



## RP-IP, RP-IP-GNS

### Limited Three (3) Year Product Warranty

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Subject to the limitations set forth below, Electronic Systems Protection, Inc. ("ESP") warrants to the original purchaser ("Buyer") that your ESP product having a model number *RP-IP, RP-IP-GNS* ("Product") will be free from defects in material and workmanship from the date of original purchase for a period of three (3) years ("ESP Warranty"). Subject to applicable law, the ESP Warranty is subject to the limitations and conditions set forth below. The ESP Warranty applies to all components of the Product. This ESP Warranty does not cover cosmetic or aesthetic defects in the Products.

#### 1. PROCEDURE FOR SUBMITTING A WARRANTY CLAIM AND OBTAINING WARRANTY SERVICE:

- a. In the event there are defects in the material and/or workmanship of your Product, please immediately call our Customer Service Department toll free line at 1 (800) 645-9721 with the serial number of your Product to file a claim.
- b. After you have been issued a claim number, simply send in the defective or damaged Product for warranty service along with a complete written description of the events that took place. You are responsible for the costs and expenses associated with sending the defective or damaged Product to ESP.
- c. ESP will repair or replace the defective Product, in ESP's sole discretion and return the repaired or replacement Product to you at no charge. ESP will be responsible for the costs and expenses associated with the repair of the defective Product (including parts and labor) and with sending the repaired or replacement Product to the Buyer.

#### 2. LIMITATIONS ON ESP WARRANTY:

- a. In the event of a defect in material and/or workmanship of a Product covered by the ESP Warranty, the Buyer's exclusive remedy will be for ESP, in its sole discretion, to repair within a reasonable period of time, or replace the defective Product with the same or an equivalent replacement product or refund the purchase price. ESP will make commercially reasonable efforts to return the repaired or replacement Product to the Buyer within thirty (30) days of ESP receiving the defective Product. THE EXCLUSIVE REMEDY UNDER THE ESP WARRANTY, UNDER ANY OTHER EXPRESS WARRANTY NOT NEGATED HEREBY AND UNDER ANY IMPLIED WARRANTIES NOT NEGATED OR LIMITED HEREBY

(INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE), IS REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS. IN NO EVENT WILL WARRANTY COMPENSATION, OR OTHER DAMAGES AVAILABLE FROM ESP, EXCEED THE PURCHASE PRICE ACTUALLY PAID BY THE BUYER FOR THE PRODUCT.

- b. EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES: THE ESP WARRANTY, ANY OTHER EXPRESS WARRANTY NOT NEGATED HEREBY AND ANY IMPLIED WARRANTY NOT NEGATED OR LIMITED HEREBY (INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE), DO NOT COVER, AND ESP WILL IN NO EVENT BE LIABLE FOR, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST SAVINGS, LOST SOFTWARE, LOST DATA, LOSS OF USE, LABOR, BUSINESS INTERRUPTION OR DOWNTIME, THE COST OF REMOVAL, DISASSEMBLY AND SHIPMENT OF THE DEFECTIVE PRODUCT, FIRE, INJURY TO OTHER PROPERTY, OR OTHER COMMERCIAL LOSSES, OR INSTALLATION OF ANY REPLACEMENT PRODUCT. WHERE, DUE TO OPERATION OF LAW, CONSEQUENTIAL AND INCIDENTAL DAMAGES UNDER THIS LIMITED WARRANTY, UNDER ANY OTHER EXPRESS WARRANTY NOT NEGATED HEREBY OR UNDER ANY IMPLIED WARRANTY NOT NEGATED HEREBY (INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE) CANNOT BE EXCLUDED, SUCH DAMAGES ARE EXPRESSLY LIMITED IN AMOUNT TO THE PURCHASE PRICE PAID BY BUYER FOR THE CORRESPONDING PRODUCT. THIS EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES, AND THE PROVISION OF THE ESP WARRANTY LIMITING REMEDIES HEREUNDER TO REPAIR OR REPLACEMENT, ARE INDEPENDENT PROVISIONS, AND ANY DETERMINATION THAT THE LIMITATION OF REMEDIES FAILS OF ITS ESSENTIAL PURPOSE OR ANY OTHER DETERMINATION THAT EITHER OF THE ABOVE PROVISIONS IS UNENFORCEABLE, SHALL NOT BE CONSTRUED TO MAKE THE OTHER PROVISION UNENFORCEABLE. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- c. EXCLUSION OF OTHER WARRANTIES: THE ESP WARRANTY IS IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES. ALL OTHER EXPRESS AND IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED TO THE FULL EXTENT ALLOWED UNDER APPLICABLE LAW.
- d. FOR CONSUMER PURCHASERS OF THE PRODUCTS, DISCLAIMER OF IMPLIED WARRANTIES (INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE) IS NOT PERMITTED. FOR CONSUMER PURCHASERS ALL IMPLIED WARRANTIES (INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE) SHALL EXPIRE UPON THE EXPIRATION OF THE CORRESPONDING ESP WARRANTY. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation(s) may not apply to you.
- e. The ESP Warranty is void if (i) the Product is tampered with, recycled or repaired by anyone other than an authorized service center, any time after the Product is

installed; (ii) abuse, misuse, alteration, modification, negligence, or accident by the Buyer or any third party; (iii) the Product is improperly used, is subjected to an adverse operating environment, or is operated outside the limits of its electrical specifications; (iv) the Product has been used in a manner contrary to the product's operating manual or other written instructions; (v) the equipment that is first properly connected to the Product is used equipment; or (vi) the equipment that is first properly connected to the Product is replaced with new equipment. Before providing any remedy under the ESP Warranty, ESP reserves the right to inspect and test the Product to confirm that the Product is defective.

- f. All connected equipment must be listed by a nationally recognized testing laboratory ("NRTL").
- g. As used herein, "properly connected" means the installation of the Product and the connected equipment must be in compliance with the provisions of the electrical code corresponding to the jurisdiction where the Product is sold. The inadvertent or purposeful connection of the Product to the wrong voltages or line rating will automatically void the ESP Warranty. The Product must be plugged directly onto a properly grounded AC wall outlet. The green Product indicator light must come on to indicate that the outlet is properly grounded. If the green Product indicator light does not come on when the Product is plugged in, there is something wrong with the outlet and the ESP Warranty is voided unless the defect in the wiring at the outlet is corrected or the Product is relocated to a properly grounded outlet and the green Product indicator light comes on. The use of extension cords or adapters between the Product and the wall outlet is not permitted and, if used, voids the ESP Warranty. The use of any other ground wire(s) or any other connection(s) is not permitted and, if used, voids the ESP Warranty. All the electrical, communication, audio, video, and data wires connected to the equipment must be properly connected and pass through the appropriate connection on the Product unless directly connected to a peripheral device that is also properly connected to the Product and the failure to do so voids the ESP Warranty. For any equipment that consists of more than one component or piece of equipment, then each component or piece of the equipment must be properly connected to and protected with a Product in accordance with our installation instructions and diagrams and the failure to do so voids the ESP Warranty. Please consult with the ESP product customer support hotline at 1-800-645-9721, or our website at [www.espei.com](http://www.espei.com) if our published information does not cover your installation.
  - 1. CAUTION: Do not install the Product if there is not at least ten (10) meters (30 feet) or more of wire between the electrical outlet and the electrical service panel.
  - 2. ATTENTION: Ne pas installer le produit s'il n'y a pas au moins 10 mètres (30 pieds) ou plus de fil entre la prise électrique et le point de service électrique.
- h. SEVERABILITY: In the event any portion of the ESP Warranty shall be determined to be invalid under any applicable law, such provision shall be deemed null and void and the remainder of the ESP Warranty shall continue in full force and effect.
- i. The ESP Warranty give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.