

**WARRANTY AGREEMENT: SWITCHED HIGH SURGE APPLIANCE PROTECTION PRODUCTS 24 MONTH WARRANTY**

This warranty is for surge induced appliance damage when SWITCHED High Surge Appliance Protection (**SWITCHED HSAP**) Products have been used as set out in this warranty.

The **SWITCHED High Surge Appliance Protection Products** are:

- SWD-70025-S **SWITCHED High Surge** Plug Top -1140J
- SWD-8507 **SWITCHED High Surge** Multi Adaptor SA 3 Pin to SA 3 Pin Socket + SANS 164-2 Socket - 1140J
- SWD-8507-20W **SWITCHED High Surge** Multi Adaptor with USB + Type C PD20W -1140J.
- SWD-8507-2-NT **SWITCHED High Surge** 2 Way Network Router Safe Adaptor -1140J.
- SWD-8507-NT **SWITCHED High Surge** Network Safe Adaptor -1140J.
- SWD-9000-FS **SWITCHED High Surge** Fridge Surge Adaptor -1140J.
- SWD-9000-TVS **SWITCHED High Surge** TV Surge Adaptor - 1140J.
- SWD-9001-TVS **SWITCHED High Surge** TV Surge Adaptor with SANS 164-2 -1140J.
- SWD-8508-05 **SWITCHED High Surge** 4 Way Multiplug 0.5M 1140J
- SWD-8508-3 **SWITCHED High Surge** 4 Way Multiplug 3M 1140J.
- SWD-8508-5 **SWITCHED High Surge** 4 Way Multiplug 5M 1140J.
- SWD-9508-05-WT **SWITCHED High Surge** 8-Way Multiplug 0.5m - White -1140J.
- SWD-9512-05-WT **SWITCHED High Surge** 12-Way Multiplug 0.5m - White - 1140J.

collectively “the SWITCHED HSAP products”.

The SWITCHED HSAP products carry a 24 month manufacturer’s warranty against defective materials and workmanship, from the date of purchase. Damage caused by an electrical surge to appliances where the SWITCHED HSAP product has been used correctly will be covered in accordance with this warranty. **NOTE: FAILURE TO ADHERE TO THIS WILL VOID THE WARRANTY.**

**APPLICABLE CONDITIONS FOR THE SWITCHED APPLIANCE PROTECTION PRODUCTS:**

1. The SWITCHED HSAP products are for domestic use and must only be used within the borders of the Republic of South Africa.
2. Do not use these SWITCHED HSAP products with heavy duty tools and/or any similar equipment.
3. This warranty will only apply if the SWITCHED HSAP product shows signs of damage caused by the effects of a power surge whilst being used for its intended purpose and within its designed capabilities.
4. In the event of a power surge, only the appliances correctly listed as per the claim nomination form will be covered.
5. The SWITCHED HSAP products must be plugged directly into a correctly grounded/earthed 3-wire AC 16 Amp outlet not exceeding 250 Volt supply and the property in which the SWITCHED HSAP products are used are must be electrically compliant.
6. No extension cords and/or multiplugs and/or adaptors and/or off-grid power generating hardware such as, *inter alia*, generators and/or inverters must be used in conjunction with any SWITCHED HSAP products, as well as off-grid power generating hardware such as generators and inverters.
7. This warranty form must be completed in full and submitted online ([returns@smdtechnologies.co.za](mailto:returns@smdtechnologies.co.za)) within 14 (fourteen) days of purchase of the SWITCHED HSAP. The original form and proof of purchase must be retained and produced in the event of a claim. If the appliance is changed within the 14 day period and the date of your claim, a new claim must be submitted with the new/different appliance’s details.
8. This warranty will only cover loss or damage occurring as a result of an electrical mains induced surge and not spontaneous component failure, or another failure/s not related to an electrical surge.
9. The appliance manufacturer’s warranty, if applicable, will be observed prior to the implementation of this warranty.

## WARRANTY EXCLUSIONS:

This warranty does not include:

1. damage caused due to fair wear and tear;
2. any loss and/or damage caused by fire, theft, flood, abuse or misuse whether intentional or unintentional, including use that is contrary to the instructions provided;
3. damage caused by a direct lightning strike;
4. damage caused by incorrect use and/or modifications made to the SWITCHED HSAP products;
5. service charges and/or service calls;
6. routine maintenance;
7. installation and/or re-installation costs, including set-up costs;
8. shipping and transport cost;
9. the use of the SWITCHED HSAP products outside of the Republic of South Africa.

## CLAIMS PROCEDURE:

1. Claims must be lodged within 7 days of the warranty event.
2. In the event of a claim, register either online at Volkano.com (the 'SWITCHED' tab and then the 'submit claim') or email to [returns@smdtechnologies.co.za](mailto:returns@smdtechnologies.co.za).
3. Complete the online claims questionnaire or the Claims Nomination Form (found at the end of this document) to be email to [returns@smdtechnologies.co.za](mailto:returns@smdtechnologies.co.za).
4. The claim must be submitted with the following documents:
  - 4.1. the completed warranty form;
  - 4.2. the proof of purchase for the SWITCHED HSAP;
  - 4.3. a photo of the SWITCHED HSAP product/s;
  - 4.4. the proof of purchase of the appliance;
  - 4.5. a photo of the appliance;
5. The customer is to obtain an inspection report and quotation for the repair of the damaged appliance from the manufacturer or its authorized agent.
6. The inspection report and quotation must be sent to SMD Technologies (Pty) Ltd ("SMD"), who at its discretion may request to perform its own inspection of the damaged appliance/s and SWITCHED HSAP product, prior to any claims and/or repairs being authorized. In this event the damaged appliance and the SWITCHED HSAP product must be delivered to SMD's returns department or a nominated site for inspection. The customer will be responsible for arranging for collection and delivery and will remain liable for the costs associated therewith.
7. SMD will conduct an inspection to determine the cause of the damage and the course of action and will inform you of the conclusion within 20 working days of receipt of the appliances at its nominated address.
8. After inspection, SMD will either repair or replace, in its sole discretion, the appliance up to a maximum of R50 000.00 per claim.

**Address:** 25 Nguni Drive, Long Meadow Business Estate West, Modderfontein, Johannesburg, South Africa 1609

**Tel:** + 27 (0) 11 608 3633

**Web:** [www.smdtechnologies.co.za](http://www.smdtechnologies.co.za)  
: [returns@smdtechnologies.co.za](mailto:returns@smdtechnologies.co.za)

**CLAIMS NOMINATION FORM:**

**Important:** - The warranty will only be registered if the details are filled in correctly and legible, any conditions not met will deem this warranty null and void.

**SWITCHED HIGH SURGE APPLIANCE PROTECTION PRODUCTS:**

| Product Code   | Product Description   | ✓ Applicable Product |
|----------------|---|----------------------|
| SWD-70025-S    | SWITCHED High Surge Plug Top -1140J   |                      |
| SWD-8507       | SWITCHED High Surge Multi Adaptor SA 3 Pin to SA 3 Pin Socket + SANS 164-2 Socket - 1140J |                      |
| SWD-8507-20W   | SWITCHED High Surge Multi Adaptor with USB + Type C PD20W -1140J                          |                      |
| SWD-8507-2-NT  | SWITCHED High Surge 2 Way Network Router Safe Adaptor - 1140J                             |                      |
| SWD-8507-NT    | SWITCHED High Surge Network Safe Adaptor -1140J   |                      |
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| SWD-8508-05    | SWITCHED High Surge 4 Way Multiplug 0.5M 1140J  |                      |
| SWD-8508-3     | SWITCHED High Surge 4 Way Multiplug 3M 1140J  |                      |
| SWD-8508-5     | SWITCHED High Surge 4 Way Multiplug 5M 1140J  |                      |
| SWD-9508-05-WT | SWITCHED High Surge 8-Way Multiplug 0.5m - White -1140J                                   |                      |
| SWD-9512-05-WT | SWITCHED High Surge 12-Way Multiplug 0.5m - White - 1140J                                 |                      |



**LIST THE APPLIANCES THAT WILL BE USED ON THE SWITCHED HIGH SURGE APPLIANCE PROTECTION PRODUCTS:**

|                                     | Name of Appliance | Serial Number of Appliance | Qty | Approximate Rand Value |
|-------------------------------------|-------------------|----------------------------|-----|------------------------|
| 1.                                  |                   |                            |     |                        |
| 2.                                  |                   |                            |     |                        |
| 3.                                  |                   |                            |     |                        |
| 4.                                  |                   |                            |     |                        |
| 5.                                  |                   |                            |     |                        |
| 6.                                  |                   |                            |     |                        |
| 7.                                  |                   |                            |     |                        |
| 8.                                  |                   |                            |     |                        |
| 9.                                  |                   |                            |     |                        |
| 10.                                 |                   |                            |     |                        |
| 11.                                 |                   |                            |     |                        |
| 12.                                 |                   |                            |     |                        |
| <b>Total Approximate Rand Value</b> |                   |                            |     |                        |

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: [returns@smdtechnologies.co.za](mailto:returns@smdtechnologies.co.za)



**Customer's Details:**

Title: \_\_\_\_\_ Surname: \_\_\_\_\_ First Name: \_\_\_\_\_

Tel (W): \_\_\_\_\_ Tel (H): \_\_\_\_\_ Tel (Cell): \_\_\_\_\_

Preferred method of contact:  Tel.  SMS  Email \_\_\_\_\_

I consent to the processing of my personal information in accordance with the POPIA clause below.

Signed at: \_\_\_\_\_ this: \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

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**PROTECTION OF PERSONAL INFORMATION ACT, NO 4 OF 2013 ("POPIA")**

I acknowledge that:

1. insofar as SMD might process my personal information in accordance with this agreement I hereby consent to the processing of my personal information by SMD and any other information that I may provide to SMD for all purposes related to this agreement;
2. SMD may, from time to time, store, transfer and process my personal information in and to countries outside of the RSA. SMD shall take all reasonable steps necessary to ensure that any personal information transferred outside of the RSA is protected and is processed as required by POPIA and the applicable data protection laws in that country. By submitting my personal information to SMD, I consent to the transfer, processing or storage of my personal information outside of the RSA;
3. I am entitled to withdraw my consent to the processing of my personal information by giving written notice SMD together with the grounds therefore; provided that the lawfulness of the processing of personal information before such withdrawal will not be affected or the withdrawal will not affect any processing that:
  - 3.1. is necessary to carry out actions for the conclusion or performance of this warranty;
  - 3.2. complies with an obligation imposed by law on SMD;
  - 3.3. protects a legitimate interest; or
  - 3.4. is necessary for pursuing the legitimate interests of SMD or a third party to whom the personal information is supplied;
4. I am entitled to object, by written notice to SMD, to the processing of my personal information on reasonable grounds, unless legislation provides for such processing; and lodge a complaint to the information regulator, established or to be established in terms of POPIA, regarding the alleged unlawful processing of the data subject's personal information by the responsible party.

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