

## Overview:

All DEWEN three-phase Uninterruptible Power Supplies (UPS) are backed by a limited warranty for customers in regions where DEWEN or its authorised distributors operate. This warranty is valid only for units purchased through an authorised DEWEN reseller or distributor, and only for the original purchaser. Customised or specially engineered UPS systems are not covered under this standard warranty; such products may be supplied with separate contractual warranty terms agreed at the time of sale. The following sections outline the terms of this warranty, 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 applicable consumer laws.

## Standard Limited Warranty

**Coverage Period:** The standard warranty period is twenty-four (24) months from the date of delivery, or eighteen (18) months from the date of start-up commissioning by DEWEN or its authorised service partner, whichever occurs first. The warranty is applicable only to the original end-user purchaser and is non-transferable without DEWEN's prior written approval.

**Coverage Scope:** Under this warranty, DEWEN warrants that its three-phase UPS systems and included components are free from defects in materials and workmanship under normal use and operating conditions. If a defect is discovered within the warranty period, DEWEN will, at its sole discretion, repair the unit or replace it with a new or refurbished product of equal or better specification. All replacement products or parts provided under warranty will carry only the remaining balance of the original warranty period.

## What Is Covered (Warranty Coverage)

- **Defective Materials or Workmanship:** Failures caused by manufacturing defects or defective components.
- **Performance Within Specifications:** If the UPS fails to perform in accordance with the product specifications and user manual due to an inherent defect.
- **Replacement parts:** For valid warranty claims, DEWEN will supply new or refurbished replacement parts at no charge.
- **Technical Support:** During the warranty period, DEWEN will provide reasonable technical support (by telephone or email) to assist in diagnosing issues.

## 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:** Damage caused by misuse, neglect, or failure to follow installation and operating instructions.
- **Physical Damage or Accidents:** Damage from impact, fire, flooding, or other external causes, or environmental exposure beyond product specifications.
- **Power Events Outside Specifications:** Failures caused by surges, lightning strikes, or unsuitable input sources.
- **Consumables and Wear Items:** Normal wear including fans, filters, fuses, and the natural reduction of battery capacity over time.
- **Unauthorized Alterations or Repair:** Any tampering, modification, or servicing by non-authorised personnel.
- **Accessories and External Devices:** Optional or third-party peripherals not supplied by DEWEN.
- **Grey-Market or Relocated Products:** Units purchased outside authorised channels or relocated without DEWEN's consent.
- **Inspection Without Fault:** Costs of examination or handling where no fault is found.

## Warranty Service and Claims Procedure

If you encounter an issue with your DEWEN three-phase UPS during the warranty period, please follow these steps:

1. Contact DEWEN Customer Support or your authorised distributor immediately upon discovering the fault.
2. Provide product details (model and serial number), proof of purchase, and a description of the problem.
3. DEWEN support will assist with troubleshooting and, if applicable, issue a Return Material Authorisation (RMA) or arrange inspection.
4. Service is provided on a return-to-base basis unless otherwise offered by DEWEN or its authorised service partners. On-site service is only available in regions where DEWEN or an authorised partner provides such coverage.
5. The customer is responsible for all costs of packaging, transportation, insurance, customs duties, and associated charges when returning a product to DEWEN or its authorised service partner. If the warranty claim is validated, DEWEN will cover the reasonable cost of shipping the repaired or replacement product back to the customer. For rejected claims, the customer shall bear all return costs. Unauthorised or freight-collect returns will not be accepted.
6. DEWEN will repair or replace the product as quickly as reasonably possible, subject to parts availability.

## **Additional Terms and Conditions**

**Authorised Purchases:** This warranty is valid only for DEWEN three-phase UPS products purchased from DEWEN Ltd. or its authorised resellers. Claims relating to unauthorised or grey-market products will not be accepted.

**No Other Warranties:** To the fullest extent permitted by law, this Limited Warranty is the only express warranty provided by DEWEN. No dealer, distributor, or third party is authorised to vary its terms.

**Limitation of Liability:** DEWEN's liability under this warranty is limited to the repair or replacement of defective products. DEWEN shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of data, profits, or business, and liability shall not exceed the net purchase price of the product.

**Statutory Rights:** This warranty gives you specific legal rights and does not affect your statutory rights under applicable consumer laws.

**Governing Law:** Unless otherwise required by local law, this warranty shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

### **End of DEWEN Three-Phase UPS Warranty Terms (Global).**

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® three-phase UPS systems and are confident they will deliver long-term, reliable power protection for your business operations.

This document is issued by KEMET LIMITED, the legal entity owning DEWEN®.