

# **G u a r a n t e e s**

## **GUARANTEES / WARRANTEES**

Our normal installations carry a 1-year warrantee against faulty workmanship and/or defective material. As approved installers of most of the branded equipment, the installations carried out by **NetPro Group** also carries the warrantee from the suppliers of the equipment installed by **NetPro Group** and this to is normally for a year.

## **COMPLIANCE CERTIFICATE [COC]**

Each electrical team in **NetPro Group** is headed up by a fully qualified electrician. They have succeeded in obtaining an installation electrician's certificate and are qualified to issue certificates of compliance. The system for issuing a COC is contained in a document and strictly adhered to. A thorough investigation is done on the reticulation of the premises. All the necessary tests are carried out and only when all the criteria is met is a certificate issued for the whole electrical installation or for a specific part there of.

NetPro's focus is on **quality and service**

# Guarantees

## GUARANTEE ON NETPRO GROUP PRODUCTS

All **NetPro Group** equipment is guaranteed against faults attributable to faulty design, components and workmanship, whilst operating under normal conditions for a period of twelve months, except on Surge Protection equipment. The UPS'S and Generators are guaranteed for a period of twelve months from date of purchase if installed to specifications.

During this period all faulty components will be replaced free of charge.

Labour and traveling costs shall be for **NetPro Group** account, within a traveling radius of

50 Kms from Place of Presence. All labour and traveling costs outside this radius will be for the customer's account.

All call-outs which cannot be attributed to faults or malfunctions on our equipment, shall be charged at our standard service rates and shall be for the customer's account.

Our liability under our guarantee is limited to the above and we do not accept any responsibility for any Consequential Damage.

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## **GUARANTEE ON NETPRO GROUP PRODUCTS**

All spares are available locally depending on importer's stock holding. The combination of spares availability and factory trained service personnel, should ensure that no unit is out of order for more than 48 hours after receipt of report of malfunction/failure.

At the expiry of the guarantee period, all equipment can be serviced by ourselves but this would necessitate the negotiation of a separate agreement.

## **DATA STORAGE AND RECOVERY**

### **[DS&R]**

The data storage is encrypted and password controlled. The data that is stored is determined by the client.

**NetPro Group** personnel assist and advise the clients as to the backup procedure and we endeavor to ensure 99.99% uptime and data integrity.