

General Product Limited Warranty Single-phase UPS Portfolio

Power Sonic Corporation (Power Sonic) warrants its products against defective workmanship and materials for the term defined below by product series and application. The period is defined by the date of shipment to buyer. The product shipment date will be determined only from the bill of lading.

UPS CONDITIONS:

- The warranty is invalid if the UPS has been subject to misuse, abuse or physical damage.
- The UPS selected by the user must be of the correct size, design, and VA for the intended application. Failure to do this will invalidate the warranty.
- The UPS can only be paired with a suitable battery extension boxes designated for the type/model UPS. Incorrect selection and/or failure to follow the correct connection regimen will void the warranty.
- User agrees to make accessible the UPS under warranty to Power-Sonic or its authorized representative for inspection at reasonable hours and time intervals.
- The warranty shall be voided if the UPS becomes unserviceable due to fire, freezing, abuse, neglect or any act of nature.
- The UPS should be installed and operated at an average ambient temperature not exceeding the temperature guidelines laid forth in the specification sheet.
- Installation of the UPS must be performed by suitably qualified technicians and in accordance with proven acceptable practices or the warranty will be voided.
- Damage caused by dismantling will void the warranty.
- Damaged caused by created and/or embedded software in product, that is not created by Power Sonic will void the warranty.
- This warranty shall apply only to original purchasers. It is not transferrable.
- Reseller and user must comply with Power Sonic procedures for storing and charging of the product.

BATTERY CONDITIONS:

- The UPS batteries must undergo annual maintenance, which includes at least 1 full cycle per year. A full cycle is charging to 100% SOC, discharging to 0% SOC, and then charging to 100% SOC.
- When installing in series or parallel strings user and installer must take precautions to ensure that the series model chosen can operate in this configuration. The user must follow Power-Sonic's recommendations for series or parallel installations, and it is recommended that the user or reseller contact Power-Sonic applications engineering for guidance if needed. The warranty shall be voided if these actions do not take place or if the user does not properly maintain the string as recommended in the installation guides.
- The battery selected by the user must be of the correct size, design, and capacity for the intended application. Failure to do this will invalidate the warranty.
- The batteries should be paired with a suitable charger designated for the technology. Incorrect selection of charger and/or failure to follow the correct charging that conforms with Power Sonic's charging recommendations will void the warranty.

- Series and Parallel strings must be limited to five strings without the expressed written approval of Power-Sonic.
- The battery should be installed and operated at an average ambient temperature not exceeding 77°F (25°C). The warranty period shall be reduced by 50% for operating temperatures that exceed on average above 95° Fahrenheit (35° Celsius).
- The batteries are subject to IEEE Standard 1188 Acceptance Test at time of installation. If they do not meet both, or either, the standards and the published Power-Sonic specifications. The end user must notify Power-Sonic and request further instructions.
- 12-volt cells are designed to be installed vertically. Any installation with an orientation other than vertical, with terminals on top, will be void of warranty.
- Dismantling and moving batteries to a different location will void the warranty unless Power-Sonic is contacted and provides written consent of such action.
- Battery annual maintenance records must be kept manually or electronically including load tests, temperature, Ohmic readings and voltage and made available as part of any warranty claim.
- User agrees to make accessible the batteries under warranty to Power-Sonic or its authorized representative for inspection at reasonable hours and time intervals.
- The warranty shall be voided if the battery becomes unserviceable due to fire, freezing, misuse, abuse, neglect physical damage or any act of nature.
- The battery will be determined to be defective if it fails to deliver less than 60% of its rated capacity during the warranty period. The determination of actual capacity shall be made in accordance with the IEEE Std 1188 performance test guidelines.
- Installation of the batteries must be performed by suitably qualified technicians and in accordance with proven acceptable practices.
- This warranty shall apply only to original purchasers. It is not transferrable.
- The replacement battery warranty will be of a length that matches the balance of the original warranty of the failed unit.

LIMITATIONS:

The Product must be connected to properly wired and grounded outlets (including compliance with electrical and safety codes of the most current version of applicable electrical codes). You should not use any adapter or connector.

The Product must be plugged directly into the power source and the equipment must be directly connected to the Product, not “daisy-chained” together in serial fashion with any extension cords, or another Product or device similar to the Product, surge suppressor, or power tap. Any such installation automatically voids this Warranty.

The Product and equipment connected to it must be used properly in a suitable and proper environment and in conformity to any license, instruction manual or warnings.

The Product must be used at all times under the limitation on its Volt-ampere (VA) capacity.

(Some countries or regions may not apply limitations or exclusions of implied warranties, incidental damages, and/or consequential damages; therefore the above limitations or exclusions may not apply in certain regions.

Claims:

- Contact the original point of purchase for instructions.
- Request return authorization. No returns will be credited without an authorization.
- In the case of returned products, the batteries must be packed with enough padding and in the appropriate cartons to eliminate the risk of damage in transit.
- Power-Sonic has the option to credit or replace products deemed defective and under warranty.
- All defective batteries returned to Power-Sonic will become the property of Power-Sonic.

Power-Sonic shall not be liable for indirect, accidental or consequential damages arising out of the sale or relating to the use of this product. The end user assumes all responsibility for any and all personal injury and property damage resulting from the use, maintenance, transportation or installation of the product. The liability to Power-Sonic for any and all claims shall not exceed the purchase price of the battery. This warranty is in lieu of all other remedies including but not limited to actions for breach of contract or negligence. All other warranties expressed or implied including any warranty of merchantability or fitness for a particular purpose.

Power Sonic offers the following Optional Limited Warranty Against Defects in Material and Workmanship (“Warranty”) for applicable Product.

Single Phase UPS System:

Twenty-four (24) months from shipping date.

Sealed Lead Acid (SLA) Batteries:

Thirty (30) months form manufacturing date code.

This warranty shall not apply if buyer fails to notify Power-Sonic of such defects within ten (10) days after discovery, or if UPS or batteries has been subject to misuse, negligence or accident.