

AEP Pacific Ltd limited warranty policy

AEP Pacific Ltd warrants products purchased from AEP Pacific Ltd to be free from defects in workmanship and materials for a period of time from the AEP Pacific invoice date as specified below:

Balmar alternators and regulators : 2 years

Victron Energy equipment : 5 years

Victron Energy lead acid batteries : 2 years

Victron Energy lithium-ion batteries : 3 years

Proof of correct battery usage is required when making a battery warranty claim.

For a 10% surcharge on the net price for products that came with a 5-year warranty, an additional 5 years of warranty can be purchased, bringing the total warranty period to 10 years. Warranty extensions need to be applied for ultimately one year before the expiration of the original term.

Where AEP Pacific Ltd is not the manufacturer of the product, the customer will be entitled to those warranties offered by the manufacturer of that product only.

During the warranty period, AEP Pacific Ltd will, at its discretion, repair, replace or credit the defective product free of charge. The warranty does not include performing or reimbursing de-installation, transportation, and re-installation. This warranty will be considered void if the product has suffered any physical damage or alteration, either internally or externally, and does not cover damages arising from events including but not limited to:

- An accident,
- Reversed battery polarity,
- Inadequate connection,
- Mechanical shock or deformation,
- Exposure to shock, electrostatic discharge, heat or humidity beyond the product's specifications,
- Operating equipment beyond the products specifications,
- Contact with liquid or oxidation by condensation,
- Malfunctions caused by other equipment,
- Use in an inappropriate environment (dust, corrosive vapour, humidity, high temperature, biological infestation, etc.),
- Failure or damage due to lightning,
- Connection terminals and screws destroyed or other damages, such as overheating, due to insufficient tightening of terminals.
- For any electronic damage other than that caused by lightning (such as reverse polarity, over-voltage due to external cause), the state of the internal control diode and/or the input/output X and Y capacitors determine the warranty.

This warranty will not apply where the product has been misused, neglected, improperly installed, or repaired by anyone other than AEP Pacific or one of its authorised Repair Centres. In order to qualify for the warranty, the product must not be disassembled or modified.

Repair, replacement or credit are our sole remedies, and AEP Pacific Ltd shall not be liable for damages, whether direct, incidental, special, or consequential, even if caused by negligence or fault.

In the event a product requires service, it must be returned to the place of purchase. In case no contact can be made with the original merchant, or if they are either unable or not authorised to provide service, direct contact should be made with AEP Pacific Ltd.

AEP Pacific owns all parts removed from repaired products. AEP Pacific uses new or reconditioned parts made by various manufacturers when performing warranty repairs or building replacement products. If AEP Pacific repairs or replaces a part of a product, its warranty term is not extended.

All remedies and the measure for damages are limited to the above.

AEP Pacific shall in no event be liable for consequential, incidental, contingent or special damages, even if having been advised of the probability of such damages. Any and all other warranties expressed or implied arising by law, course of dealing, course of performance, usage of trade or otherwise, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are limited in duration to a period of two (2) years from the date of purchase, with the exception of Victron Energy products. For Victron Energy equipment a five (5) year period applies. For Victron Energy lead acid batteries, a two (2) year period applies, and for Victron Energy lithium batteries, a three (3) year period applies.

Life Support Policy

As a general policy, AEP Pacific does not recommend the use of any of its products in life support applications where failure or malfunction of AEP Pacific product can be reasonably expected to cause the failure of the life support device or to significantly affect its safety or effectiveness. AEP Pacific does not recommend the use of any of its products in direct patient care. AEP Pacific will not knowingly sell its products for use in such applications unless it receives in writing assurances satisfactory to AEP Pacific that the risks of injury or damage have been minimised, the customer assumes all such risks, and the liability of AEP Pacific is adequately protected under the circumstances.

Warranty on repairs for products outside their warranty period

The warranty period on products that are outside their warranty period and have been repaired by AEP Pacific or one of the AEP Pacific Repair centres is six (6) months from delivery. The same applies to spare parts and circuit boards that have been supplied or repaired by AEP Pacific.

Transport

When sending product to AEP Pacific for repair, It is the responsibility of the sender to sufficiently package the products. Transport must be organised in a way to avoid any damage, especially when a single unit or heavy unit is sent.

Severability

If a part of the terms and conditions set out above is held invalid, void or unenforceable due to any particular national or international legislation, it shall not affect other parts of the terms and conditions remaining.

Applicable Laws

AEP Pacific's warranty is governed by the laws of New Zealand. The AEP warranty does not affect any additional rights that consumers may have under laws in their jurisdictions governing the sale of consumer goods.

Warranty claim process

1. If not purchased direct from AEP, contact your supplier who may have their own process for servicing warranty claims.
2. If purchased direct from AEP or if your supplier is unable to assist, complete the online RMA request form [here](#)
3. Send the product to AEP for evaluation using a tracked freight service. AEP Service and Repairs, 1b Ride Way, Rosedale, Auckland 0632

Contact details

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