired - OS	
3S, 5E, Ellipse Eco, 5S, 5SC, 5SX, 9SX	24	24	=<3kVA - AR =>5kVA - OS	
5P, 5PX & 9PX	36	36	=<3kVA - AR =>5kVA - OS	
9E, 93E BladeUPS, Connectivity, Accessories, Maintenance Bypass Panel	12	12	=<3kVA - AR =>5kVA - OS	
Racks, G3 ePDU	24	24	Plug in - AR	
Micro Data Centre ETNEC03	36	36	Permanently wired - OS	
5P Lithium UPS	60	60	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

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