

## LALELA RETAIL (PTY) LTD

# PRODUCT SUPPORT AND WARRANTY

## WARRANTY

This document contains all standard warranty conditions of the Lalela products. These may vary depending on certain contracts. These standard conditions are subject to change from time to time and will be communicated accordingly.

To ensure that Lalela can honor its warranty, please work through this document as well as the product manual to ensure proper installation and operation of the equipment. Where applicable, all installations are to be carried out by qualified personnel. Please work through the installation manual of all products before attempting to install it or switch it on. This document is not intended to replace the installation manual in any way and is to be used in conjunction with the manual at all times.

For all devices, any repaired or replaced product **does not** get a new coverage period after the repaired/replaced product has shipped. In other words, the repaired/replaced product goes back under the original coverage period. The purchaser is responsible for ensuring that the product purchased is suitable for and compatible with any other equipment to be utilised in conjunction with the product sold.

### 1. INVERTER WARRANTY (GW1200 & GW2400)

#### 1.1. Warranty Overview and Duration

- 1.1.1. This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.
- 1.1.2. Unless otherwise specified all inverters carry a 12-month warranty. This covers the inverter head.
- 1.1.3. All batteries carry a warranty being the lesser of
  - 1.1.3.1. 3-months or
  - 1.1.3.2. 150 cycles based on 50% depth of discharge
- 1.1.4. Where necessary, adequate SPD (surge protection devices) should be installed.
- 1.1.5. During the Warranty Period, Lalela will repair or replace, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance. In the event that the devices need to be repaired or replaced as a result of misuse, power surge or as a result of aspects not covered under the warranty, this will be at a cost to the end user.

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- 1.1.6. To obtain warranty service, you must first contact us or your retailer to determine the problem and the most appropriate solution for you.
- 1.1.7. In the event of a dispute requiring legal proceedings, the claimant accepts the jurisdiction of the Johannesburg Magistrate Court.
- 1.1.8. If the product has been tampered with in any way this warranty will be deemed null and void. Remember no devices with motors, fridges, kettles, vacuum, or irons or an element are to be used with the device. This will also void the warranty.

## **1.2. Battery Information**

- 1.2.1. If a battery has been left discharged for a long period of time, the sulphation process inhibits the charge process. It causes a build-up of heat as a result of high resistance. This causes the battery to gas and results in the subsequent loss of electrolyte through the breather, which is calibrated to allow the gas to escape and to prevent the battery from exploding. In some instances, should the charge rate be too high, then the condensation chamber might not have the capacity to process the high volume of hydrogen and oxygen and the battery can explode.

## **1.3. What is not covered by the Warranty?**

- 1.3.1. Lightning strikes and power surges Lightning strikes and power surges are not always evident. This can usually only be detected by a repair agent.
- 1.3.2. Water damage the unit needs to be checked internally and externally.
- 1.3.3. Presence of dirt, dust and soot inside the unit. Soot is the biggest culprit, as it contains carbon which conducts electricity and will cause damage.
- 1.3.4. Insects and other pests, even mice can get into the unit causing damage such as; short circuits and cables whereby, the insulation has been chewed through hence, causing electrical short circuits. In most cases, these types of faults are visible only after opening the unit, and closely inspecting inside the inverter/UPS/battery cabinets.
- 1.3.5. Mechanical damage; which can be anything from clearly dented cases, to holes drilled into the units casing causing damage to internal parts of the unit.
- 1.3.6. Over temperature can damage the UPS and batteries. The UPS is to be kept at a constant 23 to 25 degrees Celsius. Nothing must obstruct the air vents.
- 1.3.7. If the unit is not used for purposes other than what it is designed for
- 1.3.8. Service charges, routine maintenance, service calls, installation, set-up and re-installation.
- 1.3.9. Transport and shipping costs.
- 1.3.10. Any loss and damage caused by fire, theft, flooding, abuse, misuse or any accident or act of God.

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1.3.11. Lalela Retail (Pty) Ltd will not be held liable for any claims for indirect or consequential damage beyond the repair or replacement of the affected product itself, subject to the limitations referred to here-in.

#### 1.4. Cautions

- Shock hazard, keep away from children.
- Always transport and use the inverter/UPS right side up. Do not use on its side or upside down. This will lead to battery shorting on casing and battery acid leaking out. Rubber mats will not help if it's moved around on its side or upside down.
- The inverter/UPS generates the same potentially lethal AC power as a normal household wall outlet. Treat it with the same respect that you would an AC outlet.
- Do not insert foreign objects into the inverter/UPS AC outlets, fan or vent openings.
- Do not under any circumstances, connect the inverter/UPS output directly to household wiring. (Connect only the equipment you want to power and not any of the excluded equipment.)
- Heated surface: the inverter/UPS's housing may become uncomfortable warm under extended high-power operation. Ensure at least 2 inches (5cm) of air space is maintained on all sides of the inverter/UPS. During operation, keep away from materials that may be affected by high temperatures.
- Explosion hazard: Do not use the inverter/UPS in the presence of flammable fumes or gases.
- Do not connect live AC power to the inverter/UPS's AC outlet. The inverter/UPS will be damaged even if it is switched off.
- Do not use if damaged or a fault is detected – switch off power immediately.
- Do not expose the inverter/UPS to rain, use it near water or in damp or wet conditions. If water or liquid seeps in, switch off immediately at the household electrical distribution board and remove from the wall socket.
- The inverter/UPS is designed for indoor/covered installation only.
- Never charge a frozen battery.
- Never insert or remove an electric plug with wet hands.
- Do not remove the cover. Any tampering will void the warranty.
- Risk of explosion of battering is incorrectly connected or replaced.
- An internal adjustment of the inverter/UPS is prohibited.
- The cooling fan is designed to operate only when the temperature is higher than 40 degrees Celsius.
- Do not connect the Inverter to a DB Board

### **1.5. Claims process**

- 1.5.1. In the event of a claim arising, please do the following:
- 1.5.2. Contact your retailer/company/Lalela Support to log an incident.
- 1.5.3. The retailer/company/Lalela Support will contact Lalela and drive the process on your behalf.
- 1.5.4. The following conditions must be met during the process:
  - 1.5.4.1. The product must be returned in its original packaging.
  - 1.5.4.2. A till slip for retailer purchases is required.
  - 1.5.4.3. If any documents or accessories that shipped with the product must be included in the package.

### **2. ALL POWER BANK WARRANTIES (GW17500C, GW22400C, GW25000, GW50000)**

- 2.1. All power banks are covered by a 12-month warranty from date of purchase order or date of retail purchase.
- 2.2. Power surges that result in damage to the equipment are excluded from all warranties.

### **3. WIFI UPS WARRANTY (LAL12B, LALR1818, LALR1800)**

- 3.1. All WIFI UPS's are covered by a 12-month warranty from date of purchase order or date of retail purchase.
- 3.2. Power surges that result in damage to the equipment are excluded from all warranties.

## **SUPPORT**

1. Products will require evaluation before a warranty claim can be accepted.
2. For any enquiries please contact Lalela on [support@lalelaretail.co.za](mailto:support@lalelaretail.co.za) for general support. Certain organization have been provided with specific support emails, please use those for a speedy response.

**3. Business Support Hours:**

- 3.1. Business hours means any day other than a Saturday, Sunday or any official public holiday within the Republic of South Africa
- 3.2. Helpdesk operating hours are from Monday to Friday from 09:00 – 16:00.