



MCE Global Suppliers JHB (PTY) Ltd

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 Co Reg No: 2019/054175/07
 Vat Reg No: 4150202333

WARRANTY / REPAIR REQUEST FORM - BATTERIES (GEL, LifePO4 and Lithium Ion)

Customer Details

Customer Name		MCE REP	
Customer Contact details		Customer Acc no	
Customer Email address		Invoice Number	

BATTERY TYPE

Model Name/Code	GEL: Lithium:	Serial Number	
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Installer / Installation information

Installer Name		Installation Date	
Installer Contact Details		Installation Site	
Copy of Installer COC for Installation			

Load Information

Load Type What is battery connected to:		Load Percentage %	
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Battery Information

Battery Brand		Battery Quantities used on Installation and Voltages of each	
Battery Specification			

Failure Information

Failure Date		Number of Cycles performed	
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Description of Fault or possible cause at the time of the Fault occurring:

Remarks (Please use additional page should you need to):

NB!! PLEASE ATTACHED PICTURES / VIDEOS OF INSTALLATION WITH COC DOCUMENT FOR WARRANTY CLAIMS. CLAIMS WOULD BE VOID IF SUPPORTED DOCUMENTS ARE

NOT SUPPLIED TO MCE

Limited Warranty for Batteries

MCE Electric – Distributor of MCE and Solar Pal Batteries, herein after called “the Company”, warrants the Batteries to be free from Defects in Materials and workmanship under normal use and under normal Operating conditions. It’s obligation under this warranty is limited to repairing or replacing, at it’s sole discretion, such defective products. All Liability under this warranty will cease on the expiration of the warranty period.

Adjudication and settlement of Claims is a time bound process since the Battery has to be tested for the reported failure.

Customers are deemed to have read, understood and agreed to these conditions at the time of purchase.

Warranty Exclusions:

Warranty is void if:

- It has been used in any other capacity other than specified by the company. The relevant Depth of Discharge (D.O.D.) has been adhered to as is provided in its specification Datasheet.
- If there is any physical damages to the unit not present at the time of purchase
- If the Battery, covers and terminals are damaged due to negligent Maintenance, Tampering or destroyed in such accidents such as Fires, Vehicle Accidents, Explosions or damaged by any abuse, neglect or cause beyond human control
- The Battery has not been installed by a suitably qualified and licensed person with a relevant COC.
- The Installation Instructions of the Model of Battery have not been followed as laid out in the included manual when the unit has been purchased. In the case of Lithium Batteries the correct charging/Discharging settings have been adhered to.
- If the entire Battery bank is not correctly charged and functioning properly, or Batteries of differing voltages are mixed together in a complete battery bank.
- Conditions Listed on the Limited Warranty Document not listed here.
- If battery (GEL Type) has been cycled below its recommended 50% DOD regularly, due to loadshedding, brownouts, blackouts or any other Public Utility related Condition including Theft, Vandalism, or destruction of the Electrical utilities Infrastructure beyond our control.
- There is No warranty offered on GEL Batteries if Loadshedding/Load reduction is being undertaken or implemented by the Public Electrical Utility, irrespective of Stage or Frequency thereof.

Routine Maintenance is not in the scope of warranty or support from the Company. The purchaser is required to understand the Maintenance requirements from where they are purchasing the Inverter and accordingly adhere to the same, failing which, the warranty will be void.

Any service or support beyond the scope of the warranty will be provided on a “best effort” basis **at a cost.**