



## ADVANCED SERIES MODE® SERIES MODE®

### Limited Product Warranties and Limited Five (5) Year Connected Protection Warranty

#### Advanced Series Mode Limited Lifetime Product Warranty

Subject to the limitations set forth below, Electronic Systems Protection, Inc. ("SurgeX") warrants to the original purchaser ("Buyer") that your SurgeX Advanced Series Mode / Series Mode product, but excluding any SurgeX UPS product ("Product") will be free from defects in material and workmanship from the date of original purchase and for as long as you are the original owner ("Limited Lifetime Product Warranty"). Subject to applicable law, the Limited Lifetime Product Warranty is subject to your registering the Product with SurgeX within thirty (30) days of the date of purchase of the Product and the other limitations and conditions set forth below. The Limited Lifetime Product Warranty applies to all components of the Product. This Limited Lifetime Product Warranty does not cover cosmetic or aesthetic defects in the Products.

#### Multi-Stage Device Limited Five-Year Product Warranty

Subject to the limitations set forth below, Electronic Systems Protection, Inc. ("SurgeX") warrants to the original purchaser ("Buyer") that your SurgeX Multi-Stage product, but excluding any SurgeX UPS product ("Product") will be free from defects in material and workmanship from the date of original purchase for five years following the original purchase and for as long as you are the original owner ("Limited Five-Year Product Warranty"). Subject to applicable law, the Limited Five-Year Product Warranty is subject to your registering the Product with SurgeX within thirty (30) days of the date of purchase of the Product and the other limitations and conditions set forth below. The Limited Five-Year Product Warranty applies to all components of the Product. This Limited Five-Year Product Warranty does not cover cosmetic or aesthetic defects in the Products.

#### Limited Five (5) Year Connected Protection Warranty

Subject to the limitations set forth below, if your properly connected electronics equipment ("Equipment") is damaged as a result of, or in conjunction with, your Product sacrificing itself to protect your Equipment during a severe Power Line Disturbance (as defined below), SurgeX will reimburse you the lesser of (i) the reasonable value of the cost of repairing such Equipment or (ii) if your properly connected Equipment is beyond repair, the fair market value or replacement cost of your Equipment, as reasonably determined by SurgeX ("Reimbursement Amount"), but in no event shall the Reimbursement Amount exceed a maximum of fifty thousand dollars USD (\$50,000 USD) in the aggregate, per Product

("Limited Connected Protection Warranty" or "Limited Five (5) Year Connected Protection Warranty). The SurgeX Advanced Series Mode / Series Mode Limited Connected Protection Warranty is limited to five (5) years from the date you purchase the Product and is subject to the registration provisions and the limitations and conditions set forth below, or if a new Product is provided to you due to a warranty claim, then five (5) years from the date such new Product is shipped to you.

The Limited Lifetime Product Warranty and Limited Five (5) Year Connected Protection Warranty are collectively referred to herein as the "SurgeX Warranties".

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

- a. SurgeX Warranties In the event there are defects in the material and/or workmanship of your Product, or should your Product sacrifice itself and your Equipment suffers damage, 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. In the event you are making a warranty claim under the Limited Five (5) Year Connected Protection Warranty, you must notify SurgeX of the event within ten (10) days of the event or else such warranty claim is waived.
- 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 SurgeX.
- c. SurgeX will repair or replace the defective Product, in SurgeX's sole discretion and return the repaired or replacement Product to you at no charge. SurgeX 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.
- d. If you are submitting a warranty claim under the Limited Five (5) Year Connected Protection Warranty, once you have a claim number, you will have your Equipment repaired by an authorized service center and submit the paid repair invoice to our claims manager at the following address: Warranty Department, SurgeX, 1450 S Lakeside Dr, Waukegan, IL 60085. If your Equipment requires replacement, contact the claims manager at 1-800-645-9721 for authorization.

#### 2. LIMITATIONS ON SURGEX WARRANTIES:

- a. Unless expressly prohibited by applicable law, in order to be eligible for the SurgeX Warranties, within thirty (30) days of the date of purchase of the corresponding Product the Buyer must register the Product with SurgeX by (i) completing the online product registration form, which Buyer may access at [www.surgex.com](http://www.surgex.com) or (ii) mailing to SurgeX at Warranty Department, SurgeX, 1450 S Lakeside Dr, Waukegan, IL, 60085 written correspondence providing at least the name of the Buyer, the Buyer's current mailing address, telephone number, email address, the SurgeX product serial number,

and the date of purchase of the corresponding Product. Unless expressly prohibited by applicable law, the failure to register the Product with SurgeX as provided above within thirty (30) days from the date of purchase of the corresponding Product voids the SurgeX Warranties for such Product.

b. In the event of a defect in material and/or workmanship of a Product covered by the Limited Lifetime Product Warranty, the Buyer's exclusive remedy will be for SurgeX, 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. SurgeX will make commercially reasonable efforts to return the repaired or replacement Product to the Buyer within thirty (30) days of SurgeX receiving the defective Product. THE EXCLUSIVE REMEDY UNDER THE LIMITED LIFETIME PRODUCT 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 SURGEX, EXCEED THE PURCHASE PRICE ACTUALLY PAID BY THE BUYER FOR THE PRODUCT.

c. EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES: THE SURGEX WARRANTIES, 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 SURGEX 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 (OTHER THAN EQUIPMENT UNDER THE LIMITED FIVE (5) YEAR CONNECTED PROTECTION WARRANTY), 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 THIS LIMITED LIFETIME PRODUCT 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.

- d. EXCLUSION OF OTHER WARRANTIES: THE SURGEX WARRANTIES ARE 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.
- e. 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 LIMITED LIFETIME PRODUCT WARRANTY. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation(s) may not apply to you.
- f. The SurgeX Warranties for a Product are void if (i) the Product or Equipment 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 SurgeX Warranties, SurgeX reserves the right to inspect and test the Product to confirm that the Product is defective.
- g. All connected Equipment must be listed by a nationally recognized testing laboratory ("NRTL"). The Limited Five (5) Year Connected Protection Warranty does not cover the loss of software or data of any kind nor does the Limited Five (5) Year Connected Protection Warranty include reimbursement for loss of use, labor, business interruption, or downtime.
- h. The Limited Five (5) Year Connected Protection Warranty extends to the properly connected primary protected Equipment only.
- i. The Limited Five (5) Year Connected Protection Warranty only applies to Equipment damaged while properly connected through your Product to the AC power distribution grid in Canada or the USA. The Limited Five (5) Year Connected Protection Warranty only applies to Equipment damaged by power anomalies within the scope of protection provided by the Product model as defined by Exhibit A. The Connected Protection Warranty only applies to Product that has failed and therefore has failed to protect

connected equipment. A "failed" Product is one that is found to no longer perform to original specifications. All failed Product must be returned to SurgeX for proper testing/analysis to determine if the failed Product is performing to original specifications.

- j. A "Power Line Disturbance" is defined as either high-speed voltage transients (spikes) or as high frequency noise (RFI or Radio Frequency Interference) conducted on the AC power lines, as defined by accepted industry and regulatory standards.
- k. 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 SurgeX Warranties. 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 SurgeX Warranties are 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. Green means GO! The use of extension cords or adapters between the Product and the wall outlet is not permitted and, if used, voids the SurgeX Warranties. The use of any other ground wire(s) or any other connection(s) is not permitted and, if used, voids the SurgeX Warranties. 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 SurgeX Warranties. 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 SurgeX Warranties. Please consult with the SurgeX product customer support hotline at 1-800-645-9721, or our website at [www.surgeX.com](http://www.surgeX.com) if our published information does not cover your installation.

- i. 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.
- l. The compensation or reimbursement to be paid by SurgeX to the Buyer for any claim under the Limited Five (5) Year Connected Protection Warranty, at the sole option of SurgeX, will be paid under any existing insurance policies or warranties available to the Buyer. Specifically, the amounts to be paid by SurgeX to Buyer under the Limited Five (5) Year Connected Protection Warranty is in excess of, and applies only to the extent necessary beyond, any coverage for the Equipment provided by other sources, including, but not limited to, any manufacturer's warranty, and any extended warranty coverage. If the Equipment is covered by an existing insurance policy, then the SurgeX liability will be limited to the amount of the deductible of the applicable policy if it is lesser than Reimbursement Amount.
- m. SEVERABILITY: In the event any portion of the SurgeX Warranties shall be determined to be invalid under any applicable law, such provision shall be deemed null, and void and the remainder of the SurgeX Warranties shall continue in full force and effect.
- n. The SurgeX Warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.