



*Proudly Australian Owned and Operated*

# **Standard Warranty Policy**

**3 years  
Single Phase UPS**

Register your UPS online at  
[www.ionups.com.au/.com.au](http://www.ionups.com.au/.com.au)

Head Office: 69a Matthews Ave, Airport West VIC  
Ph: 1300 700 805  
Email: [info@ionups.com.au](mailto:info@ionups.com.au)

## **Warranty Registration Uninterruptible Power Supplies (UPS)**

All ION UPS PTY LTD single phase UPS products are covered by a comprehensive 3 year parts and labour warranty.

### **Standard Warranty Cover Australia Wide**

- 3 year from date of purchase \*
- Collection of UPS paid for by ION UPS (needs to be packed for shipping)
- Covers all parts and labour \*\*

**\* Operated the UPS in an indoor environment only in an ambient temperature range of 20-30°C. Install it in a clean environment, free from moisture, flammable liquids, gases and corrosive substance. Warranty will be void if not fulfilling the operation environment.**

\*\* The battery is an item subject to misuse and wear and tear. Battery life will depend on many factors such as operating temperature, number of discharges and duration of discharges. The warranty shall be void if the equipment is found to be operated outside of its intended environment, as equipment not properly installed quickly reduces the operating life of the battery and other components promoting unjustifiable and premature failure. Under 'normal' operation the battery can be expected to continue to provide full performance up to 12 months and 80% performance up to around 36 months. ION UPS may at its own discretion replace a battery considered faulty but cannot assume any responsibility or liability for doing so.

If the UPS is not in use and connected to mains power the batteries will need to be charged every 4 months to maintain condition. All batteries slowly discharge over time and failing to charge the batteries may result in damage and exhaust the battery power resulting in too low battery voltage and cause permanent damage. Failing to charge the batteries periodically will void the warranty.

**\*\*\* We recommend your ION UPS be serviced on an annual basis to maximise service life \*\*\***

## Warranty Terms & Conditions

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 for 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.

ION UPS Pty Ltd (**ION UPS**) warrants this product when properly installed and operated in accordance with its manual and specifications, to be free from defects in material, workmanship and design for a period of 3 years from date of purchase (**Warranty Period**).

If during the Warranty Period any component of the product becomes defective by reasons of materials, workmanship or design, ION UPS shall at its option, repair or replace the product free of charge (and in limited circumstances refund you for the product) subject to the following conditions:

- A The product has been to ION UPS's reasonable satisfaction, correctly installed and operated in accordance with its manual; and specifications and/or any of ION UPS's guidelines.  
The product has not been subject to tamper, misuse, neglect (including failure to respond to error codes or warning lights), disaster or accident.
- B The product has not been taken apart, modified or repaired except by persons authorised by ION UPS PTY LTD
- C
- D The product must be officially registered by return of the attached ION UPS Standard Warranty Application Form within 14 days of purchase.
- E Repair and replacement parts will be furnished on an exchange basis and will be new, equivalent to new or reconditioned. All replaced parts become the property of ION UPS. ION UPS Standard
- F Warranty does not cover damage caused while in transit to ION UPS (ION UPS advise use of original packing).
- G ION UPS reserves the right to request confirmation of purchase. Any alteration to the serial number or labels will invalidate your claim.
- H ION UPS Warranty does not cover damage to exterior surfaces of the product.
- I ION UPS reserve the right to charge for testing any product returned for repair or replacement which is found to be in satisfactory, working condition.
- J ION UPS Standard Warranty applies only to products sold and used within the Commonwealth of Australia.
- K Your ION UPS Standard Warranty service may be obtained by contacting ION UPS on 03 9706 0045 or visiting [www.ionups.com.au](http://www.ionups.com.au) . The freight to and from ION UPS is covered by ION UPS unless upon arrival the UPS is deemed not to be warranty then return freight is at your cost. Unit must include contact name, return address, phone number and fault details.  
To the full extent permitted by law:
- L
  - (i) Repairs will be conducted at ION UPS's reasonable discretion and during regular working hours. If You require repairs to be expedited, you will be liable for additional costs and expenses incurred by ION UPS;
  - (ii) This warranty is not transferable to any other parties unless authorised in writing by ION UPS; and
  - (iii) This warranty may only be amended with the express written consent of the managing director of ION UPS.

**Nothing contained herein shall affect your statutory rights under the *Competition and Consumer Act 2010* or any legislation. The Laws of Australia apply to this warranty.**

To the maximum extent permissible by law, ION UPS shall have no responsibility or liability whatsoever including any liability for negligence, consequential loss or damage however arising and all other conditions and warranties contained in and implied by any statute or rule of law are hereby expressly excluded.

**N.B. To confirm that you have selected the correct Model from the ION UPS range for your specific application/environment, phone ION UPS Pty Ltd on 1300 700 805.**