



**OPTI-Solar**

# **OPTI International Corporation**

Service Policy

Customer Service & Support Provisions

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# 1. Warranty Policy

OPTI warrants all products to be free of charge from defects in materials and workmanship in original conditions with following qualifications:

**1.1** Defective units\*<sup>1</sup> should be returned to OPTI for repair at distributor’s cost and OPTI will send the repaired units back to distributors when finish the repair at OPTI’s cost.

**1.2** If distributors need the spares in urgent case. Distributors are requested to fill out the complete CAR form to get OPTI’s permission before sending the new spares. (Numbers will be under OPTI’s evaluation)

**1.2.1** For saving the shipping cost, the damaged units or PCB must be returned to OPTI for analysis in 1 week at the cost of distributor.

**1.2.2** Without receiving damaged units or PCB OPTI will charge the freight cost for spare part.

**1.3** Products should be used under the conditions for which it has been designed. Also should be operated in control manners, under proper environmental conditions (including temperature and humidity).

**1.4** Under warranty period\*<sup>2\*3</sup>.

**1.5** For “Out of Warranty Repair” of all other models, in addition to components costs, a handling cost will be charged to distributors for each item including the return freight fee.

**\* Note:**

\*1: Units are PCBs or other replaceable modules/ components or circuit boards.

\*2: Warranties for different types of UPSs:

UPS	Warranty	Warranty Extension	Example
1-phase UPS with inbuilt batteries	2 years	Up to 1 year for UPS ONLY	VS575C, ES800C
1-phase UPS with bundled battery pack	2 years	Up to 1 year for UPS ONLY	PS3KB, DS6KB-RM
3-phase UPS with/without inbuilt batteries	1 year	Up to 1 year for UPS ONLY	DS10KC33, DS50KD33
External battery pack with batteries or not	1 year	No extension	BP1000, BP026A291S

The warranty extension should be arranged in writing as a separate agreement.

\*3: Warranties for solar products (including solar powered devices or kits) follows:

Solar products	Warranty	Example
Solar Inverter	2 years	SP5000 Efecto
Panel/ Module	25 years for 80% output power	OM6PV250
Other solar powered devices or kits	1 year	Battery

## 2. RMA Policy

**2.1. Purpose:** providing superior services to OPTI's worldwide distributors, instead of distributors' customers

**2.2. RMA** – stands for Return Merchandise Authorization.

**2.2.1 Distributor's** after-sales service for UPS/batteries & Inverters is provided by OPTI when goods are shipped within warranty period 24 months including 1 more month shipping period.

(i.e. 25 months. Standard warranty is 2 years and the 1 month for shipping).

**2.2.2 End-user's (or local buyer's)** after-sales service for UPS/batteries & Inverters is provided by the resellers when goods are shipped within warranty period 24 months after the receipt of goods

(i.e. the sellers are responsible of after-service for the goods which they have sold.)

**2.2.3** For the issue of battery claims, necessary photos, battery date codes and UPS serial numbers are required in the CAR form for proceeding the claim. If the defective batteries are found, OPTI will issue credit notes under warranty period.

**2.3.** RMA numbers are required to all returned goods to OPTI. **Distributors & all buyers** are requested to apply a RMA number prior returning them back to OPTI for repair or swap. All return goods should be well packed (cushion is necessary and the static electricity bag is preferred) and as completely and clearly as distributors can.

**2.4.** Uncompleted or incorrect requests will be rejected with no RMA number issue.

**2.5.** Required information in CAR Form:

- a. product model name
- b. serial number
- c. symptom description in details

**2.6.** If received items and its quantity cannot match up what the CAR illustrates, OPTI service engineer will inform distributors to make an update in CAR form. Otherwise, the unapplied items will be returned to original distributors without repair.

**2.7.** Products will not be in our warranty when OPTI receives the returned units with manually broken or lack of components.

**2.8.** If the defect is defined by OPTI service engineer to be caused by distributor's improper usage or operation, OPTI will charge distributors for repair. The RMA service charges are the sum of the material, labor costs and return freight fees.

**2.9.** OPTI will pay for both freight fees if 2<sup>nd</sup> RMA occurs.

**2.10.** Non-OPTI items will be returned back to senders without repair and prior notice; distributors should pay for return freight too.

### **3. DOA Policy**

**3.1. DOA** – stands for Dead On Arrival. This is the after-sales service offered by OPTI to her distributors when shipped goods don't work at all within 60 days by sea or 30 days by air/ land after invoice date.

**3.2. OPTI** provides repair or one-on-one swap service for DOA as long as the failure reasons confirmed by OPTI.

**3.2.1. Distributors** need to claim against OPTI.

**3.2.2. End-users (or local buyers)** need to claim against resellers.

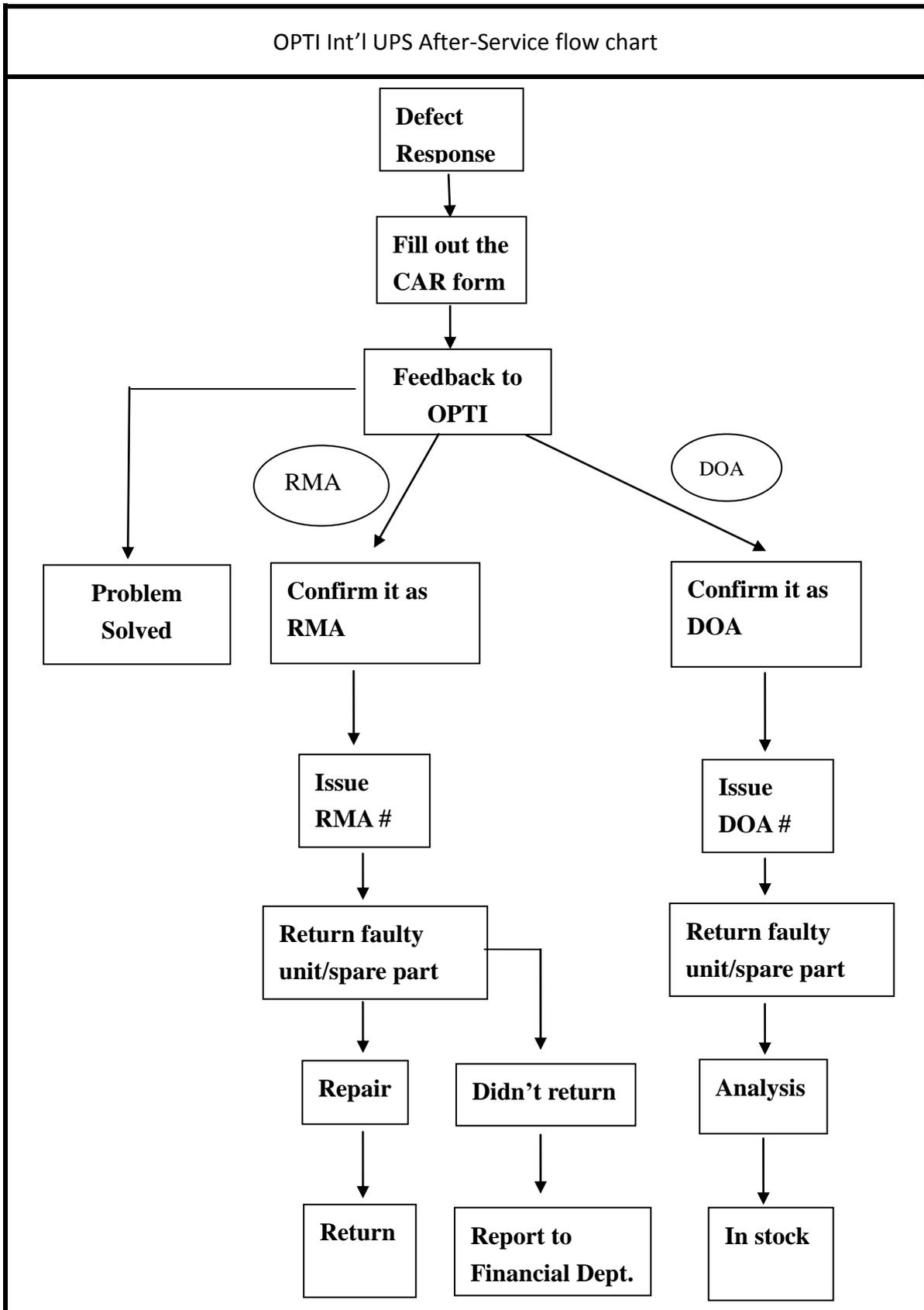
**3.3.** OPTI (or resellers) will pay both freight fees for DOA items.

**3.4.** RMA numbers are required to all returned goods to OPTI & resellers. It's requested to apply a RMA number prior returning them back to OPTI for repair or swap.

**3.5** All returned goods should be well packed (cushion is necessary and the static electricity bag is preferred) and as completely and clearly as possible.

**3.6.** Uncompleted or incorrect requests will be rejected with no RMA number issue.

## 4. After-Service Flow Chart



## 5. Packing

**5.1.** RMA number should be clearly marked on the outside of package, along with a detailed packing list attached on the outside of each carton.

**5.2.** All items returned to OPTI without a RMA number marked on outside box will be returned to original distributors.

**5.3.** OPTI will not be responsible for the damage or loss during transportation by courier or postal services. Proper and safe package will be highly recommended in order to avoid shaking and vibration.

## 6. Shipping

**6.1.** Shipment of returned items for repair or swap are suggested to be insured as following,

**6.1.1 Distributors** need to select the suitable freight charge for returning the defective items that need to be paid by distributors. OPTI will pay the return freight cost while returning well-repaired items

**6.1.2 End-users (or local buyers)** need to select the right freight charge for returning the defective items that need to be paid by End-users (or local buyers). Resellers will pay the return freight cost while returning well-repaired items

**6.2.** Any special delivery required may be available upon request as additional cost, covered by senders.

**6.3.** Items sent without prepaid freight will be returned to original sender directly without handling. This rule is subject to RMA case.

**6.4.** Any damage in transit is not covered under warranty. It is not liable for delays or errors on the part of any carriers.

**6.5.** Distributors & end-users (local buyers) are suggested to advise the details about the shipping information before shipping defective items. And it's suggested not to ship accessories back with returned items.

## 7. Technical Training

**7.1.** OPTI may hold annual technical trainings if necessary around Computex in Taipei. Training course is free of charge. Distributors shall pay for its own engineer's transportation and accommodation fees.

This rule is only for distributors.

**7.2.** On-site training support shall be requested by distributors, who shall pay for OPTI engineer's transportation and accommodation fees.

**7.3.** OPTI will send engineer to distributors' sites in urgent cases, such as abnormal quality issue, unexpected epidemic problem and etc. The resulted expenses will be negotiated and shared by OPTI and the distributors.

**7.4** OPTI-SOLAR Service center provides the training course for solar inverters, the course need to be paid per hr.

## 8. Technical Support

**8.1.** FAE in OPTI Service Dept. will respond to any technical issue upon distributors present to OPTI and should offer solutions via e-mail, fax or phone call.

**8.2.** OPTI Service Dept. can be reached at Tel : 886-2-2246 7272 or by Fax : 886-2-2246 7312 or by e-mail : [Service@opti-ups.com.tw](mailto:Service@opti-ups.com.tw) or [Service@opti-solar.com](mailto:Service@opti-solar.com).

Our shipping address is :

OPTI International Co., Ltd. C/O Service Dept. 7F, No. 192, Liencheng Rd., ZhongheDist, New Taipei City, Taiwan

## **9. Exclusions**

Any product that on which the serial number has been defaced, modified or removed. Damage, deterioration or malfunction resulting from:

- Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
- Repair or attempted repair by anyone not authorized by OPTI.
- Damage to or loss of any programs, data or removable storage media.
- Software or data loss occurring during repair or replacement.
- Any damage of the product due to shipment.
- Improper removal or installation of the product
- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting OPTI specifications.
- Any other cause which does not relate to a product defect.
- An adverse operating environment.
- Being operated outside the limits of its electrical specifications has been used in a manner contrary to the product's operating manual or other written instructions.