DEWEN® IntelliSolo
UPS Series Warranty (UK)

Overview:
All DEWEN IntelliSolo series Uninterruptible Power Supplies (UPS) up to 3 KVA are backed by a comprehensive warranty for customers in the United Kingdom. Every IntelliSolo UPS includes a **standard three-year limited warranty**, with the option to extend coverage to a **five-year extended warranty** for added peace of mind. This warranty is valid **only for units purchased through an authorized DEWEN reseller or distributor within the UK**, and only for the original purchaser. The following sections outline the terms of the standard and extended warranties, including coverage details, exclusions, service procedures, and conditions for eligibility. This manufacturer's warranty is offered in addition to, and does not affect, your statutory rights under UK consumer law.

Standard 3-Year Limited Warranty

Coverage Period: The standard warranty covers a period of three (3) years (36 months) from the date of original purchase as indicated on your sales invoice or receipt. Coverage begins on the purchase date and is applicable only to the original end-user purchaser. **The warranty is non-transferable** – it will apply only to the first owner of the IntelliSolo UPS purchased from an authorized UK channel.
Coverage Scope: Under the 3-year limited warranty, DEWEN warrants that the IntelliSolo series UPS and its included components (including internal batteries[1] and electronics) **are free from defects in materials and workmanship** under normal use and operating conditions. If a defect in materials or workmanship is discovered within the standard warranty period, DEWEN will, at its sole discretion, **repair the unit or replace it** with a new or refurbished product of equal or better specifications **at no cost** to the customer (covering parts and labor for the repair/replacement). All replacement products or parts provided under warranty will carry the remaining original warranty term. (For example, a unit replaced in the second year of ownership will be warranted only for the balance of the original 3-year period.)
Service Method (Return-to-Base): The standard warranty service for IntelliSolo UPS units is provided on a **"return-to-base"** basis. This means that in the event of a fault, the customer is responsible for safely returning or shipping the unit to a DEWEN-designated service center for inspection and repair. DEWEN will then repair the unit and return it to the customer once serviced. In some cases – and at DEWEN's discretion – a swap-out replacement may be provided: DEWEN might send a replacement unit first (to minimize downtime) and have the faulty unit sent back by the customer. To arrange warranty service, please refer to the Warranty Claims Procedure below. Always obtain a Return Material Authorization (RMA) from DEWEN support before sending any product in for service.

[1] Note: Rechargeable batteries integrated in the UPS are covered by the standard warranty against premature failure due to defects. However, as batteries are consumable with a finite lifespan, normal wear and gradual capacity loss of batteries over time is not considered a defect. Customers should adhere to the user manual guidelines for battery maintenance to ensure longevity.

Optional 5-Year Extended Warranty

Extended Coverage Period: DEWEN offers an optional extended warranty program to stretch the total coverage to five (5) years from the purchase date (an additional 24 months beyond the standard 3-year term). This extended warranty provides the same level of coverage as the standard warranty but for a longer duration, giving you up to five years of protection from the original purchase date.
Eligibility for Extended Warranty: The 5-year extended warranty is **only available for IntelliSolo UPS units purchased in the UK through authorized channels** and must be activated by the customer. To qualify, you are typically required to **register your product** with DEWEN or purchase the official DEWEN extended warranty plan **within a set period (e.g. within 30 or 60 days) of the original purchase**. Registration may involve providing your product serial number, purchase details, and contact information via the DEWEN website or by mailing a completed warranty registration card (if provided). Once the extended warranty is activated and confirmed by DEWEN, your IntelliSolo UPS will be covered for a total of 5 years from the purchase date under the same terms and conditions outlined in this document. If extended coverage is not activated, the UPS will remain covered by the standard 3-year warranty only.
Coverage Scope: During the extended warranty period (years 4 and 5 from purchase), **all terms, coverages, and exclusions of the standard warranty continue to apply**. DEWEN will continue to warrant the product against defects in materials and workmanship under normal use, providing repair or replacement as needed, just as in the initial three years. The extended warranty does not broaden the scope of coverage – it simply lengthens the time period of protection. Any service performed or replacement provided in years 4-5 will follow the same return-to-base process and conditions as under the standard warranty. The extended warranty is likewise non-transferable and valid only for the original registered owner. (If the product changes ownership, the extended warranty becomes void.)
Confirmation: Customers who successfully register for or purchase the extended warranty Will receive confirmation of their extended coverage (such as an extended warranty certificate or reference number). It is recommended to keep this confirmation together with your proof of purchase. The extended warranty offer may be subject to change or specific terms (for example, some promotions might offer the extended coverage at no extra charge upon timely registration). Always refer to DEWEN's official communications or your reseller for the most current details on extended warranty availability.

What Is Covered (Warranty Coverage)

Under both the standard 3-year warranty and the extended 5-year warranty, DEWEN's coverage for IntelliSolo UPS units includes **defects or failures resulting from flaws in manufacturing or workmanship**. In summary, the warranty **covers the repair or replacement** of the UPS if it stops functioning correctly due to an internal fault that arises under normal operating conditions. Key points of what is covered:

- **Defective Materials or Workmanship:** Any failure of the UPS unit or its internal components (such as the inverter, control circuitry, internal power modules, or integrated battery) due to defective materials or manufacturing errors will be remedied by DEWEN. The company will replace faulty parts with new or refurbished parts or exchange the entire unit if necessary.

- **Performance Within Specifications:** If the UPS fails to perform according to the product specifications and user manual due to an inherent defect, this is considered covered. For example, if the unit does not provide backup power as intended because of a hidden defect in its circuitry, that would fall under warranty.
- **Parts and Labor:** For covered defects, both replacement parts and the labor required to fix the issue are provided at **no charge** to the customer. This includes repair work by DEWEN technicians or authorized service partners and, when applicable, the cost of sending a replacement unit.
- **Replacement with Equivalent Product**: If a repair is not feasible, DEWEN may replace the defective IntelliSolo UPS with an identical model. If the exact model is no longer available, **a functionally equivalent or improved model** will be provided as the replacement. Any such replacement will carry on the original warranty term (no warranty reset, as noted earlier). Replaced or removed defective parts or units become the property of DEWEN.
- **Technical Support:** During the warranty period, DEWEN will also provide reasonable **technical support** (via phone or email) to help diagnose issues. Some problems may be resolved through troubleshooting with DEWEN's support team. If a defect is confirmed and cannot be resolved remotely, warranty service (repair/replacement) will be initiated as described.

What Is Not Covered (Exclusions)

While DEWEN's warranty is comprehensive, certain conditions and types of damage are **excluded from coverage** under both the standard and extended warranty. The warranty **does not cover:**

- **Improper Use or Installation:** Any damage or malfunction caused by misuse, abuse, or failure to follow the proper installation and operating instructions is not covered. This includes using the UPS for purposes outside its specified range (e.g. exceeding the unit's rated capacity or connecting incompatible devices), improper wiring or electrical connections, and not adhering to the required input power parameters.
- **Physical Damage or Accidents:** Issues resulting from external causes such as impact, dropping the unit, liquid spills, fire, flooding, or other accidents are excluded. Similarly, **damage from environmental factors** (exposure to extreme temperatures, water or excessive moisture, corrosion, dust or sand, etc. beyond the device's rated tolerance) is not covered. IntelliSolo UPS units are designed for indoor use; any outdoor use or exposure to harsh conditions that is not in line with the product's IP or environmental ratings will void the warranty.
- **Power Events Outside Specifications:** While UPS systems are meant to protect against certain power problems**, damage due to severe external electrical events** is not covered. For example, if a surge or spike vastly exceeding the UPS's protection rating (such as a direct lightning strike or high-voltage surge on the power line) causes the UPS to fail, such damage is considered outside the scope of warranty. Likewise, damage from improper input voltage (using the wrong mains voltage) or frequency, or connecting the UPS to an unsuitable power source, is excluded.
- **Consumables and Wear Items:** The warranty does not extend to consumable parts or normal wear-and-tear. For instance, **batteries naturally lose capacity over time**; a gradual reduction in battery backup duration is expected and not covered unless it is a result of a defect. Fuses or surge protection components that must be replaced after sacrificially protecting connected equipment are also considered maintenance items. The warranty will not cover periodic maintenance, calibration, or any performance degradation that is considered normal aging. (Customers should perform regular maintenance as recommended in the user manual, such as battery health checks and replacements at end-of-life.)
- **Unauthorized Alterations or Repair:** Any tampering, alteration, or modification of the product not authorized by DEWEN will void the warranty. This includes opening the enclosure and attempting self-repair or installing non-approved components. Only DEWEN or its authorized service providers should service the UPS. Breaking of warranty seals, or removal/alteration of the product serial number or rating labels, will invalidate coverage.
- **Accessories and External Devices:** Any optional accessories or peripherals not provided by DEWEN as part of the main unit are not covered by the UPS warranty. For example, external battery expansion packs, communication cards, or mounting kits have their own terms if provided by DEWEN, or if third-party, are excluded entirely. The warranty also does not cover damage to any equipment connected to the UPS (the warranty covers only the UPS unit itself).
- **Subsequent Owners or Non-UK Use:** The warranty is only valid within the UK and for the original purchaser. If an IntelliSolo UPS is resold or transferred to a new owner, the warranty does not transfer to the new user. Additionally, if the product is taken outside of the UK, DEWEN is not obligated to honor the warranty in other countries. (Different regions may have different service arrangements or warranty policies.)
- **No Fault Found Service Calls:** If a returned unit is inspected and found not to have any defects (for example, if the issue was due to a misconfiguration or an external problem rather than a UPS fault), then such service is not covered as a "warranty repair". In such cases, DEWEN reserves the right to charge the customer for examination, handling, or shipping. It's always best to troubleshoot with DEWEN support before sending a unit in, to avoid unnecessary costs.

If a problem is determined to fall under one of these exclusion categories, **repair or replacement can still be pursued but at the customer's expense** (as it would not be free warranty service). DEWEN or its service partners would provide a quote for the repair in such cases.

Warranty Service and Claims Procedure

If you encounter an issue with your DEWEN IntelliSolo UPS during the warranty period, the following steps outline how to obtain service:

1. **Contact DEWEN Customer Support:** As soon as a defect or problem is noticed, contact our support team for assistance. You can reach DEWEN UK Customer Service via **phone** (01182058888) or **email** (warranty.uk@dewenenergy.com). You may also contact the authorized reseller from whom you purchased the UPS, but ultimately warranty claims will be handled by DEWEN. When contacting support, be prepared to provide:
2. **Product Details:** Model and serial number of your IntelliSolo UPS.
3. **Purchase Information:** Proof of purchase (sales receipt or invoice showing the date and reseller/distributor name).
4. **Description of Issue:** A clear description of the problem you are experiencing, including any error indicators on the UPS (LED alarms, LCD messages) and steps you've taken to troubleshoot.
5. **Troubleshooting and RMA:** DEWEN's support team will typically guide you through initial troubleshooting steps to determine if the issue can be resolved remotely or confirm that the unit indeed may have a hardware fault. If the issue appears to be a warrantable defect, DEWEN will issue a **Return Material Authorization (RMA)** number or other authorization for you to send the unit in for service. The support team will provide you with the RMA reference and the **shipping address** of the designated service center. They will also advise on proper packaging to ensure the unit is safely transported. Note: Do not ship the product before receiving RMA and instructions, as unauthorized returns may not be accepted.
6. **Shipping the Unit:** For return-to-base service, you will need **to ship or deliver the UPS to the service center** as instructed. Remove any user-installed accessories (like optional network cards) before shipping and pack the UPS in its original packaging if possible or other adequate protection. Clearly mark the RMA number on the outside of the package as instructed. Depending on DEWEN's policy, shipping costs to the service center may be at the customer's expense; DEWEN will cover the cost of returning the repaired unit back to you. (If the unit is very large/heavy, special arrangements or on-site service may be considered on a case-by-case basis, but for up to 3 KVA models, mail-in service is standard.)
7. **Repair and Turnaround:** Once received, DEWEN or authorized technicians will examine the UPS and carry out the necessary repair or replacement if the fault is confirmed to be covered. The turnaround time can vary, but DEWEN aims to process warranty repairs efficiently (often returning or replacing units within a few working days of receipt, subject to parts availability). If a replacement unit is sent, it will be of equal or better model/specification. You will be notified of the repair status and expected return date.
8. **Return of Product:** After service, the repaired or replacement UPS will be shipped back to you at the address provided. It will be restored to proper working condition and should be ready to use out of the box. The remaining warranty period continues to apply to the serviced unit. When you receive the unit, please verify the UPS operates correctly. DEWEN will typically include a service report detailing the work done. In the unlikely event the issue persists, inform DEWEN immediately for further assistance.

Customer Service Contact Channels: For any questions about warranty coverage or to start a claim, you can reach out through the following channels (UK support):

- **Phone Support**: DEWEN UK Support Line – [0118 205 8888]
- **Email Support:** support.uk@dewenenergy.com – please include your contact information, product model/serial, and a description of the issue.
- **Online:** Visit our DEWEN Support webpage at https://dewenenergy.com/contact-us/ to submit support tickets. You may also find FAQs and user manuals on the website which can help troubleshoot common issues.

When contacting support, always reference your product model and serial number, and if applicable, mention that you have registered for the 5-year warranty (so we can verify your extended coverage status). Our customer service team will guide you through the rest of the process.

Additional Terms and Conditions

Authorized Purchases: This warranty is only valid for DEWEN IntelliSolo UPS products purchased from DEWEN Ltd. or its authorized resellers and distributors. Please ensure that your reseller is officially recognized by DEWEN to avoid any issues. DEWEN reserves the right to reject warranty claims for products obtained from unauthorized or grey-market sellers.

No Other Warranties: To the maximum extent permitted by law, this Limited Warranty is the only express warranty provided by DEWEN for the IntelliSolo series. No dealer, distributor, or third-party is authorized to modify the terms of this warranty or make any additional commitments on behalf of DEWEN. If your reseller offers any additional warranty or protection plan, that is separate from this manufacturer's warranty and should be handled between you and the reseller.

Limitation of Liability: DEWEN's liability under this warranty is limited to the repair or replacement of defective products as described. DEWEN will not be liable for any indirect or consequential losses or damages arising from the use of the product or from its failure. This means we do not cover costs such as loss of data, loss of business or profits, downtime, or damage to other equipment connected to the UPS. Ensure that critical systems have appropriate backup measures in place. (Some jurisdictions do not allow exclusion of incidental or consequential damages, so this limitation may not apply fully in such cases, but it is stated to clarify the intent of coverage.)

Statutory Rights: This warranty gives you specific legal rights, but it does not affect any rights you have under UK consumer laws. You may have remedies under the Consumer Rights Act 2015 or other regulations for faulty goods, and those are independent of this warranty. This warranty is intended to provide repair/replacement under the conditions stated, in addition to your legal rights, not to limit them.

Governing Law: This warranty shall be governed by and construed in accordance with the laws of England and Wales. In the event of any dispute, you agree that the courts of England and Wales will have jurisdiction.

Product Improvements: DEWEN is constantly improving its products. In case of a replacement, the model you receive might have minor differences in design or features due to product improvements or revisions, but it will be equivalent or superior in functionality. Warranty terms apply equally to the revised product.

Contact: For any clarifications regarding these warranty terms or for assistance, please contact DEWEN using the support channels provided above. We are committed to ensuring your experience with the IntelliSolo UPS is satisfactory and will work to resolve any valid warranty issues as promptly as possible.

End of DEWEN IntelliSolo UPS Warranty Terms (UK). This warranty information is intended to be published on the DEWEN website for easy reference by customers. Always retain your proof of purchase and any warranty registration confirmation, as these will be required when making a claim.
We thank you for choosing DEWEN® IntelliSolo UPS systems and are confident they will serve your power protection needs reliably.

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