

## Riello UPS Australia Warranty Guidelines

This Warranty is given by Riello UPS Australia Pty Ltd and is subject to Riello-UPS standard conditions of sale, which govern all sales of products by Riello UPS Australia.

1. Except as set out below, Riello-UPS products are warranted against failure due to faulty materials and/or workmanship for a period up to two (2) years from dispatch date (ex- Riello-UPS warehouse) as per invoice.
2. In order to grant warranty services, we require proof of purchase, correct handling, assembly, installation and operation according to installation manuals, and accepted industry best practices. Please refer to Riello UPS Australia terms and conditions of sale for other applicable details and restrictions.
3. Riello UPS products require the appropriate required maintenance and servicing by a Riello UPS service technician or Riello UPS approved agent in conjunction with installation and product guidelines.
4. Please note that it is possible that an excessive surge (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 UPS diverters, the units are designed 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.
5. UPS Series iDialog, Net Power, Vision Rack/Dual and Sentinel Pro/Dual products are warranted against failure due to faulty materials and/or workmanship for a period of two (2) year from dispatch date (ex- Riello warehouse) as per invoice.
6. UPS series Sentryum, Multi Sentry, NextEnergy, Master MPS/HP/HE, Multi Power and MultiGuard Industrial units are warranted against failure due to faulty materials and/or workmanship for a period of one (1) year. However, if a Maintenance Plan with Riello-UPS is entered into the period of the warranty is two (2) years from the date of commissioning or thirty (30) months from the date of dispatch, whichever occurs first.
7. If, within the applicable Warranty period, any Riello-UPS product does not meet the warranty specified above, and the product was installed and operated in accordance with Riello-UPS recommended standard installation procedures and serviced in conjunction with Riello UPS recommended service frequency, by Riello UPS or an authorized representative. Riello-UPS shall there upon correct any defects due to faulty materials and/or workmanship.
8. Any modification made to the product other than those made by Riello-UPS or its authorized representative may cause this Warranty to be void.
9. For UPS units up to 3kVA that are installed as a portable device, the Warranty covers repair or replacement of defective parts at our warehouse or other service locations as nominated by Riello-UPS. Riello-UPS will then advise the customer of the address the unit must be returned to. The customer must obtain a Return Materials Authorization (RMA) number. On receiving your RMA number, return the goods to nominated address with a copy of the RMA form quoting the RMA number. If you are returning the goods by courier, ensure that the RMA number is clearly marked on the outside of the box. Do not write directly on the product's packaging. Ensure the product is packed adequately to prevent shipping damage. The customer must obtain approval from Riello-UPS before shipment. All costs associated with the return of the product to Riello-UPS are at the customer's expense.

10. For hardwired products 3kVA and above, the Warranty covers on site repair (Metropolitan area, Capital Cities only), during normal working hours, by Riello-UPS technicians or appointed agents. For UPS units installed in remote locations, Riello-UPS may, at its discretion, request the equipment to be recovered and returned to the warehouse or other nominated service locations. In this case, it is the customer's responsibility to pack the equipment adequately to prevent shipping damages and pay freight charges to the location nominated by Riello-UPS. Approval to return goods must be obtained from Riello-UPS before the goods are dispatched.
11. UPS 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.
12. High grade batteries, designed for Uninterruptible Power Supply (UPS) applications, are supplied by Riello-UPS for use with Riello-UPS equipment. These batteries have a finite life expectancy depending on a number of variables, including rate of discharge, depth of discharge, operating temperature, etc.
13. Providing that the batteries are used within the limits as set out in the battery manufacturer's warranty statement and are provided as an integral part of new equipment, they are guaranteed for two years, from dispatch date as per invoice. A copy of this warranty statement is available on request. Batteries provided as spare parts or replacements have a one-year warranty from date of dispatch. (Other optional warranty terms for batteries are available on request.)
14. Riello-UPS reserves the right to charge for replacement batteries if within the guarantee period, replacement batteries are necessary as a result of misuse or misapplication by the purchaser or end user.

#### **Preventative and Comprehensive Maintenance Agreements**

Periodic inspection and maintenance of the equipment ensures durability and efficiency over time. For information contact our service team on **1300 138 709** or visit [www.riello-ups.com.au](http://www.riello-ups.com.au)

Specifications are subject to change without notice.