

WARRANTY STATEMENT



Alpha Technologies Ltd. ("Alpha") is committed to providing you with the highest quality products that effectively and reliably address your powering needs. Alpha's commitment to quality is evidenced by our industry-leading testing along with our ISO 9001 and TL9000 certification. In the event of any product issues we stand behind our products. Regular business hours technical support is available Monday-Friday, 6am-5pm PST toll-free North America 1-888-462-7487 or International +1-604-436-5547. For service affecting emergency support, 24x7 technical support is provided. Our factory trained technical support resources are backed up by our R&D team, consisting of the same engineers who designed the product. Only Alpha can support and service your Alpha products to this exacting standard as we work to earn our position as your Power Solutions Partner.

Warranty Start Date

"Start Date" as used in this statement means (a) the date the product is shipped from Alpha's manufacturing facility; (b) the date the product is shipped direct from an Alpha Original Equipment Manufacturer ("OEM"), or (c) in the case of resale by an authorized Alpha reseller, the date not more than ninety (90) days after original shipment of this product by Alpha. A valid proof of purchase may be required to prove eligibility.

Limited Hardware Warranty

Alpha warrants that for a period of two (2) years from the date of shipment its products shall be free from defects under normal authorized use consistent with the product specifications and Alpha's instructions, unless otherwise specified in the product manual, in which case, the terms of the manual will take precedence. The warranty provides for repairing, replacing or issuing credit (wholly at Alpha's discretion) for its products returned by the customer to the factory or other Alpha authorized location during the warranty period. This warranty is subject to proper system installation and maintenance, as specified by Alpha. The provisions of this warranty will apply only if Alpha's testing discloses that the alleged defect is due solely to defects in material or workmanship. If it is deemed that replacement product is required, such replacement product shall assume the warranty of the original product (replacement product does not extend the original warranty period). The warranty period for a repaired product or part thereof is ninety (90) days or the remainder of the unexpired term of the new product warranty period, whichever is greater. The Warranty Period for products ordered for use in systems or equipment manufactured by and furnished by Alpha is that of the initial system or equipment. Unless the product is used in accordance with Alpha's product operating instructions, the warranties are considered null and void. In no case will Alpha's liability under this warranty exceed the value of the unit provided.

Where products are covered under warranty Alpha will pay the cost of shipping the repaired or replacement unit back to the customer; otherwise the customer is responsible for all shipping and handling charges.

Restrictions and Specific Exclusions

Without limiting the generality of the foregoing, Alpha reserves the right, at its sole discretion, not to repair Customer Equipment or replace any defective component of the Customer Equipment if any of the following apply: the account is not in good standing and / or if the Hardware or Software:

- a. has been altered, except by Alpha; or Authorized Service Provider
- b. identification marks or serial numbers are removed or altered in any way;
- c. has not been installed, operated, repaired, or maintained in accordance with instructions and specifications supplied by Alpha;
- d. has been subjected to unreasonable physical, thermal or electrical stress, misuse, negligence, or accident;
- e. is not defective or exhibits a defect caused by misuse, negligence, improper installation or testing, excessive discharge of batteries, extended storage time of batteries, unsuitable storage temperature or humidity of batteries, improper maintenance, or causes external to the unit, including but not limited to general environmental conditions such as rust, corrosion, mold or dust, animal or insect damage, or water damage;
- f. had unauthorized attempts to repair or modify the unit;
- g. has been operated in inappropriate on-site conditions including: corrosive atmospheres, sustained temperatures outside the specified operating range of the equipment, exposure to power surges and/or electrical surges, improper grounding, or any other external influences;
- h. has been immersed in liquid of any kind;
- i. has been subjected to acts of God, which may include, but are not limited to fire, water, theft or any other cause beyond the range of the intended use.

The warranty does not provide, to the customer or other parties, any remedies other than the above. No representational warranty regarding product performance, whether express or implied, by any Alpha representative or other agent of Alpha, shall be binding on Alpha. This is an exclusive warranty. Any remedies under this warranty are restricted to repair or replacement of the defective product. Alpha is in no way liable for incidental or consequential damages, which shall include, but are not limited to uninterrupted or error-free operation; coverage for any loss of profits, loss of use, costs for removal or installation of defective equipment, damages or consequential damages based upon equipment failure during, or after, the warranty period. There is no warranty for loss of data – you must regularly back up the data stored on your product to a separate storage product. No other obligations or warranties are expressed or implied.

Parts and Repair Warranty

Alpha warrants Product repairs, replacement components and labour for a period of ninety (90) days from either the ship date, date of installation, alteration, modification, or repair, whichever is greater, under the conditions, limitations, and procedures set forth in this warranty.

Battery Warranty

Note that battery warranty terms and conditions vary by battery and by intended use. Battery warranty coverage is void when self discharging batteries are placed in storage (not installed or in use) and the battery is not properly maintained. Refer to applicable datasheet for appropriate storage times based on technology, environment and geographic location. Warranties for batteries, peripheral devices, attachments or apparatus not manufactured by Alpha, will be assigned to the customer under the original manufacturer's warranty of such batteries, peripheral devices, attachments or apparatus. Refer to individual battery datasheet for intended use and warranty details. Alpha offers no written, oral or implied additional warranties in connection therewith. Contact Alpha Technical Support to understand your entitlements under Battery Warranty. Purchase of Extended Warranty does not apply to battery purchase. If applicable, pro-rated warranty provides a credit applicable toward the purchase of new batteries from Alpha. Pro-rated warranty credit calculation: $((\text{net original purchase price}) \times (\text{number of months of un-expired warranty})) / \text{number of months of total warranty} = \text{Applied Credit}$.

Extended Warranty

The terms of warranty can be extended by the purchase of an Extended Warranty. Extended Warranty can be purchased at time of original purchase on a per year basis up to three additional (3) years. Combined standard warranty and Extended Warranty may not exceed five (5) years. Note: Batteries are exempt from extended warranty.

Warranty Claim

To initiate a warranty claim, please contact us:

Alpha Technical Support:
Toll Free North America: 1-888-462-7487
International: +1-604-436-5547
Monday - Friday, 7:00 AM - 5:00 PM PST

Privacy Policy

Alpha is committed to protecting your privacy. We will not use your personal information for any reason other than to better serve you. We will not share your information with any outside parties for any purpose other than to administer your warranty and / or service agreements.

Alpha reserves the right to make changes to information contained in this document without notice.



Charlie Manson
Manager, Customer Services
Alpha Technologies Ltd.