



Probe Corporation SA (Pty) Ltd.

245 Albert Amon Street, Millennium Business Park,
Meadowdale 1614, Germiston, Johannesburg.
PO Box 574, Kempton Park 1620,
Johannesburg, South Africa.

Tel: 086 111 3507 (Local) **Fax:** +27 (0)11 453 2141

Tel: +27 (0)11 453 0924 (International)

Admin Fax: +27 (0)11 453 7464

Sales Fax: +27 (0)11 454 4767

Directors Fax: +27 (0)11 453 2141

www.probegroup.co.za

THE COMPLETE POWER PACKAGE

INVERTER WARRANTY
POLICY Ref: INV. WP
2015/02/RR

Services

In the unlikely event that a problem is experienced, which has not been sorted out by troubleshooting procedures, queries and/or complaints may be logged at probe@probegroup.co.za for assistance and advice.

Warranty

Probe Corporation SA (PTY) LTD warrants its Inverter products to be free from manufacturing defects in materials and workmanship for a period of 1 year from the date of delivery. Proof thereof of purchase date required by way of invoice/delivery note details.

This obligation is limited to servicing any equipment or parts returned to the Company or Authorized

Service Centre which, to the Company's satisfaction, is found to be defective. The Company reserves the right to decide as to whether the repair work should be carried out in the Company's Service Centre or at site or at any other place. The freight incurred for to and from dispatch point of the defective material will be borne by the Customer, and the transit risk for material will rest with the Purchaser/Client/End User.

The warranty does not extend to any parts of the equipment which have been subjected to misuse or accident. Further, this warranty does not extend to any equipment which has been tampered with by any person and/or Agent if not authorized by the Company.

The warranty includes all parts as per the respective suppliers Terms & Condition from date of initial delivery/dispatch of the equipment, provided it is used within the limit of its technical specifications and operating instructions. The warranty for any replaced components will lapse along with that of the main equipment. **Probe Corporation SA (PTY) LTD** reserves the right to make changes in design and specifications without notice and without any obligation to install such changes on units previously supplied. Probe cannot warrant duration of battery life both in terms of time and operating cycles.

In cases where equipment is supplied and/or sold as a System combining "Inverter and Battery Set," this is done on the basis of information and details supplied by the Client/Purchaser/End User in regard to the load requirements and site operational procedures both in relation to connected loads and required time of power usage from the Inverter/Battery Set "System" in the event of "black-outs and/or "load shedding from the Authorities. Accordingly Probe cannot warrant duration of battery life both in terms of time and operating cycles, nor time of operation of the "System" during a period of "black-out/load shedding," **due to the fact that Probe has no control over the amount of load drawn from the Battery Set** in practice following installation thereof.

Thus Clients/Buyers/End Users need to manage the Inverter/Battery Set "System" carefully and accordingly to ensure that the "Battery Set" loads and the depth of discharge do not exceed estimated recommended levels so as to obtain required operational time during "black-outs/load shedding" and also extended battery life.



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The Warranty Policy for batteries supplied with the Inverter or supplied on their own is covered under the Standard Battery Warranty Policy, available on request or on our website www.probebattery.co.za.

Probe Standard Terms and Condition of Sale are available on request and also apply to sale of all goods and services.

Under no circumstances will **Probe Corporation SA (PTY) LTD**, or its Distributors/Dealers/Agents be liable for consequential or incidental damages or for any expenses incurred by the Client/Purchaser/ or End User, resulting from the use of any products sold/supplied by **Probe Corporation SA (PTY) LTD** directly or through its Authorised Distributors or any other third party.

It's the responsibility of the Purchaser to obtain the necessary Electrical Compliance Certificate at their own cost, for each Inverter purchased.

Unless otherwise superseded, this warranty applies especially in lieu of all other liabilities and obligations on the part of **Probe Corporation SA (PTY) LTD** noting that title to the equipment as supplied and or sold passes to the Purchaser/Client/End User upon delivery thereof to the Common Carrier.

IMPORTANT: In the event of equipment requiring service at our Authorised Service Centre, the following procedure should be adopted:

1. The equipment must be securely packed, preferably in its original packaging.
2. The equipment must be dispatched on freight-prepaid basis duly insured.
3. The above procedure should only be adopted on advice from and consultation with one of our Service/Sales Executive or appointed Dealer.
4. Probe reserves the right to charge the Consignee for any damage which may be incurred during transit.
5. Any Inverter/Battery System connected directly to a Supply Authority Main Distribution Board will require to be covered by an Official Electrical Certificate of Compliance to be submitted with any claim related to the Terms and Conditions of this Warranty Policy.
6. Service at our Authorized Service Centre under acceptable warranty conditions, as indicated above, is given at no cost. Otherwise, should repairs be required to be made outside the Terms and Conditions offered under this Warranty Policy, a charge will be applicable for labor, spares and consumables, following the issue of an official quotation and approval thereof by the Client/Purchaser/or End User.