

Onesto Repair/Replacement Policy

Warranty / Repair process for Onesto Inverters

Thank you for choosing Onesto as your inverter provider. We sincerely appreciate your purchase and trust that our product will deliver years of reliable energy independence through your installed system. However, we understand that unforeseen circumstances can occur, causing occasional machine failures. Whether it happens during installation or due to external factors like a lightning strike, the following steps outline the process to address such situations.

The Onesto Repair Centre is conveniently situated at Onesto SA, 97 Turffontein Road, Stafford, Johannesburg, 2197.

From this location, we provide comprehensive technical support, training, and repair services for our range of inverters. If you encounter any issues with your inverter and require assistance from our service Centre, kindly follow the guidelines provided below:

1. Contact your reseller or distributor to inform them of the issue and utilize their technical expertise for assessment.
2. If the reseller or distributor is unable to address the problem, they should complete the online RMM form: (<https://www.onestosa.co.za/rma-form.html>)
3. After completing the RMA form, have the system uninstalled by a registered Onesto installer, certified and qualified electrician (IE or MIE), and deliver it to our authorized repair center. Onesto SA isn't liable for damages caused by incorrect packaging, please make sure the system is packaged correctly.
4. Once the inverter is received by us it will be inspected.
5. Please note that there is a three-week lead time for reporting. The lead time starts upon receiving the inverter at the repair center, not upon completion of the RMA form.

Lead times depend on meeting all requirements.

6. The inverter will undergo an assessment to determine the following:
 - 6.1. The fault and potential cause of failure; and
 - 6.2. Whether the repair falls under warranty or out-of-warranty.

This information helps identify any issues related to negligence, mishandling, or non-compliance that could potentially impact the warranty.

7. For out-of-warranty repairs, a quotation will be provided for the replacement cost. Replacement work will begin only after full payment is received. Once the quotation is accepted and payment is made, the replacement will be initiated.

Should the repair be economically unviable, at the sole discretion of Onesto, the purchase of a new unit will be recommended.

8. Warranty replacements will be carried out at no cost to the client.
9. After the replacement is completed, the client will be notified to arrange for collection.
10. If a model is replaced, the warranty will not initiate a new warranty period with the new unit, but rather continue from the remaining warranty period.

It is important to note the following:

- (a) Warranty registration must be completed within 7 days of installation by the qualified installer. Failure to register may result in delayed or replacement charges. Register at: <https://www.onestosa.co.za/inverter-warranty-activation.html>
- (b) Warranty claims require adherence to mandatory terms and conditions.
- (c) Unregistered inverters may experience longer lead times. Priority is given to registered, warranty-compliant units.
- (d) Onesto SA reserves the right to replace or credit inverters at its discretion after assessment. This includes "out-of-the-box-failures" and other malfunctions.
- (e) Distribution partners are not authorized to offer credit, replacements, or swaps without mandate.
- (f) Timelines provided are a guide; we aim for prompt technical assessments. Contact repairs@onestosa.co.za for more information.