

Lifetime Warranty for Power Supply Products – Extract from General Terms and Conditions of Sale (clause 11).

LIFETIME WARRANTY FOR POWER SUPPLY PRODUCTS

- 11.1 If any defect in the materials or workmanship of a Power Supply Product (as defined below) appears during its Product Lifetime (as defined below), the Company shall replace the Power Supply Product with a product of similar specification, provided that in the Company's reasonable opinion:
- 11.1.1 the Power Supply Product has been properly installed and maintained in accordance with the Company's oral and/or written instructions and specifications;
 - 11.1.2 the Power Supply Product has not been modified in any way or operated beyond its specified capacity or otherwise misused, and the power supply, environmental and atmospheric conditions have been maintained within the specified limits;
 - 11.1.3 the defect has not arisen as a result of accidental damage, wilful damage, negligence, damage while in transit or as a result of fair wear and tear;
 - 11.1.4 the defect is shown to have materially impeded the functioning of the Power Supply Product with the result that it is not fulfilling its specified purpose;
 - 11.1.5 unless otherwise agreed by the Company, the Power Supply Product has a date of manufacture which is after 1st January 2022; and
 - 11.1.6 no parts have been incorporated in the Power Supply Product other than any parts which have been supplied by the Company and installed in accordance with the Company's written instructions.
- 11.2 A "Power Supply Product" shall mean any power supply product supplied by the Company and purchased by the Customer under these terms, other than a power supply product associated with the Company's CCTV products and POE-Ultrapod.
- 11.3 The "Product Lifetime" of a Power Supply Product shall mean the period starting at the end of the Warranty Period for that Power Supply Product and ending at the end of that Power Supply Product's normal expected life when used under appropriate conditions, but not in any event exceeding ten (10) years from its date of manufacture.
- 11.4 In relation to any claim under this lifetime warranty, the Customer must:
- 11.4.1 provide written notice of the claim within 30 days of the appearance of the defect;
 - 11.4.2 at the Company's request, return the defective Power Supply Product to the Company's place of business, carriage paid by the Customer, in accordance with the Company's RMA procedures;
 - 11.4.3 at the Company's request, permit the Company access to the location in which the defective Power Supply Product has been installed and operating since the date of initial installation in order to enable the Company to evaluate the claim; and
 - 11.4.4 supply any information that may be required by the Company in support of the claim (including, but not limited to, evidence of purchase, installation, maintenance and operation of the Power Supply Product since the date of initial installation).
- 11.5 Clause 10.4 shall apply to replacements of products under this clause.