

Private Selection Spark offer



FREQUENTLY ASKED QUESTIONS

How long is the Spark offer valid for?

The Spark offer is strictly applicable to orders made between 4 November 2021 and 31 December 2021 (both days included) only and shall not apply to any orders made prior to or thereafter.









Why do I need a UPS?

To run appliances in case of load shedding but also protect your critical appliances from the effects of power failures, voltage dips and power anomalies with its built-in surge protection.

Can the UPS (Uninterrupted power supply) power my house?

This product is not designed to compete with a whole-house backup solution. This solution is designed to carry a local load, such as an office or lounge.

What appliances and loads can I run on a UPS?

- | | |
|---|---|
|  TV and Sound system |  Irrigation System |
|  Laptop or PC |  Air conditioning |
|  Lights |  Geyser |
| |  Fridge |
| |  Pool Pump |

Does the UPS make a noise?

In order to keep your UPS cool, the fan will make a noise when the UPS is under high load or charging.

What happens with the UPS if I end up going solar with an integrated battery backup system?

Unfortunately, a UPS can't integrate with another system. Once you install a solar battery backup system, we recommend you use your UPS as an emergency backup system or a surge protection unit.

Will the UPS become redundant if I switch to a backup or solar system?

No, a UPS can be used independently of a backup or solar power system. The UPS can offer additional backup power and surge protection of critical appliances like computers, laptops, TVs and routers.

How long can it be run for?

This depends on the amount of load that is being pulled from the system. The two built-in lithium batteries provide a total of 2.4kWh of storage. With an inverter load of 1000 Watts, the UPS will offer 2.5 hours of continuous power, but with lesser loads the UPS system will offer additional hours of run-time.

What is the delivery lead time from order?

Within 10 days from order. Once we have received your payment, your UPS unit will be tested and pre-assembled for your convenience and ready for delivery.

Where will I put it in my house?

You can connect the UPS anywhere provided the appliances connected to it can plug into the unit.

How long will the batteries last for?

UPS batteries generally have a 4–5-year life span.

Can I monitor my UPS?

Yes, you can monitor directly from the UPS on the LED product display.

Does a UPS need to be hardwired into a distribution board?

No, UPS systems are generally not connected to the distribution board. Only UPS systems above 3 kVA should be hardwired into a distribution board on a separate circuit.

How large is the UPS?

420mm x 385mm x 225mm

Who is Spark?

Spark is an energy solutions marketplace that curates and manages offers from A to Z, making the whole journey simple and convenient for our clients.

Who is Rubicon?

Rubicon Group advances transformative technologies in emerging markets. Our Energy division caters for all our EPC (Engineering Procurement Construction) and installer partners' solar PV (photovoltaic), energy storage, and off-grid system needs. Rubicon are the suppliers for the offer but do not deal directly with clients, Spark will serve as the intermediary for any queries.

How do I order?

- Visit [Spark](#)
- Browse and select the number of device(s)
- Click on 'ORDER NOW', complete the online order form
- Submit your order - the Spark team will email you an invoice in two working days
- Once the Electronic Funds Transfer (EFT) payment is made and cleared, Spark will deliver your order to you in 10 working days
- The offer includes assembly of the unit before delivery, so you can do the installation yourself

How do I pay for my device?

We accept EFT payments. Once you have placed an order, we will send you your invoice for EFT payment – please use your Client Number provided as the reference number and send your Proof of Payment (POP) to investec@getspark.solar

Can I track my delivery?

Transmart will be the courier company that will be handling the delivery. A waybill number will be provided by Spark to assist you in tracking your delivery online.

<http://tracking.parcelperfect.com/login.php>

Who do I contact for issues with delivery and returns?

You can contact Spark by either email us on investec@getspark.solar or call us on 086 099 5127.

Who do I contact if I have queries related to the offer?

If you u have any questions, please visit the [Spark campaign page](#), email their team at investec@getspark.solar or call 086 099 5127.

Who do I contact if there is an issue with the device?

You can email us on investec@getpark.solar to log your enquiry, please provide us with the following information in your mail to us:

Personal Details:

Name
Address
Phone number

Technical Information:

Model Number
Serial Number
Fault description