

Industronic 2 Year Limited Warranty

Industronic brand Uninterruptible Power Supply UPS-IND models are backed by a factory warranty for a period of 2 years upon purchase against manufacturing defects, as well as against damaged components or parts. Nortec, S.A. de C.V. will assume costs for replacement of these defective parts or components according to the following conditions:

GENERAL TERMS & CONDITIONS

1. This warranty is only valid if the equipment has been given an annual maintenance service by a Certified Industrial Technician (TCI).
2. Nortec, S.A. de C.V. is responsible for repairing or exchanging any product either at the factory, ISBO or at customer installation site (as CIT sees fit). Reference to annexed Warranty. On site customer repair does not include travel expenses and must be provided by the customer prior to servicing.
3. This warranty is valid for original purchaser and is non transferrable to third parties.
4. Nortec, S.A. de C.V. will not be held responsible for any direct, indirect, special or incidental damage to UPS-IND or connected equipment resulting from inadequate use in violation of recommended conditions for operation (see Operation Manual for specific Model and Series) in which case all warranties will be nullified.
5. Before shipment of UPS-IND with intent to repair, revision or maintenance, customer must contact Industronic Customer Service to obtain clear instructions.
6. Warranty is valid only when UPS-IND has been operating under environmental, mechanical, electrical & electronic conditions clearly detailed in the signed Industronic quote/contract and under Operation Manual indications of the exact model purchased.
7. Warranty includes only those parts which have been manufactured and/or installed in Industronic factory by Nortec, S.A. de C.V. and in no case will it extend to parts, sub-assemblies or equipment added by customer from other makers, who will be subject to warranties offered by their respective manufacturers.
8. Warranty Service: Models 1 ~ 3 kVA must be sent to factory; for Models of 4 kVA or over, it must be performed on site. In case the equipment is installed in cities where no Industronic Service Branch Office (ISBO) is located, service calls will be complimentary, yet will not include travel expenses, which must be paid in full by the customer prior to travel.

Note: Start Up of UPS-IND of 6 kVA or more should be performed by a CIT to maintain warranty validity.

EXCLUSIONS & LIMITATIONS

1. This warranty does not cover consumables such as: batteries (premature deterioration due to operation in high heat environment), fuses or other protection devices or components.

Warranty loses validity in following conditions ...

1. In case of rupture or damage of holograms and/or factory seals.
2. When serial number identification has been removed from the equipment.
3. In case an attempt or actual service has been performed by personnel not belonging to Nortec, S.A. de C.V.
4. In case equipment has been damaged due to accidental drop or other inadequate handling, has been installed on a surface with vibration or other movement, has been vandalized, has been in contact with extreme humidity, fire, smoke, excessive dust, corrosive gases or chemicals, installed outdoors, near explosives or similar unsafe conditions.
5. In case changes or alterations have been made by non authorized personnel not belonging to Nortec, S.A. de C.V.
6. In case voltage supply has disturbances that exceed limits such as: (THDi < 20%, THDv < 5% according to Norm IEEE 519, ground current should have a value of 0).
7. In case of damage due to shipping and/or handling.
8. In case installation or start up has been performed incorrectly by not adhering to Operation Manual instructions or in opposition to instructions given by a CIT.

DOES NOT QUALIFY FOR WARRANTY COVERAGE

- Preventive maintenance (cleaning & adjustment).
- Substitution or replacement of consumables due to normal wear or deterioration during correct use and operation.
- On site visit requested by customer. Loading/Unloading charges and travel expenses are the full responsibility of the customer.
- Service calls where no failure or defect is detected or present. Determined by CIT.

IN CASE OF EMERGENCY

Nortec S.A de C.V. has 24/7 Technical Service availability in the following cities: Monterrey, Ciudad de México, Guadalajara, Querétaro, Chihuahua, Mérida & Tijuana. For emergency service go online at www.grupoindustrial.com or call: +(52) 811 636 2256 or +(52) 818 128 3200.

INDUSTRONIC SERVICE DEPARTMENT

We provide Certified Technical Support including preventive/corrective maintenance or repair that can guarantee correct operation of any Industronic Product or Service. For more information please call (Toll Free): +(52) 818 128 3200 or e-mail us at: contacto@industrial.com.mx

* Important: General Warranty conditions are subject to changes with no prior notice. Conditions of warranty of specific equipment will be valid according to the time of purchase.

Model: _____

Serial Number: _____

Invoice Date: _____



Corporativo Monterrey
Trébol Park, piso 16

Ave. Lázaro Cárdenas No. 2424 Int. 1601
Col. Colinas de San Agustín, C.P. 66260
San Pedro Garza García, N.L.

Ventas y centro de servicio
Ciudad de México, CDMX

Capital Reforma, Torre B, Piso 10
Av. Paseo de la Reforma No. 250
Col. Juárez, Del. Cuauhtémoc, C.P. 06600
Ciudad de México, Cd. de México

Ventas y centro de servicio
Chihuahua, Chih.

Calle Georgia No. 3100-C
Col. Las Águilas, C.P. 31237
Chihuahua, Chihuahua

Ventas y centro de servicio
Tijuana, B.C.

Paseo de los Héroes 10231-301 Oficina 37
Zona Río, C.P. 22010
Tijuana, Baja California

Fábrica y centro de distribución
Monterrey, N.L.

Parque Industrial Kalos, Bodega 7
Av. Miguel Alemán S/N
Col. Jardines de la Victoria, C.P. 67110
Guadalupe, Nuevo León

Ventas y centro de servicio
Guadalajara, Jal.

Parque Industrial Jalisco
Camino al Iteso 8900, Nave 3 "B"
Col. Pinar de la Calma, C.P. 45080
Tlaquepaque, Jalisco

Ventas y centro de servicio
Querétaro, Qro.

Parque Industrial Benito Juárez
Acceso III, No. 14 Bodegas 4 y 5, C.P. 76120
Querétaro, Querétaro

Ventas y centro de servicio
Mérida, Yuc.

Calle 50 núm. 402 D Int. 108 x 33
Col. Jesús Carranza, C.P. 97109
Mérida, Yucatán

Centro de distribución
Ciudad de México, CDMX

Poniente 140 No. 606 Bodega 1
Col. Industrial Vallejo,
Deleg. Azcapotzalco, C.P. 02300
Ciudad de México, Cd. de México