

1. Victron Energy Limited Warranty Policy

Victron Energy warrants its products to be free from defects in workmanship and materials for a period of 5 years from the date of purchase by the end-user, with a maximum of 66 months from the Victron Energy invoice date. Exceptions on this are: lead-acid batteries; 2 years from date of purchase by the end-user, with a maximum of 30 months from the Victron Energy invoice date, Lithium batteries; 3 years from date of purchase by the end-user. In addition to this, 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 to 10 years. Warranty extensions need to be applied for ultimately one year before expiration of the original term.

During the warranty period, Victron Energy 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 unit has suffered any physical damage or alteration, either internally or externally, and does not cover damages arising from improper use like:

- Reverse of battery polarity.
- Inadequate connection.
- Mechanical shock or deformation.
- Contact with liquid or oxidation by condensation.
- Use in an inappropriate environment(dust, corrosive vapor, humidity, high temperature, biological infestation...).
- Breakage or damage due to lightning.
- Connection terminals and screws destroyed or other damages, like overheat, due to insufficient tightening.
- For any electronic breakage except due to lightning (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 else than Victron Energy or one of its authorized 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 Victron Energy shall not be liable for damages, whether direct, incidental, special, or consequential, even caused by negligence or fault.

Victron Energy owns all parts removed from repaired products. Victron Energy uses new or reconditioned parts made by various manufacturers when performing warranty repairs or building replacement products. If Victron Energy 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.

Victron Energy 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 five (5) years from the date of purchase, with the exception of batteries. For lead acid batteries a two (2) year period applies and for lithium batteries a three (3) year period applies.

Life Support Policy

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

As a product requires service, it must be brought back to the place of purchase. In case no contact can be taken with the merchant, or if he is either unable or not allowed to provide service, direct contact should be taken with Victron Energy.

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 Victron Energy or one of the Victron Energy Repair centres is six (6) months from delivery. The same applies to spare parts and circuit boards that have been supplied or repaired by Victron Energy.

Transport

It is the responsibility of the sender to sufficiently package these products. The transport must be organized 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.

For Australia only

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact details

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