

CHARTER AFTER SALES SERVICE AND INSTALLATIONS

Version 2022/1

GENERAL

OBJECTIVES

The present charter describes our way of working in terms of repairs, maintenance, putting into operation and installation of products and systems.

The present charter relates to products and systems of our hybrid energy department.

TARGET GROUP

The After Sales Service is provided by YSEBAERT for all devices that were sold by YSEBAERT NV. Under certain circumstances, devices that were not sold by YSEBAERT NV may also qualify for the After Sales Service.

TASKS

Our After Sales Service will perform the following tasks:

- The replacement of defect parts or the delivery of a new device during the guarantee period in accordance with the guarantee conditions of the manufacturer.
- The execution of repairs after the guarantee period.
- The execution of revisions.
- Commissioning
- Installation and configuration of systems.

MEANS

We can offer our customers an efficient After Sales Service by means of:

- Specialised service technicians with years of experience
- A warehouse with devices, parts and spare parts.
- A structured organisation
- Close contacts with renowned manufacturers (including in the fields of training and schooling)

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GUARANTEE CONDITIONS

VICTRON ENERGY

All Victron Energy devices as of production date 2014 (serial numbers beginning with HQ14) shall henceforth enjoy a 5-year warranty period after purchase from Ysebaert. The date of invoice will be the decisive factor in this respect. Older devices and batteries retain their 2-year warranty period.

The following conditions in terms of transport and handling costs, will apply:

- Devices purchased by Ysebaert NV
 - Transport cost for shipping to Ysebaert will be for the account of the customer. Transport costs for returning to the customer (in the Benelux) will be for the account of Ysebaert.
 - No handling cost applies.
- Devices not purchased by Ysebaert NV
 - Transport costs from and to the customer will always be for the account of the customer.
 - A handling cost will be charged (rates upon request)

For offering of an device under guarantee, we kindly ask you:

- To disassemble the device and to remove all not originally mounted cables
- To enclose the fully completed "Repair / guarantee application" with the device
- To ship it to our address postage paid or to hand it over to us at our warehouse (in the original packaging if possible)

If the customer does not wish to disassemble the device himself, our service technician can take care of it. Moving costs and working hours will be charged in accordance with our rates (upon request). The customer will beforehand agree in writing to the rates.

The guarantee will only apply to devices that are installed and used in conformity with the installation and user manual. The guarantee will not apply (non-limitatively) in the event of:

- Damage by moisture
- Heavy pollution
- Faulty or deficient installation (e.g. incorrect connecting)
- Incorrect use

In the event a discussion arises, the manufacturer shall have the final say.

The manufacturer decides whether a device is repaired or a new device is sent.

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You can apply for a 5-year extension of the warranty on Victron Energy devices that you have bought from us. This warranty is not available on batteries, solar panels and installation materials. You can still apply for this extended warranty up to 4 years after buying your equipment. It costs 10% of the current purchase price + an administration fee of 25 euro (excl. VAT). To apply for a 5-year extension you have to fill in [this form](#).



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REPAIRS

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Devices that are no longer covered by the guarantee period and/or to which the warranty conditions of the manufacturer do not apply, can still be repaired if it is economically justifiable.

If a device is offered for repair, we kindly ask you:

- To disassemble the device and to remove all not originally mounted cables
- To enclose the fully completed "Repair / guarantee application" with the device
- To ship it to our address postage paid or to hand it over to us at our warehouse (in the original packaging if possible)

If the customer does not wish to disassemble the device himself, our service technician can take care of it. Moving costs and working hours will be charged in accordance with our rates (upon request). The customer will have to agree beforehand in writing to the rates.

SPECIFICATION COSTS

If the costs of a repair amount to more than €275,- tender documents will always be made. Below €275,- the device will automatically be repaired.

When the device is not being repaired, specification costs will always be charged. We kindly refer to our rates in this respect (upon request).

RATES

Obviously, no fixed rates apply to repairs. In many cases, the device will be returned to the manufacturer, who will decide whether it still makes economic sense to repair the device. If the device is beyond repair, the manufacturer will offer a new one.

Repairs on site are possible. Moving costs and working hours are charged in accordance with our rates. The customer will have to agree beforehand in writing to the rates. The spare parts used will be charged extra.

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INSTALLATION, CONFIGURATION AND COMMISSIONING

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We preferably have the installations done by an installer or the end user. YSEBAERT will only execute installations in special cases, e.g.:

- Test installations
- Installations with complex configurations
- Integration of lithium battery packs
- No suitable installer can be proposed

For extensive installation by third parties we recommend to have the configuration and commissioning done by our service technician.

For the installation of generators, our service technician needs to put them into operation to get factory guarantee.

RATES

A preceding estimate is always made for an installation, configuration and commissioning. If so desired, a fixed price will be made; if not, the hours put in and moving costs will be settled at the applicable rates (rates upon request).

Special settings can be programmed at the request of the customer before it is delivered. In this respect we charge a fixed cost per device. (rates upon request).

