

## KPPL Limited Warranty Policy for Powersafe products

(W. E. F. August - 2009)

Kunhar Powersafe products are warranted for the defects in workmanship and materials, under normal use and service, for the following periods of time from the date of shipment by Kunhar. Distributor will be given an additional one-month warranty beyond the standard Kunhar warranty in order to provide sufficient time for products to be sold through channel.

PowerSafe UPS	
Built-in battery UPS PS600 / PS1000	Two years total Of which one year onsite / dealer location in selected cities within city limits. 2nd year return to service bench. Battery warranty is one year.
CFL Inverter PS-36W	One year total of which battery warranty is 6 months – return to service bench
Longer Back-up UPS 600L / 1000L / 2000L	Two years total Of which one year onsite / Dealers location in selected cities within city limits. 2nd year return to service bench.
HomeUPS PS - 500i / 1000i / 2000i / 1200i / 2400i*	Two years total Of which one year onsite / dealer location in selected cities within city limits. 2nd year return to service bench.
Powersafe On-line UPS	
HF & LF Range	One year total For model ranging from 3 KVA & above on-site warranty for all locations. For 1 KVA & 2 KVA model on-site support available in selected cities with-in city limits.

### Notes:

- For PS 600 & PS 1000 Battery Warranty is One Year
- On-site support will be with in corporation limits at Mumbai, Thane, PCMC, Pune, Aurangabad, Jalgaon, Nashik, Kolhapur, and Nagpur - at rest, at dealer's location. (Unless otherwise specified )
- Battery warranty for longer back-up & online models to be provided by battery dealer / manufacturer as per their policy & term. (Even if batteries are supplied by KPPL)
- For any "End of Life" (EOL) product, support post warranty period can not be guaranteed.

### Warranty Support from Kunhar

The above warranty means that Kunhar agrees to repair or replace the defective products within a reasonable time during the warranty period. In case the product is phased out or is non-repairable (with in warranty period) Kunhar will offer the nearest equivalent to the customer.

All products in warranty period have to be sent by the customer to Kunhar Service Centre, duly insured and freight paid for repairs or replacement. **Kunhar** will bear the return freight cost. Any other charges like Octroi & other government levies etc. will have to be borne by the customer & circumstances thereof will be entirely the responsibility of the client.

Advance replacements can normally be provided by the distributors only. Kunhar can consider advance replacement at their discretion and on the merit of the case based on the recommendation of the concerned Kunhar sales manager and on providing the purchase documents.

In case of "Dead on Arrival" (DOA) products Kunhar will provide new replacement.

In case the product has been misused or damaged due to mishandling by the customer the warranty will be void. In such cases Kunhar will try to repair the product only at a cost after acceptance of the repair estimate by the customer in writing. Such repairs charges will have to be paid before the product is dispatched from the Kunhar Service Centre.

In any warranty claim, dated proof of purchase must accompany the product. The warranty will be void if the warranty seal is torn or tampered or the equipment is opened by unauthorized persons. Distributors having Kunhar certified trained staff will be authorized to open and inspect the products on behalf of Kunhar.

In case of any disputes on warranty terms the decision of Kunhar authorized staff will be final and binding on the customer.

#### **What do Kunhar warranties not cover?**

Kunhar Limited Warranties do not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems & power conditions. These warranties do not apply to and Kunhar will not be responsible for any defect in or damage to:

- a) The product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) The product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Kunhar product specifications including high input voltage from generators and lightning strikes;
- b1 ) Product if it has been abused by applying excessive load than recommended.
- c) The product if repairs have been done to it other than by Kunhar or its authorized service centers;
- d) The product if it is used as a component part of a product expressly warranted by another manufacturer;
- e) The product if its original identification (trademark, serial number) markings have been defaced, altered, or removed.
- f) The product which is physically damaged for any reason at client's place or during transportations.
- g) Software installation / PC connectivity / software compatibility is the responsibility of the client.

#### **DISCLAIMER**

KUNHAR LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY KUNHAR IN CONNECTION WITH YOUR KUNHAR PRODUCT AND ARE, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY.

IN NO EVENT WILL KUNHAR BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING WHETHER IN CONTRACT OR TORT INCLUDING WITHOUT RESTRICTION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, ANY PERSONAL INJURY, ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

**KPPL Mumbai Service Center**

[techmumbai@kunhar.com](mailto:techmumbai@kunhar.com)

Phone : 022 -22388571 / 72

**KPPL Pune Service Center**

[techpune@kunhar.com](mailto:techpune@kunhar.com)

Phone : 020-66012381 / 82

**All India / All Product support contact e-mail**

[techsupport@kunhar.com](mailto:techsupport@kunhar.com)

Note:

1. With effect from 14th August 2009.
2. This policy supersedes all previous policies.
3. Subject to change without prior notice.