



## OE Warranty for Power & Data modules provided to Business Customers

### Summary

OE Electric Limited ("OE") warrants that its products ("Products") will be free from defects in material and workmanship for a period of 12 months from the date of delivery ("Product Warranty Period") and will repair or replace, at its own option, those parts which are confirmed as defective by OE.

### Claim Procedure

The Customer must report any suspected Product failure to OE as soon as possible for investigation by OE or its agents. OE may be contacted by email ([sales@oeelectrics.co.uk](mailto:sales@oeelectrics.co.uk)). A customer support representative may contact the Customer in the first instance to eliminate common issues such as blown fuses or poor connections. If the problem cannot be resolved via phone or email, OE may require the Customer to return the goods to them at the Customer's cost in order to carry out such investigations. In such cases, OE will provide the Customer with a returns form which should accompany the returned Product. The process may be delayed if a Product is returned without an OE returns form.

On completion of the investigations and confirmation of a fault which is covered under the terms set out below, OE will, at its own option, repair or replace the faulty Product free of charge. The repaired or replacement Product will be returned to the Customer at OE's cost and the Customer will be credited with any reasonable carriage costs incurred in returning the faulty Product to OE. Should the Customer require a replacement Product prior to the completion of the warranty process they may place a purchase order for such replacements. Should OE subsequently determine that the returned Product is faulty, OE will credit the Customer with the original purchase price (including carriage) of the returned Product and any reasonable carriage costs incurred by the Customer in returning the Product. Should OE determine that any returned Product is not faulty, the Customer may have the Product returned to them at their cost, or OE may, at their discretion, offer to retain the Product and the Customer will be credited for the value of the Product less an agreed restocking fee. OE may, at their discretion, carry out an on-site investigation prior to requesting the return of the Product.

### Terms

1. This warranty is offered to the original purchaser of the product ("Customer") from OE provided that they have paid for the goods in full, and may only be transferred to a third party by written agreement from OE.
2. Products must be installed and operated according to the manufacturer's instructions supplied with the Product or available on the OE website.
3. User-replaceable fuses are not covered by this warranty.
4. OE's entire liability for any defective Product shall not exceed the purchase price of the Product and any reasonable carriage cost incurred by the Customer in returning faulty Product to OE. It does not extend to any consequential loss or damage including, but not limited to, direct or indirect damages, lost profits, lost savings, or other special incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise, or whether arising out of the use of or inability to use the Product, even if OE or any dealer, distributor or authorized service provider/partner has been advised of the possibility of such damages, or any claim by any other party.
5. This warranty does not entitle the Customer to upgrade to newer models or to product enhancements.
6. OE shall be entitled to charge for any labour costs such as inspection, normal servicing, reinstalling, transportation charges or any other expense incurred or service requested which is not covered under the terms of this warranty.



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7. In the event that the faulty Product cannot be repaired and an identical model is unavailable, OE will replace the Product with one of an equivalent specification and value.
8. Power modules should be installed in accordance with the relevant controlling regulations and standards with regard to the particular application and appropriate to the territory in which they are installed. Installations should be inspected and tested periodically to ensure the continued safety of the installation and users.
9. This warranty covers the Product as configured at the factory, and only when it is operated within the design parameters of the Product and shall not be applicable for any modifications or additions to the Product, incorrect installations or deviation from the application specification made by the Customer or by any third party.
10. Modules are tested at the end of the production process for earth resistance, polarity, and insulation resistance. On completion, a tamper-evident seal is applied. Products other than those defined as rewireable (see paragraph 11 below) contain no user serviceable parts except for replaceable fuses. Under no circumstances should modules be opened or tampered with in any way. Unauthorised removal of the security seals, dismantling or removal of covers will invalidate the warranty.
11. Products which have a power cord fitted directly into the unit may be classed as rewireable. Please contact OE for confirmation of the class of specific Products prior to opening the unit. Rewireable units may be opened by a suitably-qualified technician in order to replace the power cord only. The warranty will not be affected provided that the serviced unit is tested as described in paragraph 10 after the power cord has been replaced and documentary evidence of such testing is kept on record by the Customer and made available to OE on request.
12. All data cables are tested for continuity prior to shipment. The performance characteristics for individual data cables can be tested and certified via a Fluke DTX1800 at additional cost and this service must be requested on or before placement of order.
13. The warranty does not extend to damage due to: faulty installation; incorrect electrical supply; lack of inspection; fair wear and tear as determined by OE; insect or vermin infestation; abuse; misuse; accident; improper maintenance; mishandling; liquid spillage; chemical contaminants; improper packaging or re-packing by a third party. OE cannot warrant USB sockets for overuse when used in high-usage applications and OE reserves the right to determine whether the application is high-usage. For example, most office environments will not be considered high-usage, but areas where there is a high level of public traffic may fall into this category.
14. The warranty does not extend to damage occasioned by any third party or caused by conditions beyond OE's reasonable control including, but not limited to, Acts of God, Government restrictions (including the denial or cancellation of any export or other necessary license), vandalism, wars, acts of terrorism, insurrections.
15. The warranty applies only to Products purchased as new directly from OE.
16. Any replacement parts furnished at no cost to the Customer in fulfilment of this warranty are warranted only for the unexpired portion of the original Product Warranty Period.
17. Any claim under this warranty must be notified by the Customer to OE within 60 days of the end of the Product Warranty Period.

**Date last reviewed: December 2019**



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