

DEWEN® Outdoor Three-Phase UPS Warranty



Overview:

All DEWEN outdoor three-phase Uninterruptible Power Supply (UPS) systems are backed by a limited warranty for customers in regions where DEWEN or its authorised distributors operate. This warranty applies to outdoor UPS cabinet systems and their integrated components, including power electronics, bypass arrangements, environmental control, and monitoring equipment. It is valid only for units purchased through an authorised DEWEN reseller or distributor and only for the original purchaser. Customised or specially engineered outdoor 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 eligibility conditions. 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 applies 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 outdoor three-phase UPS cabinet 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 item or replace it with a new or refurbished product of equal or better specification. All replacement products or parts provided under warranty 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 or any integrated outdoor subsystem fails to perform in accordance with the product specifications and user documentation 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 remote technical support (by telephone or email) to assist in diagnosing issues.

Outdoor-Specific Coverage

The outdoor UPS cabinet includes additional subsystems that are covered under standard warranty terms where noted:

Environmental Control Components

Air-conditioning modules, heat exchangers, ventilation fans, heaters, anti-condensation systems, and environmental sensors are covered only against manufacturing defects. Normal operational wear, performance decline due to ageing, contamination, or environmental exposure is not considered a defect.

Batteries

Batteries (VRLA or Lithium) are covered **only to the extent of the original battery manufacturer's warranty**. Reduction in capacity over time is a normal characteristic and is not considered a defect.

Mechanical and Structural Components

Cabinet enclosure, mounting framework, sealing gaskets, sun shields, rain hoods, and internal wiring are covered against manufacturing defects.

Bypass and Power Distribution Components

Static and manual bypass assemblies, breakers, terminal blocks, surge protection devices (SPD), and internal cabling are covered against manufacturing defects.

What Is Not Covered (Exclusions)

The warranty does not cover:

- Improper use, incorrect installation, or operation outside product specifications
- Physical damage caused by accident, impact, fire, flooding, or other external events
- Environmental exposure beyond published outdoor cabinet limits
- Damage caused by surges, lightning, or unsuitable power sources
- Normal wear items such as filters, fans, fuses, gaskets, or sensor drift
- Battery ageing, capacity fade, or cycle-related degradation
- Modifications, tampering, or repairs by non-authorised personnel

- Optional accessories or third-party equipment not supplied by DEWEN
- Units purchased outside authorised channels or relocated without DEWEN's consent
- Inspection, handling, or shipping costs when no fault is found

Warranty Service and Claims Procedure

If you encounter an issue with your DEWEN outdoor three-phase UPS system 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 clear description of the issue.
3. DEWEN 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 an authorised service partner.
6. If the warranty claim is validated, DEWEN will cover the reasonable cost of returning the repaired or replacement product to the customer. For rejected claims, the customer shall bear all return costs. Unauthorised or freight-collect returns will not be accepted.
7. 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 outdoor three-phase UPS products purchased from DEWEN 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 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 Outdoor 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® outdoor three-phase UPS systems and are confident they will deliver long-term, reliable power protection for your operations.

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

Specifications may change without notice. Updated information is available at <https://dewenenergy.com/ups-warranty/>.