POWERZONE

USER MANUAL and WARRANTY CARD

HOME UPS

36* MONTHS WARRANTY

HI-BACKUP SERIES

☐ HB0850P ☐ HB1000P ☐ HB1200P ☐ HB1300P

* Conditions apply. Refer Warranty Card.
Pictures shown are for illustration purposes only. Actual product may vary due to product enhancement.

IS 16242 (PART1) : 2014 /
IEC 62040-1 : 2008
R-63000086
www.bis.gov.in

AMARA RAJA
Gotta be a better way

Dear Customer,

Congratulations! We thank you and appreciate your decision to go for a modern and high reliability of Pure Sine Wave UPS. Powerzone UPS incorporates highly advanced technology, which delivers Pure sine wave output.

Powerzone UPS is designed to sense blackouts, brownouts, sags and surges of the mains supply and prevent them to reach your gadgets which are connected to the UPS by disconnecting the Grid supply and provide supply from UPS.

Salient Features:

- True sine wave technology.
- Advanced auto reset at mains time short-circuit / mains fuse trip.
- Smart battery low alarm.
- Informative LED display.
- Battery type selection (Tubular / SMF).

Note: The images and line diagrams shown in this manual are for representational purposes only and the actual pictures may change.

We wish you many happy years with our Powerzone Hi-Power UPS and hope it will be your perfect choice.

Yours,
Team Powerzone

“

This **'USER GUIDE-CUM-WARRANTY CARD'** provides you the complete understanding features of Powerzone UPS. Please do spare some time to read it before installing and using your UPS for its optimum performance/Life.

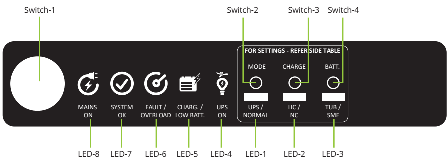
Please retain Warranty Card to present it to the Authorized Service Center personal for availing of free warranty service during warranty period as mentioned in Terms & Conditions of Warranty.

CAUTION: Do not select location like closed containers where temperature levels will be high, which leads to performance degradation of the UPS.

WARNING: Do not select location near to flammable materials to avoid fire hazards. Do not select near to water pipes, water or rain flow which will cause electrical shock or personal injury and damages Product

Table of Contents

1. KNOWING YOUR UPS



Picture: 01
Front panel diagram of UPS

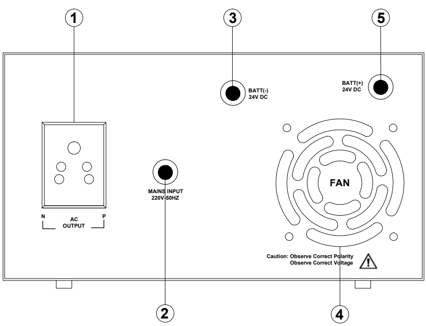
No's	Purpose	Functional Meanings
Switch-1	**ON/OFF Switch**	To switch '**ON/OFF**' the output power supply of UPS when Grid Supply is not available.
Switch-2	**UPS/Normal Mode Selection**	To select '**UPS Mode**' or '**Normal Mode'** based on variations in AC Input Voltage.
Switch-3	**High/Normal Charging Selection**	To select **'High Charge'** or **'Normal Charge'** for battery charging based on battery rating and usage.
Switch-4	**Battery Type Selection**	To select type of battery **'Tubular'** or **'SMF'** based on battery type and used at customer end.

No's	LED Indications	Functional Meanings	Action
LED-1	'UPS Mode' or 'Normal Mode' Selection	LED-1 glows 'UPS Mode' Selected	-
		LED-1 not glows 'Normal Mode' Selected	-
LED-2	'High Charging' or 'Normal Charging' Selection	LED-2 glows 'High Charging' Selected	-
		LED-2 not glows 'Normal Charging' Selected	-
LED-3	'Battery Type' Selection	LED-3 glows 'SMF' Battery Selected	-
		LED-3 not glows 'Tubular' Battery Selected	-
LED-4	'ON/OFF' Switch Selection	LED-4 glows UPS is ON Condition	-
		LED-4 not glows UPS is OFF Condition	-

No's	LED Indications	Functional Meanings	Action
LED-5	'Battery Charging' or 'Battery Low' Status	LED-5 Blinks (Green) Battery is Charging or Working on Mains Mode	-
		LED-5 Glows (Green) Battery is fully charged	-
		LED-5 Blinks (Red) with Buzzer Battery is Low	Reduce the load to enhance the Backup
		LED-5 Glows (Red) with continuous Buzzer for 1 minute. Battery is low cut	Switch OFF the system and wait for the Mains resumes
LED-6	'Overload' or 'Short-Circuit' Status	LED-6 Glows with continuous Buzzer, System is in short circuit protection	Call for service support to check the electrical wiring
		LED-6 Blinks with with Buzzer, System is in overload warning	Reduce the load, Switch OFF and ON the UPS again
LED-7	'SYSTEM' Status	LED-7 Glows UPS is OK	If LED does not glow then call service support to replace DC fuse, check MOSFET and relay are not stuck.
LED-8	'MAINS ON' Status	LED-8 Glows Grid connected with system	-
		LED-8 Blinks with continuous Buzzer. Mains fuse trip	Fuse will automatically resets within 1 minute

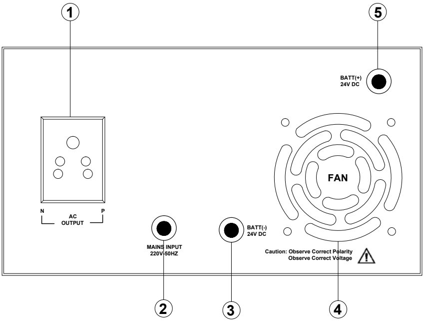
Rear Panel diagram of UPS Picture

- **Home UPS 12V DC:**



Picture: 2A
Rear Panel diagram of UPS

- **Home UPS 24V DC:**



Picture: 2B
Rear Panel diagram of UPS

SL.No	Part Name	Purpose of the Part
1	AC Output Socket	This is used to connect the loads that will operate through the HUPS when power is not available.
2	AC Input Power Cord	This is used to connect Input Mains supply to the HUPS
3	Battery Negative cable	Connect the negative battery cable (BLACK) to the -Ve terminal of the battery.
4	Battery Positive cable	Connect the positive battery cable (RED) to the +Ve terminal of the battery.
5	Fan	It runs when the temperature reaches a preset value at any point.

⚠ Electrical shock warning	⏚ Earth Symbol
∿ Line Symbol	∿ AC Symbol
DC Symbol	⚠ Caution

2. APPLICATION CHART

Refer the below 'Application Chart' to understand different loads that can be used with on different ratings of UPS.

Type of Loads	Appliances (Loads) *	Power Consumption (VA) #	Appliances(Loads) can be used on UPS					
			HB0850P	HB1000P	HB1200P	HB1300P	HB1600P	HB1850P
Electrical Loads	Tube Light	50	✓	✓	✓	✓	✓	✓
	Ceiling Fan	100	✓	✓	✓	✓	✓	✓
	LED	25	✓	✓	✓	✓	✓	✓
	Incandescent Bulb	75	✓	✓	✓	✓	✓	✓
	Floor Fan	200	✓	✓	✓	✓	✓	✓
Computer & IT Peripherals	TV(LCD/LED <40")	150	✓	✓	✓	✓	✓	✓
	TV(LCD/LED>40")	200	✓	✓	✓	✓	✓	✓
	Set top Box	50	✓	✓	✓	✓	✓	✓
	Music System**	500	✓	✓	✓	✓	✓	✓
Entertinment Equipments	Laptop	65	✓	✓	✓	✓	✓	✓
	Computer-TFT	200	✓	✓	✓	✓	✓	✓
	Scanner**	375	✓	✓	✓	✓	✓	✓
	Inkjet Printer	250	✓	✓	✓	✓	✓	✓
	Dot Matrix Printer	250	✓	✓	✓	✓	✓	✓
	Fax Machine	180	✓	✓	✓	✓	✓	✓
	Laser Printer**	600		✓	✓	✓	✓	✓
Kitchen Appli-ances	Mixer**	750		✓	✓	✓	✓	✓
	Mixer**	1000				✓	✓	✓

* The above chart only represents the various appliances (loads) which can be used with UPS output Power supply but it does not indicate that all appliances (loads) can be used simultaneously on UPS.

Power consumption (VA) of each load is only average but actual power consumption (VA) may vary based on make, model, age and features of appliance (load).

+ The total load on UPS must be calculated by adding power consumption (VA) of all loads that are connected to UPS. At any time during operation of the UPS, it must be ensured that the total power consumption (VA) of loads connected to UPS should not be more than UPS rating (VA).

**Startup(Inrush/Surge Current) Power (VA) of Load is more than three times of its actual rated Power (VA). Hence you may find Overload LED Indication with buzzer sound in UPS for a moment when appliance is getting switched 'ON'.

3. PREPARATION FOR INSTALLATION OF HOME UPS

I. Selection of Location:

UPS requires controlled environment where the Temperature, Humidity & Dust levels are as recommended by manufacturers. Hence, Select the location to install the UPS on a flat, clean, dry, well ventilated and dust free environment by considering accessibility for maintenance/Service.

II. Electrical Wiring:

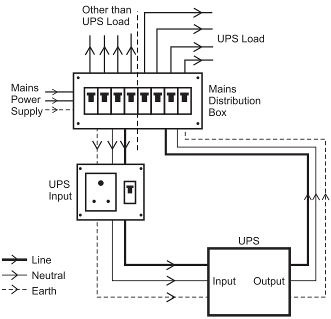
Please contact Company/Dealer to depute Electrician for inspecting the electrical wiring exists and makes necessary changes, if required.

a. **Input AC Power supply to UPS:**
Recommended to use 16A/250VAC Socket with 10A/250AC MCB and extend Input power cables of Line, Neutral and Earth from the Grid/Mains Distribution Box.

b. **Output AC Power Supply from UPS:**
Electrical wiring shall be done in two ways for UPS Installation by considering loads (Refer Application Chart) to be used with UPS output Power Supply. Please choose any one type of wiring and proceed as mentioned below.

1. **Electrical wiring for any type of loads:**

Check the existing wiring and separate the Line, Neutral and Earth (L-N-E) cables of appliances (Which to be used with UPS supply) by disconnecting it from Grid/Mains Power supply at Mains Distribution Box and extend the same near to UPS. Connect the cable to three pin plug (6/16A, 250V AC). This type of wiring is recommended when UPS to be used for loads like IT peripherals and Kitchen appliances etc.

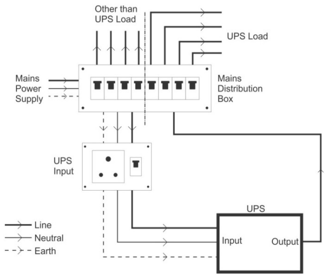


Picture: 3A
'L-N-E' Cables from UPS

2. **Electrical wiring for Electrical and Audio or Video Gadgets:** (Refer Picture-04)

Check the existing wiring and separate the Line (L) cable of appliances (which to be used with UPS supply) by disconnecting it from Grid/Mains Power supply at Mains Distribution Box and extend the same near to UPS. Connect the cables to three pin plug (6/16A, 250V AC) separately. Neutral and Earth connections shall be make it as common for UPS loads also which are already available to all loads in home.

This type of wiring is recommended when UPS to be used for loads like Electrical appliances and audio or video gadgets only.



Picture: 3B
'L' Cable from UPS

CAUTION: Use proper size/quality of cables, Sockets, or Switch etc. in electrical wiring. Otherwise, it causes to heat/melt of the material or damage the Product. Ensure line cable at right side pin of the socket and do not mix R-Y-B if 3 phase supply is available.

WARNING: Switch OFF Grid/Mains Power Supply before proceeding for wiring, ensure earth and not to mix up the output Power supply cables of UPS with Grid/ Mains Power cables. Otherwise, that could result electrical shock or personal injury.

4. INSTALLATION & OPERATION OF UPS

A. **Placement:** Place the Trolley in selected location for Installation, Keep the UPS on Trolley and keep the battery at back side of the Trolley (Ensure to keep minimum 300mm space between UPS & Battery). Ensure to Switch 'OFF' the UPS by pressing the Switch which is available at front panel.

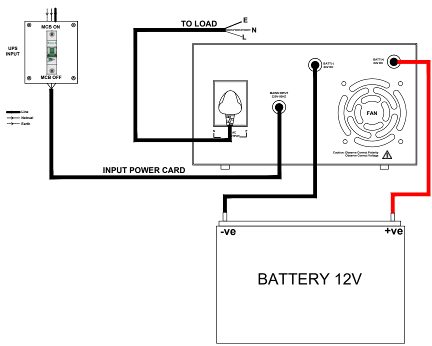
B. **Battery Connection for 12V:** Connect the Battery cables which are coming from UPS i.e Red cable to Positive (+Ve) terminal & Black cable to Negative (-Ve) terminal of the battery. Ensure cables to be tighten properly by using right size of spanner.

C. **Battery Connection for 24V:** Connect two no's of 12V batteries in series by using inter connecting battery cable supplied along with UPS to make it as battery bank. Connect red colour cable comes from UPS to Positive (+Ve) terminal of the first battery and connect black colour cable to Negative (-Ve) terminal of the second battery. Ensure cables are tightened properly.

D. **AC Output Connection:** Insert the 'Three pin Plug' (which has been separated and extended for loads from Mains Distribution box) into UPS output socket located at rear Panel and Switch 'ON' the UPS output supply by pressing Push Button at Front Panel. Check whether 'UPS ON' LED glows at Front Panel and Switch 'ON' all appliances one by one which connected to UPS output Supply. Switch 'OFF' the UPS output power Supply again by pressing Push Button at front panel of UPS.

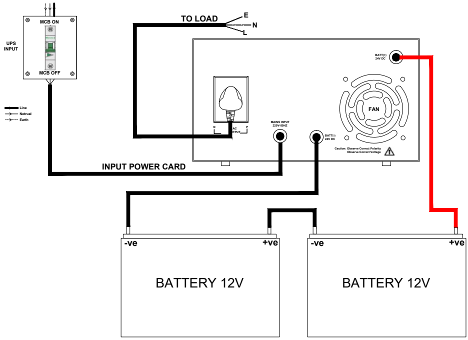
E. **AC Input Connection:** Insert the AC mains Power Cord plug (which is coming from UPS rear panel) into Grid Power Supply Socket which has been extended from Mains Distribution box. Switch 'ON' the MCB/Mains Supply to UPS and check whether 'Mains ON' LED glows and 'Charging' LED blinks at front panel. Please note that all the appliances connected to UPS works with Mains power.

Home UPS 12V DC:



Picture: 4A
Rear Panel UPS diagram after Installation

Home UPS 24V DC:



Picture: 4B
Rear Panel UPS diagram after Installation

F. **Changeover Confirmation:** Switch 'ON' UPS by pressing Push button at front panel and Switch 'OFF' Mains Supply to UPS (UPS Input) and check whether 'UPS ON' indication and observe no disturbance in appliances during Changeover from Mains Power Supply (Mains mode) to UPS (Backup Mode). Now Switch 'ON' Mains Supply to UPS (UPS Input) and check whether 'Mains ON' LED glows and Charging LED blinks and observe no disturbance in appliances during changeover from Backup mode to Mains mode.

G. **Selection of Switch:** Select 'High Charge' by considering longer duration of Power cuts, but it can be changed to 'Normal Charge' mode when power cut duration is less or connected battery capacity is less than 100AH. Select 'Normal Mode' to avoid battery discharge due to unstable Mains Power Supply but it can be changed to 'UPS' when Mains Power supply is stable or using Computer/IT peripherals loads on UPS.

CAUTION: Ensure to connect battery cables i.e. Red cable to Positive (+Ve) terminal & Black cable to Negative (-Ve) terminal of the battery .Ensure both the Battery cables to be connected tightly. Wrong connection or loose connection may damage the Product.

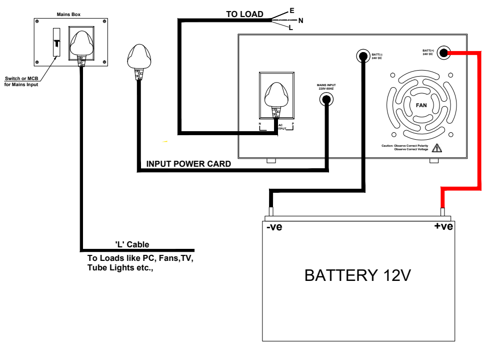
WARNING: Keep Children away from the Product. Do not touch the output plug when it is open condition.

5. GUIDELINES TO BYPASS UPS

The following steps to be followed to bypass the UPS and Battery from the circuit for maintenance or service purpose.

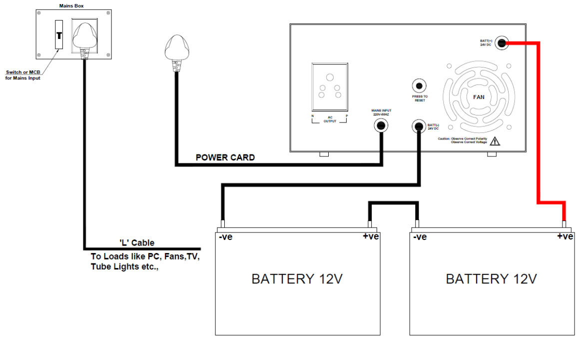
1. Switch 'OFF' appliances that are connected to UPS output, MCB at Mains box and 'ON/OFF' switch at front panel of UPS.
2. Remove AC Input Power card of UPS which is plugged into Mains Box.
3. Remove the load plug and insert into Mains Box from where AC Input Power card has been removed.
4. Switch 'ON' the UPS 'ON/OFF' switch available at front panel, and Mains Supply MCB to UPS.
5. Your UPS has now been bypassed from the circuit and connected appliances will now use the main power supply whenever it is available.

Home UPS 12V DC:



Picture: 5A
Rear Panel UPS Diagram after Bypassing

Home UPS 24V DC:



Picture: 5B
Rear Panel UPS Diagram after Bypassing

Note: Disconnect the battery cables at Battery +Ve and –Ve terminals which are coming from UPS to take out battery for maintenance after bypassing UPS from circuit by following above steps.

CAUTION: Use right sized tools to remove the cables from battery terminals and do not disconnect battery without bypassing UPS from Circuit.

WARNING: Never insert or pull out the mains plug from the Mains distribution box & UPS output plug with wet hands. Do not touch the removed plug pins as it may leads to electrical shock.

6. MAINTENANCE TIPS

Do's

- Use proper gauge cables and recommended rated MCB or Plugs for Electrical wiring.
- Ensure proper earthing for UPS.
- Install UP & Batteries in ventilated area and keep away from flammable materials.
- Tighten the battery cables from UPS to terminals of the battery by using correct size of tools.
- Select 'UPS Mode' while using computer on UPS.
- Select 'Normal Charge' when less duration of power cut or using less than 100AH battery.
- Select battery – TTL/SMF type whenever there is change in battery.
- Disconnect all the electrical connections before servicing/Maintenance of UPS and Battery.
- Add only distilled water in lead acid batteries in each cell as per level specified by the Battery manufactures. This helps to purge excessive gas from the cell.
- The battery shall be charged immediately after any discharge.
- While using other manufacture's Battery with UPS, study specific precautions and recommended rate of charge before usage.
- If Battery acid comes in contact with skin or clothing wash immediately with soap and water. If acid enters in eyes immediately wash eyes with cold running water for at least 15 minutes and get first aid immediately.

Dont's

- Do not lift the UPS with AC Mains Power Cord or Battery Cables.
- Do not use poor quality of material while doing electrical wiring for UPS Installation.
- Do not Install UPS and Battery near water or damp environment or closed container.
- Do not connect UPS output to DG set/mains power, which will damage the UPS.
- Do not touch Mains power cord three pins of UPS when UPS is in ON condition.
- Do not place metal objects on top of the UPS or Battery.
- Do not operate UPS with damaged input/output cords or plugs.
- Do not use over loads and other loads (Refer Application Chart)
- Do not increase length of battery cables by joining extra cables.
- Do not connect battery cables with reverse polarities of the battery.
- Never allow smoke, spark or a flame in the vicinity of the Battery.
- Do not disconnect battery from Circuit while UPS is 'ON'
- Do not tap battery power for other DC loads.
- Never mix different Brand,model and aging of batteries when UPS requires more than one Battery.
- Do not keep battery in idle condition after discharge. Recharging is required.
- Do not connect batteries in Parallel.

7. TECHNICAL SPECIFICATIONS

UPS Rating		HB0850P	HB1000P	HB1200P	HB1300P	HB1600P	HB1850P
1.0 Input AC Parameters:							
Supply (Phase)		1Ø	1Ø	1Ø	1Ø	1Ø	1Ø
Min.-Max. Operating Voltage (V)	Normal Mode	100-290	90V-290V	90V-290V	90V-290V	90V-290V	90V-290V
	UPS Mode	180V-270V	180V-270V	180V-270V	180V-270V	180V-270V	180V-270V
Recommended Voltage (V)		230V	230V	230V	230V	230V	230V
Recommended Current (A)		6A	6A	7A	8A	10A	10A
Recommended Frequency (Hz)		50 Hz	50 Hz	50 Hz	50 Hz	50 Hz	50 Hz
With Narrow Voltage Mode:							
Low Voltage cut (AC)		180±10V	180±10V	180±10V	180±10V	180±10V	180±10V
Low Voltage recovery (AC)		190±10V	190±10V	190±10V	190±10V	190±10V	190±10V
High Voltage cut (AC)		270±10V	270±10V	270±10V	270±10V	270±10V	270±10V
High Voltage recovery (AC)		260±10V	260±10V	260±10V	260±10V	260±10V	260±10V
Change over time		≤10msec	≤10msec	≤10msec	≤10msec	≤10msec	≤10msec
With Wide Voltage Mode:							
Low Voltage cut (AC)		90±10V	90±10V	90±10V	90±10V	90±10V	90±10V
Low Voltage recovery (AC)		100±10V	100±10V	100±10V	100±10V	100±10V	100±10V
High Voltage cut (AC)		290±10V	290±10V	290±10V	290±10V	290±10V	290±10V
High Voltage recovery (AC)		280±10V	280±10V	280±10V	280±10V	280±10V	280±10V
Change over time		≤20msec	≤20msec	≤20msec	≤20msec	≤20msec	≤20msec
2.0 Output AC Parameters:							
Supply (Phase)		1ϕ	1Ø	1Ø	1Ø	1Ø	1Ø
Wave form		Sinewave	Sinewave	Sinewave	Sinewave	Sinewave	Sinewave
No load Voltage (AC)		225±7V	225±7V	225±7V	225±7V	225±7V	225±7V
Frequency (Hz)		50±1Hz	50±1Hz	50±1Hz	50±1Hz	50±1Hz	50±1Hz
3.0 Battery Parameters:							
DC Voltage		12V	12V	12V	12V	12V	12V
No of Batteries (12V)		One	One	One	One	One	Two
Recommended Battery AH							
High Charge Current		16±1A	20±1A	24±1A	24±1A	26±1A	18±1A
Normal Charge Current		12±1A	15±1A	18±1A	18±1A	19±1A	13.5±1A
Min.-Max. Operating Voltage (V)	Tubular	14.4±0.2V	14.4±0.2V	14.4±0.2V	14.4±0.2V	14.4±0.2V	14.4±0.2V
	SMF	13.8±0.2V	13.8±0.2V	13.8±0.2V	13.8±0.2V	13.8±0.2V	13.8±0.2V
Lower Voltage Cut per Battery		10.7±0.2V	10.7±0.2V	10.7±0.2V	10.7±0.2V	10.7±0.2V	10.7±0.2V
Discharging current @full load		46±1A	56±1A	66±1A	75±1A	90±1A	53±1A
4.0 Physical Parameters:							
Net Weight(Kgs)		5.95	6.37	7.36	9.1	10.43	11.7
Dimension(mm)-LXWXH		193X260X120	193X260X120	193X260X120	216X260X120	232X282X146	232X282X146
5.0 Environment:							
Operating Temperature		0˚C - 45˚C	0˚C - 45˚C	0˚C - 45˚C	0˚C - 45˚C	0˚C - 45˚C	0˚C - 45˚C

PROTECTIONS	CONDITIONS
Over Load in back up mode	LED-6 Blinks with Buzzer, System is in overload warning
Battery Low cut	LED-5 Glows (Red) with continuous Buzzer for 1 minute. Battery is low cut
Over Temperature	All LED Glows
Short Circuit Protection (Battery Mode)	LED-6 Glows with continuous Buzzer, System is in short circuit protection

Note: Specification may subject to change without prior notice

8. FREQUENTLY ASKED QUESTIONS (FAQ)

1.	**Q.**	**Whom shall I contact for my UPS Installation & what will be the Charges?**
	A.	You can contact our Authorized Dealer of company where you have purchased the Product. They will depute certified Electrician to do Electrical wiring and Installation of UPS. Electrical wiring will be charged based on number of loads connected to UPS and material required for wiring will be charged at actual.
2.	**Q.**	**Can I ask Electrician to connect all appliances that are available in my home?**
	A.	No. Please go through the 'Application Chart' for Power consumption(VA) of load or check the actual power consumption (VA) of loads and add total Power consumption of loads which you would want to run on UPS and ensure that using within UPS rating (VA) for optimum use of your UPS.
3.	**Q.**	**Can I Switch 'OFF' the Supply to UPS when we go to vacation?**
	A.	No. Do not switch 'OFF' the input supply to UPS. But you can switch 'OFF' the output Supply of UPS by pressing Push Button Switch which is available at front panel to avoid battery discharge during AC fluctuations.
4.	**Q.**	**What capacity of battery should I buy for my UPS?**
	A.	Battery capacity selection is depends on required backup time with average power of appliances that to be used when power is not available. Please contact nearest Powerzone Authorized Dealer or calls us in Toll free number at 1800 571 6868 with details of appliances and backup time requirements to assist you in selection of battery.
5.	**Q.**	**Can my UPS charger auto stop when battery is fully charged?**
	A.	Yes. Once battery gets fully charged the charger stops to pump current to battery and Charged indication will display on front panel of UPS.
6.	**Q.**	**Can I connect different brand or ratings of batteries to UPS?**
	A.	No. Not recommended to mix two different ratings or makes of batteries due to variance in internal resistance of batteries, results imbalance charging causes for battery failure.

9. TROUBLE SHOOTING OF UPS

Sl.No	Indication/ Symptoms	Nature of problem	Actions/Remedies
1	Overload Protection	Output load is greater than system capacity.	Reduce the Load immediately.
2	Over Temperature (All LED Blinking except LED L7)	Over-Temperature Protection as system temperature beyond the specification.	Check the FAN function, whether system has been installed at cool and ventilated place.
3	Short Circuit	Short Circuit at the output of the system or excess load.	Check the output appliances and output wiring short.
4	Battery Low	The system has been shut down due to Battery Low	Wait for the Mains to be available.
5	Battery Hi (All LED Glow except LED L7)	Battery Hi (All LED Glow except LED L7)	Battery Hi (All LED Glow except LED L7)

Mains Mode: Issues and Solutions when Mains Power is Available

Sl.No	Problems and Symptoms	Possible Cause	Solution
1	Mains not Available	UPS is either working on backup mode or Mains is not available	Wait for the Mains supply to be available
2	Mains not Sensed	a) The input wire plug is loose. b) Input voltage may be too low. b) Input voltage may be too low.	(a) Ensure the input plug is properly installed. b) Wait for the voltage to normalize or be within range.
3	Mains Fuse Trip	More O/P load connected.	(a) Reduce load (b) Auto reset fuse
4	Mains available & charging current not showing.	a) Battery wire loose. b) Corrosion on battery terminals.	(a) Tighten the battery terminals properly (b) Clean the battery terminals for proper contacts

10. SERVICE ASSISTANCE AT YOUR DOOR STEP:

For any personalized assistance from company to resolve product complaint if any, Please contact **Powerzone CUSTOMER CARE** by dialing Toll free Number or send an email with details of Product model, Rating, Serial Number, Date of purchase and nature of problem you have observed in Product.

ANYTIME RESPONSE NUMBE

1800 571 6868

OR

Send an email at **customercare@amararaja.com**

Our team of **Powerzone Customer Care** professionals would be happy to assist you and ensure timely and reliable customer service from our Service Center located nearest to you.

11. TERMS AND CONDITIONS OF WARRANTY

PRODUCT WARRANTY FROM COMPANY:

Amara Raja Energy and Mobility Limited (COMPANY) provides warranty to Powerzone Pure Sine Wave UPS (PRODUCT) against manufacturing defects arising out of faulty material/poor workmanship, for a period of 36 (Thirty Six) months from the date of sale to First end user(CUSTOMER) who purchases Product from Company or its authorized Channel Partner(DEALER).

TERMS AND CONDITIONS OF WARRANTY:

1. COMPANY warrants to the CUSTOMER, that the PRODUCT is free from defects in material and workmanship under normal use and service for the Warranty Period.
2. The Warranty is confined to the CUSTOMER who has purchased the PRODUCT from COMPANY or DEALER provided that the warranty card filled with required information and rubber stamp at the time of purchase. The warranty from Company is applicable for PRODUCTs sold in India only.
3. In case of complaint registered by the CUSTOMER all efforts will be made promptly by the COMPANY to attend to the complaint at customer premises. Repair/replacement of part(s) during the Warranty period will be free of cost, if it is determined by the Company that these are due to manufacturing defects.
4. In case of major complaint in PRODUCT, CUSTOMER will have to send the PRODUCT to the DEALER/COMPANY with original Warranty card & Invoice copy. The responsibility including expenses for transportation/transit insurance (both sides) of the PRODUCT shall rest with the CUSTOMER.
5. Defective parts arising out of replacements within warranty period shall become property of COMPANY.
6. Call registered with the **Powerzone UPS CUSTOMER CARE (1800 571 6868)** or DEALER wherein only cleaning of the PRODUCT or its parts due to dust accumulation, general explanations/ returning, are not to be considered as defects.
7. COMPANY will not be liable for any direct, indirect and consequential losses, damages such as loss of profit, loss of goodwill, loss of life etc. and/or damages caused to the CUSTOMER or third party due to non or partial performance of the Product or any part thereof.
8. COMPANY is not responsible for any additional warranty period given by DEALER or intermediaries over and above on warranty providing by COMPANY.
9. The Warranty does not cover Installation/Demonstration of the PRODUCT, metal & plastic parts of the PRODUCT and any accessories external to the PRODUCT.
10. Except as provided herein, this Warranty for the PRODUCT will expire automatically upon completion of 36 months from the date of sale, irrespective of the period, the PRODUCT was not in use or was not giving proper performance or was under break down or the time taken for repair/replacement of defective parts or even if some part/s have been repaired or replaced during the Warranty period.
11. The CUSTOMER should preserve the original invoice and Warranty Card for necessary verification and produce it at the time of service. The decision of COMPANY with regard to the complaint under this warranty shall be final and binding on the CUSTOMER.

Conditions under which this warranty shall be null and void

The Customer clearly understands and agrees that the warranty conditions shall be null and void, if:

1. The PRODUCT is transferred by the CUSTOMER to any person.
2. The PRODUCT is not purchased from authorized Channel partner of Company.
3. Removal, obliteration or alteration of original serial number on the PRODUCT or Warranty Card and the completed Warranty Card is not presented at the time of service of the PRODUCT.
4. Improper Power Supply to the PRODUCT or appliances connected to the PRODUCT that is/are not recommended or PRODUCT is not operated according to instructions given in the 'User Guide-cum-Warranty card'.
5. Repair or Service of PRODUCT by any person other than COMPANY or DEALER.
6. Unauthorized tampering of seal on the PRODUCT or presence of foreign objects in the Product.
7. Damage to the PRODUCT due to operation in any abnormally corrosive alkaline/acidic atmosphere.
8. Defects or damages to the PRODUCT are caused by lightning, faulty electrical wiring, willful abuse, destruction by fire, accidents, acts of god, environmental conditions such as excessive moisture or dampness, negligence of Customer or improper handling/service by unauthorized personnel, transit damage while in transport for service, improper storage of Product, collision or theft..etc.

Product Model, Rating & Serial Number:

QR Code Sticker

Invoice No:

Date of Sale D D M M Y Y

CUSTOMER DETAILS:	**CUSTOMER DETAILS:**
Name..	Name..
Phone..	Phone..
Address..	Address..
....	....

Customer's Signature

Dealer's Signature & Stamp

CUSTOMER clearly understands and agrees to the above mentioned terms and conditions of the PRODUCT warranty at the time of purchase. The Courts in Tirupathi, Chittoor District of Andhra Pradesh shall have exclusive jurisdiction in the event of any dispute.

Note: Customer shall call customer care @ 1800 571 6868 to register date of purchase of the product or visit website at www.amararajaeandm.com for register the details.

WARRANTY REGISTRATION CARD

(Customer will receive the E warranty card upon registering the UPS using the Powerzone Konnekt application)

CUSTOMER DETAILS:

Customer Name ....

Phone/Mobile No ....

Email ....

Address ....

....

....

Pure Sine Wave UPS Details:

Product Model, Rating & Serial Number:

QR Code Sticker

Date of Sale

D	D	M	M	Y	Y

Invoice No: :..

Dealer's Signature

Place :

Seal :

Customer's Signature

Place :

Seal :

ANYTIME RESPONSE NUMBE

1800 571 6868

SCAN TO KNOW MORE
www.powerzoneworld.com

www.amararajaeandm.com

customercare@amararaja.com

AMARA RAJA
Gotta be a better way

AMARA RAJA ENERGY & MOBILITY LIMITED
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MADE IN INDIA