

# Returns Procedure

## Introduction

Averge Technologies (Pty) Ltd prides itself in delivering quality products and services to all our customers. Various warranty options exist on our inverters and batteries. Please contact your INSTALLER if your unit is defective or faulty and report the defective device with a brief error description and pictures. Our product warranty terms are only valid between us and the customers listed on the original invoice. Warranties are not transferable. In the event of a faulty item, it can be returned to Averge as with the below set-out procedure:

1. To submit a valid returns request, Averge Technologies (Pty) Ltd must be contacted to request authorisation for the return of their purchased item. The customer must be able to provide a sales order or Invoice number of purchase. The customer will then be provided with a fault form to complete as part of this document (Please see attached Annexure A).
2. Once the fault form is comprehensively filled in and returned to Averge, the item warranty will be evaluated. Once the warranty has been determined, the customer will be provided with a Return Authorisation number.
3. The customer must return the item(s) to Averge Technologies (Pty) Ltd's **Johannesburg service centre** and present the return authorisation reference number upon delivery. If stock is returned via courier, the items must be clearly labelled with the RA number. **No returned stock will be accepted without a return authorisation reference number.** Averge Technologies (Pty) Ltd will not accept or authorise walk-in returns or swop-outs.
4. The customer must request a copy of the signed return authorisation document as proof of delivery.
5. If a refund is requested for an item being returned, where the item was supplied correctly and in good condition, a handling fee might be applicable.
6. Should testing be required, testing will begin 3-5 business days after the stock is received, subject to technician availability. Depending on our testing schedule, testing can take between 1 week - 1 month to complete.
7. The customer will be contacted once testing is complete. The technical representative will provide the customer with the test results and whether the fault is covered by the product warranty. Should the fault not be covered by the warranty, the reason must be provided to the customer.
8. If the faulty item is found to not be under warranty, and cannot be repaired, the customer will need to provide a written instruction to return the item to the customer or to be scrapped by Averge.
9. If repairs are required, this will be carried out by the technical representative. Should the repairs not be within the product warranty the customer must be informed of the estimated cost of the replacement. Authorisation must be received from the customer before repairs can be carried out. Any parts replaced by Averge will become the property of Averge.
10. The customer will be contacted upon completion of the repairs and testing. A collection date will be scheduled with the customer.
11. Upon collection the customer must pay any outstanding repair fees, should this be applicable. Payment must be received prior to the equipment being released, should this be applicable. The customer will receive an invoice for the replacement product/repairs done. If the equipment was replaced under warranty a new tax invoice and credit invoice will be provided to the customer.





# Annexure B: Technical Inverter or charger Information

(To be completed per site)

Product name:	Serial Number(s):				
Inverters/chargers:	#	Brand	Max load for system:	kW	
Error codes:	What faults were reported by the Inverter at, or leading up to, the issue.			Site COC:	Y/N
Solar on inverter?	Y / N	Extra MPPT:	Y / N	MPPTs connected:	#No
Inv Solar capacity installed:	kW		Extra Solar capacity installed:	kW	
Inv PV String Voltage:	V		Extra PV String Voltage:	V	
Surge Protection 1(AC):	Y/N	Brand	No#.	Status (e.g.: red...)	
Surge Protection 2(PV):	Y/N	Brand	No#.	Status (green...)	
Surge Protection 3(PV):	Y/N	Brand	No#.	Status (green...)	
Charge Bulk/Cycle voltage:	V	Float Voltage:	V		
Cut off voltage:	V	Battery Voltage at fault:	V		
Max charge current:	A <sub>DC</sub>	Battery used with Grid (self-consumption or Time-of-use)			Y/N
<input type="checkbox"/> Equalize setting used:	V	Equalize time:	hours	Equalize interval:	days
<b>More info:</b> (Please fill this in accurately, it may have an impact on your warranty claim. We may request proof of the information stated below.)					
<input type="checkbox"/> Breaker/fuse was tripped/blown. (Specify) <input type="checkbox"/> High Dust concentration (Recent construction or other) <input type="checkbox"/> System got wet (Or a large amount of liquid near-by) <input type="checkbox"/> Battery backup time was too short <input type="checkbox"/> Inverter turned off randomly <input type="checkbox"/> Inverter turned off, immediately after grid fails <input type="checkbox"/> Inverter turned off after grid-fail before battery cut-off setpoint			<input type="checkbox"/> There was recently a lightning/thunder storm <input type="checkbox"/> Noise (constant/ "Hum") <input type="checkbox"/> Noise (Instantaneous/ "Bang") <input type="checkbox"/> Live or Neutral, Input and Output of inverter connected together (Neutral fault) <input type="checkbox"/> Smoke <input type="checkbox"/> Burn marks <input type="checkbox"/> Shorted <input type="checkbox"/> Fire <input type="checkbox"/> Reverse Polarity Connected (battery or PV)? (Specify: <input type="checkbox"/> Got really cold in battery location? (low temperatures under 10°C)		

## Statement:

I \_\_\_\_\_ declare that all the information provided is true and accurate. The items and products have been installed and maintained according the manufactures guidelines and South African standards.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



# Annexure C: Technical Battery Information

(To be completed per site)

Product name:	Serial Number(s):		
Batteries on site:	Number#	Battery Name/ code (e.g.: 48100S....)	
Other Batteries on site:	Number#	Battery Name/ code (e.g.: 48100S....)	
Voltage of battery:	<input type="checkbox"/> 12V	<input type="checkbox"/> 24V	<input type="checkbox"/> 48V <input type="checkbox"/> Other (Specify)
Series connected:	Y/N	Number Series:	No#
DC Supply breaker:	A <sub>DC</sub>	Last time battery was charged fully:	
<b>More info:</b> (Please fill this in accurately, it may have an impact on your warranty claim. We may request proof of the information stated below.)			
<input type="checkbox"/> Breaker/fuse was tripped/blown. (Specify)		<input type="checkbox"/> There was recently a lightning/thunder storm	
<input type="checkbox"/> High Dust concentration (Recent construction or other)		<input type="checkbox"/> Noise (constant/ "Hum")	
<input type="checkbox"/> System got wet? (Or a large amount of liquid near-by)		<input type="checkbox"/> Noise (Instantaneous/ "Bang")	
<input type="checkbox"/> Battery backup time was too short		<input type="checkbox"/> Live or Neutral, Input and Output of inverter connected together (Neutral fault)	
<input type="checkbox"/> Bulging/swelling of the battery		<input type="checkbox"/> Smoke	
<input type="checkbox"/> Liquid leaking from battery		<input type="checkbox"/> Burn marks	
		<input type="checkbox"/> Shorted	
		<input type="checkbox"/> Fire	
		<input type="checkbox"/> Reverse Polarity Connected (battery or PV) Specify:	
		<input type="checkbox"/> Got really cold in battery location? (low temperatures under 10°C)	

**Statement:**

I \_\_\_\_\_ declare that all the information provided is true and accurate. The items and products have been installed and maintained according the manufactures guidelines and South African standards.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

