

Power Shield Pty Ltd Warranty Terms & Conditions (PSW28012012)

SERVICE / WARRANTY (Australia)
(Tel) 1300-305-393

Warranty Conditions

1. Power Shield product are warranted for certain specified period (see item 15 below) against failure due to faulty materials or workmanship from the invoice date from the Power Shield Store. Power Shields products are covered by a warranty in addition to all rights available to you by statute.
2. If, within the warranty period, the product 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 will, correct any defects due to material or workmanship.
3. If the product 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 product failed due to fire, earthquake, flood, direct lightning strike, terrorism, pollution, exposed under poison gas, and incorrect utility voltage then warranty will be void.
6. Batteries must be operated within the technical specification limits of the manufacturer and must be fully re-charged at least every three months during storage.
7. If Power Shield at its sole discretion determines that the product has failed, under Power Shield warranty conditions then Power Shield will at its option repair or replace the faulty unit
8. Power Shield will, at its sole discretion, replace the faulty product with an equal or equivalent model of a similar age and condition.
9. If the product, 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.
10. 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
11. For hardwired products, larger than 3KVA, the warranty covers onsite repair for metro areas in capital cities only. For equipment installed in remote locations Power Shield may, at its sole discretion, request that the product be returned to a Power Shield service centre at the customer's cost,
12. Power Shield UPS products are not failsafe devices. Although well designed and manufactured, like all electrical, electronic and mechanical devices it has the potential to fail. This should be taken into consideration when designing any critical system
13. Subject to the applicable Law, 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 substitution, claims by third parties, or otherwise.
14. Our products 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 products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.
15. Warranty period commences from the date Power Shield invoices the goods
ZapGuard Range: 1 year
CompuGuard, SafeGuard, Defender, Commander, Centurion: 2 years
Platinum Range: 1 year
Gamatronic Range: 1 year

To claim a warranty our contact details are as follows

Call Service on 1300-305-393

Or

Visit www.powershield.com.au/rmaform/ to process an RMA

Or

Power Shield Pty Ltd (Head Office)
U3, 205 Camboon Rd
Malaga, WA 6090

Any claim for expenses must be provided to us in writing and should be sent to our office, detailed above.

Return to Base Option (RTB)

The RTB warranty option is when a 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 a RMA.
2. Only when Power Shield has (approved) provided a RMA number can the product be returned to a Power Shield service centre
3. The customer must return the product to a designated Power Shield service centre as per the instructions on the completed RMA.
4. The customer must insure that the product 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 product will be assessed by Power Shield technicians, and Power Shield will then at its sole discretion determine if the product has failed under Power Shield warranty conditions.
6. If the product is deemed to have failed as per Power Shield warranty conditions, then Power Shield will repair or replace with equal or equivalent model of a similar age and condition product.
7. In these circumstances Power Shield will arrange freight of the replacement to metro areas within the capital cities of Australia.
8. If the product 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.
9. For hardwired products larger than 3KVA the warranty covers onsite repair for metro areas in capital cities during weekday office 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 PowerShield then standard Power Shield servicing and travel costs will apply and will be for the customer's account.

Advance Replacement Warranty Option (ARW)

The ARW warranty option is when a Power Shield product that is still under warranty is deemed to be faulty as per the Power Shield warranty conditions and a new or reconditioned product is dispatched to the customer before the faulty product 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 a RMA.
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 Shields intention to use these. Use of these will only be under exceptional circumstances as described below.
3. Only when Power Shield has (approved) provided a RMA number can this warranty option be exercised and the goods be returned to a Power Shield service centre
4. Once Power Shield Pty Ltd has provided (authorized) a RMA then Power Shield Pty Ltd will dispatch at its cost to metro areas in capital cities (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's premises
6. Important – scratched or dented or cracked, even slightly, UPS are not covered by this warranty. It is the customer's responsibility to ensure that the UPS is received back at the Power Shield service centre completely free of scratches and dents etc. If PowerShield in its sole discretion determines that a returned product 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 product returned to him at his expense
7. The customer must return the faulty 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 product is appropriately packed for transport.
10. The product will be assessed by Power Shield technicians, and Power Shield will then in its sole discretion determine if the UPS has failed under Power Shield warranty conditions.
11. If the product is deemed to have failed as per Power Shield warranty conditions, then the customer will keep the replacement product and the problem will be considered solved.
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 product with the RMA
13. If the product has failed due to reasons that Power Shield determines at its sole discretion determines to be outside of 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 him at his expense
14. Hardwired products larger than 3KVA are not covered by this warranty option.