



August 2023

SEVERON WARRANTY POLICY & WARRANTY CLAIMS

We strive to ensure that the products we deliver to you meet high quality standards, are in good working condition, and are free from defects.

Defining Defects: A defect refers to a material imperfection in a product's manufacture or any characteristic that makes the product less acceptable than what one would reasonably expect in the given circumstances.

The following instances will NOT be considered as defects and won't qualify for a return under section 3 of this policy:

- Normal wear and tear leading to faults;
- Damage caused by poor or unqualified installation;
- Damage resulting from negligence, user abuse, or incorrect usage;
- Damage from electrical surges or sea air corrosion;
- Damage due to inadequate care or maintenance;
- Damage from unauthorized alterations;
- Instances where a product's specifications, though accurately described on the Website and generally suitable for their intended purpose, don't meet your personal preferences; and
- Signs indicating handling and/or repackaging.

Standard Product Warranty:

If you receive a product that turns out to be defective or of poor quality, please inform us as soon as possible after noticing the defect or poor quality. This should be done within 12 months of the product's delivery/collection (unless extended warranty terms apply, as described below).

You can notify us by submitting a warranty claim request via email. We will then arrange to inspect the installed product, provided it was installed by Severon. If not, we'll require a detailed fault report from a registered technician. After validating the warranty claim, we'll forward it to the respective supplier. Upon the supplier's approval of the claim, we'll arrange to deliver the parts to your specified address. If Severon installed the product, we'll coordinate the part replacement with an accredited technician. If parts are unavailable or the product can't be repaired, we'll provide a replacement. Claims made outside the 12-month period will be at the customer's expense (except in the case of an extended warranty, outlined below).

For installations not conducted by an approved Severon installer, all labor charges for warranty claims will be the customer's responsibility.

Severon reserves the right to reject a warranty claim if an approved Severon installer didn't perform the installation.



Extended Warranty:

Certain products may have warranties that extend beyond the 12-month Standard Warranty. This occurs if the product is serviced by Severon annually for a maximum of 60 months, or if an extended warranty was purchased from Severon. If such a product shows defects after 12 months of delivery/collection, please inform us as soon as possible after identifying the defect, but within the extended warranty period.

You can submit an extended warranty claim request via email to info@severon.co.za. We will facilitate the warranty process for the product. Please note that any extended warranty is subject to terms and conditions imposed by the supplier or manufacturer. These terms are typically found in a brochure or leaflet included with or on the product packaging or at the time of purchase. It's your responsibility to be aware of these terms.

It's important to note that the remedy offered by the supplier or manufacturer is at their discretion.

Battery & Inverter Warranty Conditions:

1. All Solar, Battery & Inverter installations must be carried out by a qualified electrician with a valid COC.
2. The battery is intended for standby backup in UPS, Inverter & Solar systems, including alarm systems and gate motors. Using the battery for unintended purposes will void the warranty.
3. A suitable DC breaker or fuse must be installed between the inverter/charge/UPS and the battery or battery bank. Failure to install a suitable-rated fuse or DC breaker may damage the battery and void the warranty.
4. The battery is meant for indoor or outdoor use. When using it outdoors, avoid prolonged exposure to water or direct sunlight.
5. The batteries must not be contaminated with foreign or corrosive substances.
6. The warranty doesn't cover damage from neglect, abuse, improper installation, freezing, fire, flooding, or natural disasters.
7. Surges or spikes from the inverter or charging device that could damage the battery are not covered.
8. Incorrect installation, setup, or sizing of the inverter, charger, or solar system can void the warranty.
9. Batteries must be refreshed with a charge every 5-6 months while in storage, before final installation.
10. Warranty becomes void if firmware or BMS tampering is detected.
11. Warranty voids if the battery is overloaded through current draws exceeding the intended rating.
12. Tampering with or removing the serial number voids the warranty.
13. Warranty is void if the BMS records an internal temperature of 55 degrees Celsius or higher or in accordance with the manufacture specifications.
14. Interconnecting or mixing the battery with other non-Hubble batteries voids the warranty.



15. The warranty is void if the battery is opened or serviced by anyone other than AC Direct or the manufacturer.
16. Short-circuiting the battery or a recorded Short Circuit event by the BMS voids the warranty.
17. Incorrect installation, negligence, or excessive wear and tear can void the warranty.
18. If the inverter damages the battery due to voltage spikes, overloading, or incorrect DC voltages, the warranty is immediately void.
19. If the inverter/charger used doesn't meet specifications or is incorrectly sized, the warranty is void.
20. Damage caused by peripheral electrical equipment voids the warranty.
21. All Solar, Battery & Inverter installations must be carried out by a qualified electrician with a valid COC.