



## OE Warranty for Power & Data modules Provided to Businesses Customers

### Summary

OE Electrics Limited ("OE") warrants that its products will be free from defects in material and workmanship for a period of 12 months from the date of delivery 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 telephone during UK office hours (+44 (0)1924 367255) or via email ([sales@oelectrics.co.uk](mailto:sales@oelectrics.co.uk)). A customer support representative may contact you 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 products. The process may be delayed if products are 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 faulty products free of charge. The repaired or replacement products 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 goods 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 goods.

Should OE determine that any returned goods are 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 products.

### Terms

1. This warranty is offered to the original purchaser of the product 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 goods 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 purchaser 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 Policy.
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 Standard with regard to the particular application and appropriate to the territory in which they are installed. In the UK, these Standards are generally BS6396 for installations where the supply connection is via a 13A plug or BS7671 where the connection to the supply is by any other type of connection. It should be noted that both Standards require that all completed installations must be tested in accordance with the relevant requirements set out within them to ensure the safety of the users even though the individual components have been previously factory



**service - quality – safety**

tested. 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 purchaser or by any third party.
10. Modules are 100% 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 rewirable (see clause 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 rewirable. Contact OE for confirmation of the class of specific products prior to opening the unit. Rewirable 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 clause 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 personnel on request.
12. All data cables are 100% 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. Limitation of warranty specific to USB connectors In general USB connectors, as defined by the USB-IF have an insertion / withdrawal lifetime of 1500 cycles, as used in TUF001. Following its policy of sourcing and supplying superior quality components, USB connectors with a higher insertion / withdrawal lifetime of 5000 cycles are used in TUF002, however this still presents a limitation. OE cannot warrant USB sockets for over-use 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. It should be noted that the insertion lifetime is based upon aligned insertion / withdrawal. Damage caused to a USB connector through abuse / misuse / unaligned insertion / withdrawal (such as breakage of the white/black/blue plastic tongue inside the connector) is not covered by the warranty. Please contact OE to discuss warranty options prior to placing orders for products containing USB connectors.
14. The warranty does not extend to damage due to: faulty installation; incorrect electrical supply; lack of inspection & maintenance; 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.
15. 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.
16. The warranty applies only to products purchased as new directly from OE.
17. Any replacement parts furnished at no cost to the purchaser in fulfilment of this warranty are warranted only for the unexpired portion of the original warranty.

Date last reviewed: March 2016

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