



## Inverter General Warranty Claim Terms and Conditions

### Definitions

- I. **“AutoX (Pty) Ltd”** means a Company duly registered and incorporated in terms of the laws of the Republic of South Africa with Registration Number 2016/475012/07 and having its place of business at 140 North Reef Road, Elandsfontein, 1429 and postal address PO Box 8794, Edenglen, 1613 South Africa, a manufacturer and supplier of automotive batteries, related products and services.
- II. **“Authorised Dealer”** means an approved dealer authorized to sell the Inverter under the **AutoX** terms and conditions as per this Warranty and the **AutoX** General Conditions of Sales.
- III. **“End user”** means the person or entity in whose name the warranty is registered.
- IV. **“Installer”** means a person suitably qualified for the installation of the Inverter in accordance with the specific Inverter type’s installation requirements.

### Terms and Conditions

In the event that the Inverter becomes defective, malfunctions or fails during the warranty period, **AutoX** undertakes at its sole discretion to repair or replace the Inverter subject to the following terms and conditions:

1. The End user or someone acting on behalf of the End user registered the Inverter with **AutoX** online at [www.rentech.co.za/register-your-Product/](http://www.rentech.co.za/register-your-Product/) or via the **AutoX** call centre on 0860 12 00 12 within two (2) weeks from the date of purchase or such further period as **AutoX** may allow in its sole discretion.
2. Proof of the warranty registration and proof of purchase are required.

3. The warranty is for the End user only. All warranty claims must be submitted via the Authorised Dealer from which the Inverter was purchased.
4. The warranty is for material and workmanship defects on the Inverter only and any consequential or transport costs are excluded, unless otherwise agreed between the parties.
5. A warranty claim must be lodged by the End user within 2 (two) business days of the End user becoming aware of the alleged defect in the Inverter. The end user must follow the warranty claims procedure available at [www.rentech.co.za/downloads](http://www.rentech.co.za/downloads) and must take the Inverter to the Authorised Dealer from which the Inverter was purchased for inspection.
6. Once the Inverter has been returned to the Authorised Dealer, a representative of **AutoX** will inspect the Inverter, claim documentation and Authorised Dealer inspection results and collect the Inverter in order to determine whether the Inverter is in fact defective and has in fact malfunctioned or failed.
7. **AutoX** reserves the right to inspect the installation site, system, equipment, settings and recorded data and interview the Installer and End user. Refusal to permit inspection or co-operate with the inspection and interview shall void the warranty claim.
8. Based on the inspection results, **AutoX** in its sole discretion will determine the validity of the warranty claim and inform the Authorised Dealer and/or end user if it is a valid claim or not. If **AutoX** considers it a valid claim, **AutoX** may repair the Inverter or replace the Inverter.
9. Should a warranty claim be accepted and the Inverter is replaced, the Inverter will only carry a warranty for the remaining period of the original proof of purchase as per the claims procedure.
10. Any warranty claim will be null and void if any one of the following conditions were/are applicable:
  - a) Proof of purchase cannot be provided, and/or false information was provided and/or the Inverter was not bought from an Authorised Dealer.

- b) The Inverter information is incorrect and does not match **AutoX**'s records and/or the Inverter information was tampered with and/or **AutoX**'s original markings and labels are not on the Inverter and/or the Inverter is not an authentic **AutoX** manufactured or supplied Inverter.
- c) The Inverter is out of the warranty period and is thus not a valid claim.
- d) Damage due to misuse or neglect, improper handling, vandalization, tampering or unauthorized modification, accidental or wilful damage, loss or damage occurring whilst in transit.
- e) The Inverter was not used for its intended purpose and/or the batteries and/or solar panels were not of correct capacity or type for the Inverter, incorrect installation, and/or the electrical installation not done or maintained in accordance with regulation 7(1) of the Electrical Installation Regulations of 2009.
- f) The Inverter failure or non-conformance was due to electric power surge and/or lightning surge, improper and/or incorrect settings and/or maintenance and/or overheating, freezing, damage due to the Inverter not being properly secured or incorrectly mounted, and/or damage resulting from external factors and events such as dust, water, fire and Acts of God.

**Claims Procedure:** Refer to AutoX Industrial Warranty Claims Procedure available on [www.rentech.co.za/downloads](http://www.rentech.co.za/downloads).