



VIP WARRANTY TERMS AND CONDITIONS

These additional warranty items are in addition to Evolt's standard terms and conditions of sale. Atom VIP warranty is not transferable. Available to licensed electricians only.

Selected Areas

VIP On-site warranty is only available for products installed within a 50km radius from the center of the following cities:

- Brisbane
- Sunshine Coast
- Gold Coast
- Sydney
- Melbourne

When the installation is outside the listed areas, labour allowance reimbursement is available. Please see our rates [here](#)

Non-Faulty product warranty callouts

For product failures which are not covered by warranty or for products that have not failed and where an on-site warranty has been arranged, Evolt reserves the right to pass the cost of the warranty callout back to the electrician.

Examples of failures which are not covered by the warranty, but not limited to

- Site surges which are above normal operating conditions, and could be a result of lightning or the use of machinery or other external causes
- Incorrect usage or installation
- Vandalism or damage outside normal use
- Product has exceeded its rated lifetime

Lifetime

The VIP warranty covers the product from defects or premature failure but does not increase the product's lifetime.

The VIP warranty ends when the product has been in use for its rated operational lifetime or 5 years from the date of purchase, whichever occurs first.

Example: If a product and operational lifetime of 30,000 hours life and is covered by the VIP 5-year warranty, then the product warranty is defined as 30,000 hours of use or 5 years from date of purchase, whichever occurs first.