



WARRANTY POLICY (Rev 7, 2017)

General Statement

UNIPOWER LLC's (UNIPOWER) products are warranted against defects in material and workmanship by UNIPOWER. This warranty is extended directly by UNIPOWER to Buyer and is the sole warranty applicable. As the sole and exclusive remedy under this warranty, UNIPOWER, at its option, may repair or replace the non-conforming product or issue credit, provided UNIPOWER'S evaluation establishes the existence of a defect. To exercise this remedy, Buyer must contact UNIPOWER'S Customer Service Department to obtain a Return Material Authorization (RMA) number and shipping instructions. If a product is returned to UNIPOWER without proper authorization, UNIPOWER may refuse acceptance of the product and return the shipment at no cost to UNIPOWER. If Buyer fails to fully comply with the Policy as stated, Buyer shall not be entitled to any allowance or claim with respect to such product. Buyer agrees that no other remedy, including, but not limited to, incidental or consequential damages for lost profits, lost sales, injury to person or property or any other incidental or consequential losses, shall be available to Buyer.

Charges incurred in returning any product to UNIPOWER will be paid by Buyer. Standard shipping charges incurred in returning any repaired product to Buyer will be paid by UNIPOWER. At Buyer's option, Buyer may pay for expedited shipping of any repaired product from UNIPOWER to its destination. UNIPOWER may, at its option, provide the Buyer with loaner hardware while repair activity is taking place. The Customer Service department will provide details of this program.

Warranty Period

The warranty period begins on the original date of shipment from UNIPOWER of new product. The period of this warranty is dependent upon various factors including the Product Family, whether a product is new or being returned for repair, and other conditions that may apply at UNIPOWER'S discretion.

Warranty Period for New Products:

UNIPOWER'S standard warranty shall apply as noted below for the applicable Product Family:

| <u>Product Family</u> | <u>Warranty Period</u> |
|---|------------------------|
| Rectifiers, Battery Chargers, Power Distribution, Monitoring, Controllers, Converters (sold as end items) | 3 years |
| Inverters (sold as end items) | 2 years |
| ARE-M/S ARR-M Chargers | 5 Years |
| Open-frame (Industrial grade) | 5 years |
| Open-frame (Commercial grade) | 2 years |
| Power Systems | 3 years |
| Military Products | 2 years |
| High Voltage Products | 1 year |
| Variac Products | 1 year |

Warranty Period for Repairs:

Any product that is returned and subsequently Repaired or Refurbished by UNIPOWER shall be warranted for a period of time commensurate with the time remaining on the original warranty or ninety (90) days, whichever is longer.

Extended Warranty

UNIPOWER may extend the standard warranty as mutually agreed to with Buyer. An additional charge may apply.

Out of Warranty Repairs

UNIPOWER offers a repair service for UNIPOWER products whose warranty period has expired or for products where the warranty has been voided (see below). Any such product that is returned and subsequently Repaired or Refurbished by UNIPOWER shall be warranted for ninety (90) days. At the time of RMA issuance, UNIPOWER'S Customer Service department will provide a quote to Buyer for an initial charge associated with evaluation of the product. If authorized by Buyer with a purchase order, the evaluation will commence. Upon completion of the evaluation, the Customer Service department will notify Buyer that a) the failure was confirmed and that it can be repaired, or b) a no fault found (NFF) condition exists, or c) the product is deemed beyond economical repair due to excessive damage, obsolescence, or other conditions as applicable.

- If NFF, the product will be returned to the buyer "as is".
- If beyond economical repair Buyer will have the option of having the product returned "as is" or having UNIPOWER dispose of the product.
- If failure is confirmed and can be repaired, the Customer Service department will provide a best estimate quotation for the repair of the product. Repair will commence upon authorization by Buyer with a purchase order. Should additional damage beyond the initial estimate be discovered during repair, UNIPOWER reserves the right to revise the repair charge accordingly and request a revision to Buyer's purchase order. Should Buyer choose not to commence further with repair at this time all UNIPOWER repair activity will stop and the product will be returned "as is" to Buyer with no warranty provision going forward.

Exclusions

Please note, this warranty shall be voided if products have been opened, altered or repaired by persons other than persons authorized by UNIPOWER or if products have become defective due to acts of God, negligence or Buyer's improper installation, application or maintenance.

EXCEPT FOR THIS EXPRESS WARRANTY, UNIPOWER MAKES NO WARRANTY, EXPRESS OR IMPLIED INCLUDING, BUT NOT LIMITED TO, THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTY IS NOT TRANSFERABLE UNLESS AGREED TO BY UNIPOWER AND ALL OTHER WARRANTIES, ORAL OR WRITTEN, EXPRESSED OR IMPLIED, ARE NOT RECOGNIZED BY UNIPOWER.