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# **Standard warranty terms and conditions for UPS and ePDU product lines**

**Eaton Power Quality EMEA**



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## **PURPOSE OF THE WARRANTY**

This document describes the Standard Warranty Terms and Conditions applicable to Eaton Power Quality Products including 1ph and 3ph UPS, ePDU, accessories and spare parts.

The warranties given by Eaton serve legal as well as commercial purposes. The legal purposes are clearly defined in the warranty statement. With the warranty we are protecting our customers against defects of our products which could be the result of faulty material or poor workmanship.

Warranty also complies with the basic expectations of our customers and it can be equally applied inside EMEA (Europe, Middle-East and Africa). All claims against Eaton warranties will be handled efficiently as long as the end-user can prove a valid claim. Warranties given by our re-sellers, which differ from Standard Eaton warranties, will not be on Eaton responsibility.

An extension of the duration of the standard warranty is possible, but only if a service department of the Eaton country office has mentioned this special service in their price list or quotation. Written document has to be available by the customer to prove such a claim and to make smooth completion of the claim in case the unit is placed outside the original country, where it was sold.

Any bilateral contracts or agreements issued between Eaton country office and its customers will supersede these standard warranty terms.



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## **STANDARD WARRANTY FOR HARDWIRED UPS UNITS**

Eaton warrants that all products and accessories manufactured and sold by Eaton are to be free from defects in materials and workmanship for a period as defined in the "Duration of warranty by product family" – see appendix 1. Warranty period begins from the original date of the Eaton sales invoice or valid commissioning date.

If the purchaser discovers within the duration of this warranty a failure of the product to perform as described by the manufacturer, the purchaser must promptly notify seller of this within the warranty period. The customer is responsible to prove with (original invoice/delivery slip/commissioning certificate) that the product is under warranty.

Warranty is offered against all faulty parts and/or workmanship under normal use and service provided that (a hardwired) unit and batteries are installed by a qualified and approved technician and all products are operated in accordance with the users and installation manual supplied with the product. Installation inspection and initial startup of the UPS and extra battery cabinet must be carried out by an approved Eaton service engineer. Service and maintenance of the UPS shall be performed only by an approved Eaton service engineer or otherwise warranty will be voided. Warranty does not cover misuse, abuse, neglect, unauthorized modifications, improper maintenance, accidents or other abnormal conditions.

Batteries are warranted against failures in material and workmanship, not against the normal aging and reduction of ampere-hour capacity. The product storage environment has to meet manufacturer's specification; failure to do this will cause warranty to be voided. Please refer to Eaton for guidance on environment conditions for batteries.

If the product fails to meet its published specifications due to a defect in material or workmanship covered by this warranty, the seller will repair or replace the warranted product. Such repair or replacement will be made by Eaton or by an Eaton authorized service provider/service center.

Repair or replacement during the warranty period does not extend the original warranty. All warranty work is carried out as normal service work during normal service hours, (best endeavors) specified by the country service provider/service center. Warranty does not cover any taxes, which will be due in connection with replacement or repair of the product.

The commencement of the warranty period will only be delayed if requested at the time of the product order. Delays in the commencement of the warranty period have to be agreed in writing. It is the customer's responsibility in the event of any delay in the installation of equipment to contact Eaton for authority (in writing) to delay the commencement of the warranty.

The seller's obligation under the warranty is limited to the replacement or repair of the product. This warranty does not cover shipping damages; in these instances the responsible logistics department shall be contacted. This warranty does not cover installation, positioning, commissioning, start-up or any similar work, which shall be separately defined by the seller.

Eaton shall not be liable for any special, incidental or consequential damages including, but not limited to, loss of profits, injuries to property, loss of use of the product or any associated equipment. Eaton disclaims all extended warranties including, but not limited to, any implied warranties of satisfactory quality or fitness for a particular purpose.



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## **STANDARD WARRANTY FOR SINGLE PHASE UPS (plug&play) and ePDU**

Eaton warrants that all products and accessories manufactured and sold by Eaton are to be free from defects in materials and workmanship for a period as defined in the “Duration of warranty by product family” – see appendix 1. Warranty period begins from the original date of Eaton’s or Eaton’s approved Distributor’s sales invoice to the end user. If the purchaser discovers within the duration of this warranty a failure of the product to perform as described by the manufacturer, the purchaser must promptly notify seller of this within the warranty period. The customer is responsible to prove (with original invoice/delivery slip) that the product is under warranty.

Warranty is offered against all faulty parts and/or workmanship under normal use and service provided that all products are operated in accordance with the user’s and installation manual supplied with the product. Only an Eaton service engineer or approved service partner shall perform Service and maintenance of the UPS, otherwise warranty will be voided. Warranty does not cover misuse, abuse, neglect, unauthorized modifications, improper maintenance, accidents or other abnormal conditions.

Batteries are warranted against failures in material and workmanship, not against the normal aging and reduction of ampere-hour capacity. The product storage environment has to meet the battery manufactures specification; failure to do this will cause the warranty to be voided. Please refer to Eaton for guidance on environment conditions for batteries.

If the product fails to meet its published specifications due to a defect in material or workmanship covered by this warranty, the seller will repair or replace the warranted product. Such repair or replacement will be made by Eaton or by an Eaton authorized service provider/service center. Repair or replacement during the warranty period does not extend the original warranty. All warranty work is carried out as normal service work during normal service hours (best endeavors) specified by the country service provider/service center. Warranty does not cover any taxes or duties, which will be due in connection with replacement or repair of the product.

If “No Fault Found” on the returned unit, all labour and standard ground shipping costs of the replacement unit will be subject to full costs to the claimant.

The commencement of the warranty period will only be delayed if requested at the time of the product order. Delays in the commencement of the warranty period have to be agreed in writing. It is the customer’s responsibility in the event of any delay in the installation of equipment to contact Eaton for authority (in writing) to delay the commencement of the warranty.

The seller’s obligation under the warranty is limited to the replacement or repair of the product. This warranty does not cover shipping damages, in these instances the responsible logistics department shall be contacted. This warranty does not cover installation, positioning, commissioning, start-up or any similar work, which shall be separately defined by the seller.

Eaton shall not be liable for any special, incidental or consequential damages including, but not limited to, loss of profits, injuries to property, loss of use of the product or any associated equipment. Eaton disclaims all extended warranties including, but not limited to, any implied warranties of satisfactory quality or fitness for a particular purpose.



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## **STANDARD WARRANTY FOR SPARE PARTS**

Eaton warrants that each spare part manufactured and sold by Eaton are to be free from defects in materials and workmanship for a period of 3 months from its original date of purchase.

If the purchaser discovers within the duration of this warranty a failure of the spare to perform as described by the manufacturer, the purchaser must promptly notify seller of this within warranty period. Customer is responsible to prove with (original invoice/delivery slip) that the product is under warranty.

Warranty is offered against all faulty parts provided that the part is installed and operated in accordance with the installation and operation manual supplied with the unit. Spare parts can only be fitted by an approved Eaton service engineer; otherwise the warranty will be void. Warranty does not cover misuse, abuse, neglect, unauthorized modifications, improper maintenance, accidents or other abnormal conditions.

Eaton will be responsible for standard ground freight costs to the site of the original purchaser of the part. The customer is responsible for costs associated with the return of the defective part to the Eaton office. Warranty does not cover any taxes or duties, which will be due in connection with supply of replacement parts. If express delivery is used, the party requiring it shall carry the costs.

The customer must ensure that the part is packed properly before shipping to ensure anti-static procedures are adhered to. Any damage due to inadequate packing will be subject to a charge. Details of anti-static procedure can be obtained from Eaton.

If no fault is found on the claimed part, all labour and standard ground shipping costs of the replacement unit will be subject to full costs to the claimant.

Eaton shall not be liable for any special, incidental or consequential damages including, but not limited to, loss of profits, injuries to property, loss of use of the product or any associated equipment. Eaton disclaims all extended warranties including, but not limited to, any implied warranties of satisfactory quality or fitness for a particular purpose.



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**Appendix 1** Duration of Standard Warranty by Product Family

Product Family	Standard Warranty Period (months)	Product Introduction	Sales EOL	Commissioning by Eaton approved service technician required
Eaton Protection Box	24	2005	Active	N
Eaton Protection Strip	24	2007	Active	N
Eaton Protection Station	24	2009	Active	N
Eaton Nova	24	2007	2 / 2014	N
Eaton NV	24	2009	2 / 2014	N
Eaton 5E	24	2014	Active	N
Eaton Ellipse MAX	24	2007	06 / 2013	N
Eaton Ellipse ECO	24	2011	Active	N
Eaton Ellipse PRO	36	2013	Active	N
Eaton Evolution	24	2006	05 / 2013	N
Eaton EX	24	2006	Active	N
Eaton MX	12	2006	10 / 2012	N
Eaton DX 1000/3000VA	12	2009	Active	N
Eaton DX 6000/20000VA	12	2009	06 / 2014	N
Eaton EX RT 1:1	12	2004	10 / 2012	N
Eaton EX RT 3:1	12	2005	10 / 2013	N
Eaton 9PX/9SX 1:1	24	2012	Active	N for single version Y for parallel version
Eaton 9PX 3:1	24	2013	Active	N
SuperCharger SC240RT	24	2013	Active	N
9PX Modular Easy	24	2013	Active	Y
Eaton HotSwap MBP	24	2006	Active	N
Eaton FlexPDU	24	2006	Active	N
Eaton PDU	24	2004	Active	N
Eaton STS	24	2000	Active	N
Eaton ATS30	24	2015	Active	N
Eaton 3S	24	2011	Active	N
Eaton 5110	24	2005	06 / 2013	N
Eaton 5115	24	2000	09 / 2013	N
Eaton 5130	24	2008	Active	N
Eaton 5SC	24	2013	Active	N
Eaton 5P	Electronics 36 Batteries and EBM 24	2013	Active	N
Eaton 5PX	Electronics 36 Batteries and EBM 24	2011	Active	N
Eaton 5S	24	2013	Active	N
Eaton 9130 700/3000VA	24	2008	Active	N
Eaton 9130 5/6kVA	24	2010	Active	N
Eaton 9135	24	2008	10 / 2012	N
Eaton 9140	12	2007	10 / 2013	N
Eaton 9155	12	2004	Active	Y
Eaton 9355	12	2005	Active	Y
Eaton 9390	12	2004	Active	Y
Eaton 9395	12	2007	Active	Y
Eaton 9395P	12	2014	Active	Y
Eaton 9395 SBM	12	2009	Active	Y
Eaton 93E	12	2013	Active	Y
Eaton 93PM * see note below	12	2013	Active	Y
Eaton E-Series DX	12	2009	Active	Y
Eaton 9E 6-20kVA	12	2014	Active	N
Eaton BladeUPS ** see note below	18	2007	Active	N
Eaton ePDU	24	2012	Active	N

\* NOTE. Eaton 93PM upgrade modules, installed after the commissioning of the unit, have a separate 3 month warranty, which does not impact or extend the warranty of the complete UPS.

\*\* NOTE. Eaton BladeUPS: in case commissioning is performed by the user, startup instructions provided by Eaton should be strictly followed.