

STANDARD WARRANTY TERMS & CONDITIONS for “UPS” and “BATTERIES”

KOMAX GENERAL TRADING & CONTRACTING CO. does hereby warrant that the UPS & Batteries will be free from defects in spare parts & workmanship from the date of Installation.

Any defects or deficiencies that occur within the warranty period will be repaired or replaced, as needed and in a manner, at no cost to the client.

Warranty Termination:

1. All warranty obligations are terminated when the UPS is operated outside specification and/or the published **Komax** operating instructions;
2. All warranty obligations are terminated when a customer or their sub-contractor or associated company makes any modification to the UPS that has not been recorded on a case by case basis with **Komax** and approved by the technical department;
3. All warranty obligations may be terminated should site or load or third party supplied UPS accessories be found on inspection by **Komax** to be damaging the UPS or causing operation that could reduce its working life;

This Warranty Does Not Cover Defects Or Damage Resulting From:

1. Use of the UPS in a manner that is not normal;
2. Improper operation in unsuitable environmental conditions or misuse;
3. Accident or neglect such as dropping the unit;
4. Contact with water, or extreme humidity;
5. Contact with extreme heat;
6. Supply of incorrect or abnormal mains power supply;
7. Claims for missing parts after 1 week from date of commissioning/startup;
8. Claims for damaged batteries in case the delivered UPS units are not commissioned within 4 Months from the date of delivery;

In order to take advantage of the batteries design life time and to commit the full battery warranty, following conditions have to be met to avoid degradation in battery age, performance & warranty termination:

1. Do not leave batteries unused/uncharged for extended periods of time, either in the product or in storage. When a battery has been unused/uncharged for 3+ months will experience a life cycle decrease, Lead-acid batteries used in UPS units experience automatic self-discharge, therefore it is recommended that a battery in storage be charged every 3 to 4 months. Failing to maintain your UPS battery's charge will result in permanent loss of capacity within 18 and 30 months.

2. Do not store batteries for extended periods of time. New batteries/units should be stored for no more than 6 months from date of purchase, as they ship from the factory at approximately 80% charge. After this period, the battery should be used or it will lose a great deal of its charge as the self-discharge of a fully charged VRLA battery is around 2% per month at 77°F (25°). It is not advisable to store batteries that have already been in use. Extended storage without periodic charging can result in shortened life expectancy and erratic battery performance.
3. Store the batteries in a dry, clean and preferably cool and frost-free location. Do not expose the cells to direct sunlight as damage to the container and cover may occur. If you are unwilling or unable to charge your battery while in storage, it is recommended the battery be stored in a dry place at 50°F (10°C) or less, But should avoid freezing. Doing so will slow the degradation cycle of the battery, and help to maximize its life expectancy. Check the charge status and Charge or dispose of the battery as appropriate.
4. The ambient temperature of the battery installed should not be higher than 20-25° C (68-77° F). Elevated temperature reduces longevity. Keep in mind that the battery temperature inside your UPS will always be warmer than the ambient temperature of the location where the UPS is installed.
5. The Batteries shall not be used in dusty, corrosive & salty environment.
6. Battery should not be discharged more than 30% rated capacity in daily basis.
7. Never store a discharged battery. Ensure it is completely charged before storage. Storage times shown above (before use) also apply after use.
8. Lack of proper preventative maintenance could result degradation in battery age.

► **Note: Failure to observe these conditions may result in reduced capacity and service life as well as voiding the battery warranty.**