

# Warranty Certificate

## 1. Warranty Coverage: Carry-In Warranty

We guarantee that the Vocuse Solar Pump is free from defects in materials and workmanship for a period of 12 to 24 months from the date of purchase.

- 1-Year Warranty Models: VC-80, 3VCBS2.0/140-96/750.
- 2-Year Warranty Models: All other eligible models.

This warranty applies only to pumps sold by authorized dealers and used according to the instructions provided. It covers free repair or replacement of defective parts caused by manufacturing defects only. Any damage resulting from accidents, misuse, tampering, or negligence is excluded from coverage.

Note: This is a carry-in warranty. On-site service is not provided; therefore, all shipping, postage, insurance, and freight costs are excluded from the warranty and must be borne by the pump owner.

## 2. How to Claim Your Warranty

To claim warranty service, bring the pump along with this warranty card and proof of purchase (e.g., invoice) to the dealer where the pump was purchased.

- Photocopies: Photocopies of the warranty card are acceptable; however, the pump's serial number (found on the card) is required. Without the serial number, warranty claims cannot be processed.
- Online Registration: You may register your warranty online, which will also serve as a valid warranty registration.

During registration, you will need:

- o A clear picture of the serial number located on the pump.
- o Proof of purchase, such as an invoice or receipt.
- o Complete and accurate details of your purchase.
- o Register your warranty online at <https://www.pvpumps.co.za/warranty-registration/>

## 3. Warranty Exclusions

This warranty does not cover defects or damage caused by:

1. Improper use, neglect, or failure to follow the instructions in the user manual.
2. Tampering with the electrical system, unauthorized repairs, or modifications to the pump or its components.
3. Operating the pump at incorrect voltage, or damage caused by voltage surges due to lightning or faulty electrical supply.
4. Natural disasters such as lightning, fire, flood, or earthquake.

## 4. Important Notes

1. The warranty is valid only if this card is correctly filled out and signed by the authorized dealer at the time of purchase.
2. The warranty card must be presented along with the pump and proof of purchase (e.g., invoice) for any service claim. Claims will not be processed if the card is incomplete, the required documents are missing, or the warranty has not been registered.
3. This warranty does not affect your legal rights as a consumer under South African law.
4. Ensure all details, including the purchase date and serial number, are accurately recorded on the warranty card to avoid disputes.
- 4.1 When registering your warranty online, you only need to provide a valid proof of purchase (invoice or receipt).

**Serial No:** \_\_\_\_\_

**Model No:** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

## Repair Record

Date	Faults	Repair Profile

**Remarks:**