



WARRANTY TERMS & CONDITIONS

PSW02052019

SERVICE / WARRANTY (Australia)

Warranty provided by PowerShield Pty Ltd of U3, 205 Camboon Rd, Malaga, WA 6090
("PowerShield")
(Tel) 1300-305-393 Warranty

Conditions

1. PowerShield products are warranted for certain specified periods (as set out in item 18 below) against failure due to faulty materials or workmanship.
2. The benefits available in respect of PowerShield products under the terms of this document are in addition to all rights and remedies available to customers under statute or other applicable laws.
3. If, within the warranty period set out in item 18 below, a PowerShield product to which this document applies does not meet the specification above and the product was installed and operated in accordance with PowerShield and all applicable Australian standards and procedures, then PowerShield will at its cost (subject to the terms of this document), correct any defects in the material or workmanship.
4. If the product has been modified, recalibrated, repaired, opened or tampered with in any way by the customer then this warranty will not apply.
5. If the product has been damaged during transport then this warranty will not apply.
6. If the product fails due to fire, earthquake, flood, direct lightning strike, terrorism, pollution, direct sunlight, excessive heat, exposed under poison gas, and incorrect utility voltage then this warranty will not apply.
7. In order for this warranty to apply, product batteries must be operated within the technical specification limits of the manufacturer and must be fully re-charged at least every six months during storage.
8. PowerShield uninterruptible power supply (UPS) products are not failsafe devices. Although well designed and manufactured, like all electrical, electronic and mechanical devices they have the potential to fail. This should be taken into consideration by customers when designing any critical system.

WARRANTY CLAIMS

To make a warranty claim, PowerShield should be contacted as follows
Call Service on 1300-305-393 or
Visit powershield.com.au/support-menu/rma-application/ to process an RMA or
PowerShield Pty Ltd (Head Office)
U3, 205 Camboon Rd, Malaga, WA 6090

9. To make a claim under this document, customers must obtain from PowerShield, complete and return a return merchandise authorisation (RMA) in the approved format. The RMA form can be obtained from PowerShield via the contact details set out above. No product can be returned to PowerShield, or a technician sent to a customer's site (if applicable), without a RMA.
10. Unless otherwise specified in this document, all products must be returned to a PowerShield service centre at the customer's cost in the event of a claim under this warranty document being made. However, for hardwired products larger than 3KVA, the warranty covers onsite repair for metropolitan areas in Australian capital cities only. See Annexure A for details on how to make a warranty claim in respect of such products. For hardwired equipment installed in remote locations PowerShield may, at its sole discretion, request that the product be returned to a PowerShield service centre at the customer's cost.
11. If a warranty claim is a Return To Base (RTB) claim, then the terms and conditions in Annexure A of this document will also apply. If a warranty claim is an Advanced Replacement Warranty claim (ARW), the terms and conditions in Annexure B of this document will also apply. The customer can in its discretion elect to exercise either of these options, if available, at the time of providing the completed RMA to PowerShield.
12. If PowerShield at its sole discretion determines that the conditions of this document have been met and the product has failed as a result of an event described in item 1, then PowerShield will at its option and in its sole discretion repair or replace the faulty unit with an equal or equivalent model of a similar age and condition, at its cost. The costs of returning the repaired/replaced product to the customer will be met by PowerShield provided that the return is to a metropolitan area in an Australian capital city.
13. If the product has failed due to reasons that PowerShield, at its sole discretion, determines to be outside of the conditions set out in this warranty document, or is found to be not faulty then a minimum inspection and handling fee will be charged, and the customer will be responsible for paying the cost of returning the product to the customer.
14. Blown fuses are usually as a result of overload and are not considered to be a fault to which item 1 of this document applies. If it is determined that a product has failed due to a blown fuse, a handling and inspection charge will apply as above, and the customer will be responsible for paying the cost of returning the product to the customer.
15. All three phase products must be commissioned by an approved PowerShield technician. Commissioning must be completed within three weeks from PowerShield invoice date. Failure to do this will void the warranty.
16. Subject to applicable law, in no event shall PowerShield, its 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 PowerShield has been advised in advance of the possibility of such damages. Specifically, PowerShield is not liable for any costs, such as lost profits or revenue, loss of equipment, loss of use of equipment, loss or damage of software, loss or damage of data, costs of substitution, claims by third parties, or otherwise.
17. 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 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.
18. The warranty product period commences from the date the End User is invoiced for the products.

Please refer to the following page for PowerShield's warranty statement or visit this [link](#).



PowerShield's purpose is to ensure smooth power every day

Manufacturer's Warranty

The table below presents PowerShield's Australian standard warranty duration, in months. For products not listed in the table, the standard warranty duration is 12 months. These items come with a guarantee against defects resulting from substandard materials or workmanship. It's important to note that this warranty is supplementary to the rights and protections granted to you under Australian Consumer Law and other applicable legislation. If you have purchased equipment outside of Australia, kindly reach out to the place of purchase for warranty-related inquiries.

PRODUCT	Warranty Period (months) from end user proof of purchase or commissioning date		Nature of warranty support		Conditions
	Electronic Components	Batteries	Advanced Replace (AR)On Site (OS)		
ZapGuard Power Boards	60		AR		Conditions 1. For all three phase products, the warranty is limited to RTB unless these prerequisites are met: (a) On-site start-up and commissioning is performed by PowerShield or an Authorised Service Agent. (b) Any maintenance undertaken under the Warranty Period must be carried out by PowerShield or an Authorised Service Agent (c) On-site setup should be finalised no more than three months post-purchase. If not done within this timeframe, the guarantee starts from the initial purchase date. (d) The consumer claiming the guarantee must present records confirming points a b and c above. 2. For hardwired devices of 6kVA or higher, on-site repair may be offered at the discretion of PowerShield. Should the device not be approved for on-site repair, the customer may choose to send the equipment back to PowerShield for repair. Return to Base or cover the expense of a PowerShield certified technician's visit. Before dispatching, approval from PowerShield in the form of an Return Material Authorisation (RMA) is needed. Return expenses are covered by the customer. 3. For devices up to 3kVA and items that function as plug-in the guarantee involves a prior replacement. After receiving the replacement, PowerShield may request the defective item be sent back to PowerShield for examination. The client should package the product to avoid transit damages and secure the RMA form to the external packaging. If inspection shows customer-related faults, PowerShield might bill the customer based on their standard RRP price list for the substituted product. 4. Surge incidents, like direct lightning strikes, can damage a device, making it dysfunctional. With surge filters and diverters, they serve to shield your devices. Yet, given the unpredictability of surges, no absolute assurance can be provided. Units harmed in such events are not covered under this guarantee. 5. Unauthorised alterations to the product will render the warranty void. 6. Products returned for repairs under warranty, if deemed fault-free, may attract an inspection fee and transport costs. PowerShield offers superior-quality batteries suitable for Uninterrupted Power Supply (UPS) use. Their lifespan is determined by multiple factors, including discharge rate and conditions. 7. The warranty for any repaired product will be either the original warranty's remaining duration or an additional three months, depending on whichever is longer. 8. PowerShield may bill for replacement batteries within the warranty period if replacements result from misuse or unauthorised adjustments by the buyer. 9. Placing the unit in an environment exposed to dust, corrosion, moisture, or temperatures outside of the prescribed range may result in the warranty being invalidated. 10. Extended warranty & service packs are available. Reach out to PowerShield Service at 1300 305 393 for more information.
Surge Pro Surge Diverters and Filters	36	N/A	Plug in AR Hardwired OS		
SafeGuard, Defender Tower and RT	24	24	AR		
*Single Phase Commander RT, Centurion RT	*36/24	*36/24	=<3kVA - AR =>6kVA - OS		
*Single Phase Commander Tower, Centurion Tower	*36/24	*36/24	=<3kVA - AR =>6kVA - OS		
Centurion RT Lithium inc EBM	60	60	AR		
Centurion Pro 3/1, 3/3 Phase inc EBM	12	12	OS		
Platinum Modular Range inc EBM	12	12	OS		
Pilot Series DC Mini, DC Mini 36, DC 50	12	12	AR		
UPS Accessories, Communications Products, External Maintenance Bypass Switches, Automatic Transfer Switches, Managed and Unmanaged PDUs, Mounting Products	24	24	Plug in AR Hardwired OS		
Contacts Company: PowerShield Pty Ltd Address: Unit 3, 205 Camboon Road, Malaga, WA Australia 6090 Telephone: 1300 305 393 Email address: warranties@powershield.com.au					Statutory rights Our products are backed by warranties that are inalienable under the Australian Consumer Act. 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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Where our products aren't typically for personal or household usage, our liability may be limited to repairing or replacing products, or covering the repair or replacement costs in line with section 64A of the Australian Consumer Law. *Qualifies for extra 12 months upon warranty registration. Excludes PSCEBB40 and PSCEBB60CH models.
Warranty Registration: 					

Note

In addition to the above product warranty, PowerShield allows for a further Buffer warranty period, up to a maximum of three months from the date that the End User was invoiced.

This is to cover the time-period that elapses between products transferring from the PowerShield warehouse, to the Distributor chain and finally to the End User.

Warranties that exceed both the Product and Buffer warranty time-period will be considered at the sole discretion of PowerShield.

Connected Equipment Warranty (CEW) – View T&C www.powershield.com.au

Annexure A: Return to Base (RTB) Claims

The RTB warranty option applies when a product that is still under warranty is deemed to be faulty as per the PowerShield warranty conditions in pages 1 and 2 of this document, and is returned to a PowerShield service centre for repair or replacement.

- a. Only when PowerShield has provided a RMA number can the product be returned to a PowerShield service centre, or a technician sent to the customer's site (as applicable).
- b. The customer must return the product to a designated PowerShield service centre as per the instructions on the completed RMA.
- c. The customer must ensure that the product is appropriately packed for transport. This must include sufficient cushioning material, preferably of an eco-friendly nature, such as eco bubble wrap, waffle cardboard, etc. It must also be inserted in a sturdy and protective cardboard carton.