



## Warranty Information

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If you are in any doubt, contact Antares for written advice.

**Tel: 01628 535440**

**Fax: 01628 535441**

**E-mail: [info@antares.co.uk](mailto:info@antares.co.uk)**

**Web: [www.antares.co.uk](http://www.antares.co.uk)**

## Warranty, returns and repair information

The warranty terms stated in this document are for guidance only. Full terms and conditions are set down in Antares' standard conditions of sale: PUB123, a copy of which can be provided on request, or they can be downloaded from the support section of our web site.

These are our standard warranty terms but you may have purchased additional warranty with it, so please contact Antares if you are in any doubt with your original purchase order or invoice details.

Warranty: Unless otherwise purchased, the warranty provided will be "Return to base" with varying periods of length – see overleaf for details.

### What to do if a product seems to have failed.

1. CONTACT ANTARES post-sales support (01628 535443) BEFORE REMOVING THE EQUIPMENT from it's installed position.
2. Discuss the nature of the fault – often it is a symptom of something else on the vehicle not being as it should be. Our technical support team will help you pinpoint the failure and get things right again as quickly as possible.
3. If agreed, return the item to Antares for investigation using the returns form at the end of this document or at [www.antares.co.uk](http://www.antares.co.uk) and including a purchase order number to cover the cost of the investigation, and subsequent repair (if appropriate).
4. We will investigate the fault as soon as possible once the unit has arrived back at Antares and advise what happens next (usually within 2 working days of receipt at Antares).

Typically it falls into one of the following categories:

- a. No fault found.  
Antares will charge a nominal fee, plus the return carriage and return your unit to you,
- b. Unit faulty, fault covered by warranty.  
Unit will be repaired or replaced and returned to you at no cost to you. We will not make any charge against the PO we have.
- c. Unit faulty, fault not covered by warranty.  
The investigation will produce a quotation for the repair, or make other recommendations. After you have given authorization to proceed, we will repair/replace the unit and return it to you as quickly as possible.

### Why must I provide a purchase order – my item is under warranty?

The item has a warranty, and failure may have occurred within that time, but we do not know the cause of the problem – the item may have suffered water ingress, or other environmental situations that are not covered by the warranty, or some other form of abuse. If it is a fault that is covered under the warranty, then we will not take any money as described in 4b above.

### I can't wait for you to repair it.

Then the best thing to do is to purchase another unit. Your application is obviously one that is very time-sensitive, so having a spare on your shelf is a good idea.

We will ship the new unit ASAP (depending on stock availability) as per the new purchase order. In parallel we will also repair the failed unit according to the procedure above.

The standard Antares Warranty is "Return to base" for the period defined according to the warranty category for the particular item. Full details are in the product documentation that can be found the Antares document finder on our website [www.antares.co.uk](http://www.antares.co.uk) some examples are listed below.

Warranty category	Period of warranty (from date of invoice)	Examples of products in this category
A	24 months	Auto-split charge, ASC+ range μActive charger/converter/equalizer range Virtual Alternator
B	12 months	Batteries
C	24 months	UPC Battery Charger range CSR Inverter range, Combi's (Inverter/chargers)
D	12 months	Dynawatt, Dynagen systems When installed on Antares approved mountings
E	24 months or 3,000/4,500hrs (whichever occurs first)	Fuel cells. The operating hours warranty is model specific, typically 3,000hrs or 4,500hrs for the "XT"
F	12 months	Fischer-Panda generators
K	Mixed/varied	Any kit of parts that contains multiple items
O	Other	Please contact Antares for details
The warranty category for your product can be found by using the "Antares document finder" on our website		

**The following is not covered by Antares warranty.**

Please note that this is a list of the most common exceptions and is not an exhaustive list.

Item:	What's not covered:	Comment:
General	Warranty to a 3 <sup>rd</sup> party	The warranty we offer is to the company/person that purchases the equipment from us.
	Units exposed to environmental conditions in excess of their IP rating	The IP rating is provided so that the equipment can be appropriately located
	Obvious signs of mis-use	This includes incorrect installation that is not in accordance with best practice, or our installation manual
Batteries	Damage due to abuse, such as overcharge, failure to recharge when in storage, or prolonged deep discharge. Battery warranty terminates once the battery reaches its cyclic life limit.	Batteries wear out over time and so they are a "consumable", but when correctly looked after will provide many years of service. The cyclic life limit will vary according to usage and charging patterns.
Fuel cells	Use of non-approved fuel cartridges or fuel will invalidate the warranty. The fuel cell warranty ends once the model-specific time limit has been reached.	It is the impurities or contamination in the fuel that reduces the life of the fuel cell.
Generating sets	Failure to carry out maintenance operations in accordance with the product's maintenance schedule may invalidate the warranty.	Any internal combustion engine must be serviced according to the manufactures instructions.
Dynawatt & Dynagen	When installed on a mounting bracket or system not approved by Antares	If the mounting is not correct, premature failure will occur.

PRODUCT

RETURNS FORM



Antares (Europe) Limited  
Knaves Beech Business Centre,  
Davies Way, Loudwater  
Bucks. HP10 9QR.

Date		Tel:	
Company		Fax:	
Technical Contact (sender)			
Delivery address (for return)		Delivery tel	
		Delivery contact name	
Contact email			

**About the product:**

Antares Part Number	Description	Serial Number
Original Invoice date	Your/Company reference	Installation date

Description of observed fault and additional relevant information (please provide as much information as possible)

Reason For Return

Tick as appropriate

- Incorrect supply
- Please consider for repair under warranty (Invoice date ...../...../.....)
- Please quote for repair
- Please repair – purchase order attached PO Number.....
- QA report required (note that there may be a charge for this—this will be quoted)
- Unit returned, request credit against unit supplied on invoice #.....

*(Note that return date is MAXIMUM 30 days from supply and a re-stocking charge may apply)*

Signed	Name	Position:	Date:

Further copies of this form can be downloaded from our website: [www.antares.co.uk](http://www.antares.co.uk)

PLEASE USE THIS FORM TO ACCOMPANY ALL RETURNS TO ANTARES (EUROPE) LIMITED. This will enable us to expedite your repair/return more efficiently. If you have your own return form, please attach it to this form. After receipt of your return, we will either repair or replace the unit if within our warranty.

If outside our warranty, we will provide a written quotation for repair/replacement. **Please note that a charge of £36 ex VAT to cover administration, investigation, and quotation, will be charged.**

Return carriage (if required) is charged separately as appropriate. Goods arriving without suitable paperwork will take longer to process.

**Please note that units must be less than 5 years old to be considered for part credit.**