

Singo Limited Warranty Letter

WARRANTY INFORMATION

Energy Independence ("the importer") warrants each Singo Portable Power Station sold from date of purchase for 24 (twenty four) months.

A valid Tax Invoice is required to verify each purchase

WARRANTY DISCLAIMER

Energy Independence has no obligation under this limited warranty for products that are subjected to the following conditions (including but not limited to):

- Warranty period exceeded
- No valid proof purchase provided or the proof of purchase was modified without authorisation, or writing or text on the proof of purchase is not recognisable
- Unauthorised modification / repair / dis-assembly or operation of the unit that is not in accordance with official instructions and user manuals.
- Provided accessories missing
- Non-quality related issues
- Damage caused by using unauthorised accessories (chargers / PV Panels etc)
- Damage caused by improper transportation, usage, operation and storage.
- Any defects or damage caused by exposure to extreme heat, cold, liquids or other external causes.
- Damage caused by Force Majeure which includes, but it not limited to, lightning, abnormal voltage (surge), flood, fire, natural disaster or accidental breakage.
- Damaged caused if the Singo is used where it is not intended to or designed to be used.

NON-TRANSFERABLE

This limited warranty is not transferable. Please contact Energy Independence regarding a warranty claim.

TECHNICAL SUPPORT

If you have any questions about the product or require **technical support**, please contact Energy Independence directly on **support@powerprovider.co.za** or **076 314 2908**.

Standard turn around time for repairs is 7-10 working days.

Importer: Energy Independence (Pty) Ltd

Reg Number: 2015/364804/07

Date: 03 April 2023