

CALLSAVE

WARRANTY & SERVICE INFORMATION

Clear cover. Professional support. One point of contact. A customer-friendly framework for solar, EV charging, CCTV, networking and VoIP solutions.

OUR PROMISE

At Callsave, we believe the installation is only the beginning. Our service model is built around clear communication, professional troubleshooting, documented work and practical after-sales support.

WHAT YOUR CALLSAVE COVER CAN INCLUDE

- Product warranty: manufacturer or supplier warranty on qualifying equipment, subject to the applicable warranty terms.
- Installation workmanship: Callsave's written workmanship commitment, where included in the customer's quotation.
- Technical support: assistance with diagnosing system faults and guiding customers through basic troubleshooting.
- Remote support: where the installed equipment and monitoring platform support secure remote diagnostics.
- Maintenance: scheduled or ad-hoc maintenance options depending on the system.
- System monitoring: available on selected solar, EV, CCTV, network and VoIP solutions.
- Escalation: supplier/manufacturer escalation where a component requires specialist repair or replacement.

IMPORTANT: WARRANTY ≠ MAINTENANCE ≠ INSURANCE

A warranty generally addresses covered defects or failures under its terms. Maintenance keeps equipment operating correctly and can be chargeable. Insurance deals with events such as theft, accidental damage, fire, storm or other insured risks. Customers should not assume one replaces the others.

CALLSAVE'S SERVICE PRINCIPLE

We diagnose first, explain the issue, confirm the next step and keep the customer informed.

WARRANTY: WHAT CUSTOMERS SHOULD KNOW

Every project should have a written warranty schedule identifying the equipment, supplier/manufacturer warranty and any Callsave workmanship commitment. Do not promise a warranty period that is not stated in the quotation or supplier documentation.

1. South African consumer-law baseline

For transactions covered by the Consumer Protection Act, section 56 provides an implied warranty of quality on goods and allows a consumer, within six months after delivery, to return qualifying defective goods at the supplier's risk and expense, with the statutory remedies including repair, replacement or refund at the consumer's direction. [cite]turn0search24[turn0search8]

Where a service provider repairs or maintains goods, section 57 provides a warranty of three months on every new or reconditioned part installed during that work and the labour required to install it, or longer if the supplier specifies a longer period in writing, subject to the statutory conditions. [cite]turn0search25]

These statutory protections are separate from any longer manufacturer warranty or additional written Callsave warranty. A contract should therefore distinguish clearly between statutory rights, manufacturer warranties and Callsave's own commercial warranty/maintenance commitments.

2. Recommended Callsave warranty schedule

SYSTEM	WARRANTY TO STATE ON QUOTE	RECORD
Solar panels	Manufacturer warranty — exact period/model to be stated	Panel model + serials + warranty document
Solar inverter	Manufacturer warranty — exact period/model to be stated	Model + serial + activation/registration
Battery	Manufacturer warranty — exact capacity/throughput/conditions to be stated	Model + serial + commissioning record
EV charger	Manufacturer warranty — exact period/model to be stated	Model + serial + commissioning report
CCTV equipment	Manufacturer/supplier warranty — exact period/model to be stated	Camera/NVR serials + installation date
Networking / VoIP	Manufacturer/platform/service terms — exact coverage to be stated	Device/licence/service details
Installation workmanship	Callsave commercial workmanship period: ____ months	Installation completion date + CoC where applicable

3. Common warranty exclusions to define clearly

- Damage caused by misuse, abuse, negligence or unauthorised modification.
- Damage caused by external events such as lightning, surge, flood, fire, theft, vandalism or accidental impact where not covered by the applicable warranty.
- Failure caused by incorrect third-party equipment or unauthorised electrical/network modifications.
- Consumable items and ordinary wear and tear where the relevant warranty excludes them.
- Failures arising from operating equipment outside the manufacturer's specified conditions.
- Software/cloud services where the issue is caused by a third-party platform, ISP or service outside Callsave's control — subject to the actual service agreement.

CALLSAVE SERVICE & SUPPORT

The customer should know exactly what happens when something goes wrong. A simple service process reduces frustration and gives Callsave a consistent standard across all installations.

4. How to report a fault

STEP	WHAT HAPPENS
01 — LOG	Customer contacts Callsave through the designated support channel and provides name, site, system and a description of the problem.
02 — TRIAGE	Callsave identifies whether the issue appears to be equipment, installation, network, internet, power, user configuration or third-party service related.
03 — REMOTE CHECK	Where supported, Callsave reviews monitoring/logs or guides the customer through basic checks.
04 — ESCALATE	If a site visit, supplier intervention or specialist repair is required, Callsave confirms the next step and any applicable charge before proceeding where practical.
05 — RESOLVE	The system is repaired, reconfigured, replaced or escalated according to the applicable warranty/service terms.
06 — CLOSE	The issue and resolution are recorded for future reference.

5. Suggested Callsave service levels

These are recommended commercial targets, not legal guarantees. Callsave should insert its final response/attendance commitments into each service agreement before publication.

PRIORITY	EXAMPLE	RECOMMENDED TARGET
Critical	Complete system outage at a business; security/critical infrastructure unavailable	Acknowledge: ____ Target remote triage: ____ On-site target: ____
High	Major function unavailable but business has partial operation	Acknowledge: ____ Target resolution/next step: ____
Normal	Single camera, handset, user or non-critical feature issue	Acknowledge: ____ Target next step: ____
Planned	Maintenance, upgrades, additions or configuration changes	Scheduled by agreement

6. Maintenance options

- Essential Care: fault-based support and warranty handling.
- Business Care: scheduled health checks, system review and priority support.
- Managed Care: monitoring, proactive alerts, scheduled maintenance, reporting and agreed response targets.
- Project Support: upgrades, expansions, additional cameras, chargers, access points, phones, batteries or network equipment.

The exact inclusions, response times, monthly fees and exclusions should be stated in the customer's signed service agreement.

SYSTEM-SPECIFIC SERVICE CHECKLIST

Different Callsave solutions fail in different ways. The support team should capture the right information from the beginning.

SYSTEM	ROUTINE SERVICE CHECK
Solar	Review inverter alarms, production trends, battery status, system communications, visible damage and scheduled electrical/cleaning requirements where applicable.
EV charging	Check charger status, session logs, connectivity, emergency-stop state where fitted, physical condition, cable/connector condition and payment/network functions where applicable.
CCTV	Check camera online status, recording/storage health, time synchronisation, image quality, night performance, lens cleanliness and remote access.
Network	Check router/switch/AP health, internet status, firmware, Wi-Fi coverage, PoE budget, UPS status and configuration backups.
VoIP	Check registration/status, call quality, extensions, call routing, voicemail, internet/network health, QoS where configured and UPS.

CUSTOMER WARRANTY & SERVICE RECORD

CUSTOMER	
INSTALLATION DATE	
	☐ Solar ☐ EV ☐ CCTV ☐ Network ☐ VoIP
EQUIPMENT / MODEL	
MANUFACTURER WARRANTY	_____ months / years
	_____ months
SERVICE PLAN	☐ Essential ☐ Business ☐ Managed ☐ None
SUPPORT CONTACT	

WHAT CUSTOMERS SHOULD KEEP

- ☐ Final invoice and quotation
- ☐ Warranty certificates / manufacturer warranty information
- ☐ Equipment model and serial numbers
- ☐ Installation and commissioning records
- ☐ Electrical Certificate of Compliance where applicable
- ☐ User manuals
- ☐ Service agreement, if applicable
- ☐ Proof of approved upgrades or registrations where applicable

CALLSAVE CUSTOMER WARRANTY CARD

A simple one-page handover message for the customer.

Thank you for choosing Callsave. We want your system to keep working long after installation day. Keep this information with your system records and contact us as soon as you notice a fault or unusual behaviour.

YOUR COVER

Equipment warranty: _____

Callsave workmanship: _____

Service plan: _____

Installation date: _____

IF SOMETHING GOES WRONG

1. Contact Callsave.
2. Tell us what system is affected and what you are seeing.
3. Do not open, modify or repair electrical equipment yourself.
4. Follow our troubleshooting instructions if provided.
5. We will assess whether the issue is covered by warranty, service or requires a chargeable intervention.

PLEASE NOTE

Warranty coverage depends on the applicable statutory rights, manufacturer/supplier warranty and Callsave's written commercial terms. Keep your invoices and warranty documents. Damage caused by external events, misuse, unauthorised modification or other exclusions may not be covered by a particular warranty, but your statutory rights are not removed by a commercial warranty document.

CALLSAVE SERVICE PHILOSOPHY

Install properly. Document clearly. Support professionally.

For customer personal information, support records and other data, Callsave should maintain appropriate privacy and security controls. The Information Regulator provides POPIA compliance and security-compromise resources through its eServices portal. [\[cite\]turn0search5\[turn0search16\]](#)

LEGAL / COMMERCIAL NOTE

This document is a customer-facing framework and should be reviewed against Callsave's final terms, supplier contracts, insurance arrangements and applicable South African law before being issued as a binding warranty or service agreement. In particular, do not use this guide to shorten or exclude statutory consumer rights. The Consumer Protection Act provides statutory protections in qualifying transactions, including the section 56 implied warranty and section 57 repair/maintenance warranty described above.

[\[cite\]turn0search24\[turn0search25\]](#)

CALLSAVE SOLAR & EV CHARGING SOLUTIONS

One partner. One support process. Complete technology solutions.