



MCE Global Suppliers JHB (PTY) Ltd

P.O. BOX 2255, Southdale, 2135
 97 Turffontein Road, Stafford Ext 2
 Tel: (011) 683-0641 Fax: (011) 683-1799
 Co Reg No: 2019/054175/07
 Vat Reg No: 4150202333

WARRANTY / REPAIR REQUEST FORM – FOR INVERTERS and UPS’s

Customer Details

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

Inverter or UPS

Model Name/Code		Serial Number	
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Installer / Installation information or New Goods Manufacturer Information

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

Load Information

Load Type - Inverter If UPS - provide Computer Model Operating watts		Load Percentage %	
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Battery and Solar Panel Information

Battery Brand		Battery Quantities used on Installation	
Battery Specification			
Solar Panel Make:			
Solar Panel Watts/VOC:			

Failure Information

Failure Date		Fault Code/Warning code on LCD	
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What was happening when the fault occurred for i.e., Load being switched/Loadshedding/Maintenance etc.

Remarks

NB!! PLEASE ATTACH PICs / VIDEOS OF INSTALLATION WITH COC DOCUMENT FOR CLAIMS. CLAIMS WILL BE VOID IF NO SUPPORTING DOCS ARE RECEIVED

Limited Warranty for Inverters

MCE Electric – Distributor of MCE, Solar Pal and Onesto Inverters, herein after called “the Company”, warrants the Inverters 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 Inverter has to be tested for the reported failure, and may be subject to further inspection at the Manufacturing Plant of origin.

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 list of applications for each type of inverter is provided in its specification Datasheet.
- If there is any physical damages to the unit not present at the time of purchase
- If the Inverter, 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 Inverter has not been installed by a suitably qualified and licensed person with a relevant COC.
- The Installation Instructions of the Model of Inverter have not been followed as laid out in the included manual when the unit has been purchased.
- If there is no Provided COC by a qualified Installation Electrician.
- If any of the inverters has been used as a singular product in newly Manufactured group of Products by the First Purchaser, not all of which are MCE, Solar Pal or Onesto products in it’s entirety, the warranty will fall to the Manufacturer of the Newly Combined Product that the Unit was bought for and the onus will be on them to test the Newly Manufactured product first before reselling the unit to ensure their warranty claim, failure to do this will nullify the warranty, as MCE cannot be held Liable for third/ fourth/fifth party purchases of the newly Combined Products integrity.
- The following modifications to the Original Unit will nullify the Warranty immediately. i.e. removing of plugs, modifying of battery leads to other than Factory standard, Opening of the unit, Tampering with Warranty Sticker, Abuse of Product, not ensuring the unit has enough Ventilation through the fans etc.
- The IP900, 1600 and SIP 1600 units should be used only for the designated devices that they capable of operating – **EXCLUSIONS: NO** Geysers, Pumps, Motors, Kettles, Irons, Microwaves, Hairdryers or any other inductive load to be put on these models, Watt rating not to be exceeded.
- UPS’s are **NOT** a suitable loadshedding solution, and as such, must not be used in this manner. Doing so will Damage your batteries and Void their warranty claim immediately.



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PLEASE NOTE: There will also be a **Call out Fee and Consultation Charge Payable** to the Company if the problem/fault is found to be products that are not the Companies or any of its brands (i.e. Solar Panels, Batteries, etc that are from other manufacturers).

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.**