

5 YEAR WARRANTY TERMS

Terms of 5 Year Limited Warranty

5 Year Limited Warranty for Plug and Play UPS with power ratings from 400VA up to and including 3000VA.

The offer is only applicable to UPSs purchased from Riello UPS Ltd (UK) or from a Riello UPS Ltd approved reseller and purchased on or after the 1st January 2019.

Applicable Product Ranges

iPlug 600-800VA, iDialog 400-1600VA, Net Power 600-2000VA, Vision 800-2000VA, Vision Rack 800-1100VA, Vision Dual 1100-3000VA, Sentinel Pro 700-3000VA, Sentinel Rack 1500-3000VA, Sentinel Dual (Low Power) 1000-3000VA.

Standard Warranty and Extended Warranty Periods

The warranty period starts on the date of invoice as shown on the purchase invoice.

The standard warranty period ends after 36 months, while the extended period is for a further 24 months, which will bring the total period of coverage to 5 years from the date of invoice (the "Extended Warranty Period").

All terms set out in this Statement of Limited Warranty shall apply to any extended warranty.

The method of warranty during both the standard and extended period is swap-out and return to base.

Operating conditions will be as described in the original manual/warranty statement provided with the Riello UPS Ltd product.

Extent of 5 Year Limited Warranty

1. During the Extended Warranty Period, Riello UPS Ltd continues to warrant that the Riello product shall be free from defects in materials and workmanship in accordance with the original warranty statement provided with the product.
2. In the event that Riello UPS Ltd is unable to repair

your product, Riello UPS Ltd may, at its discretion, either exchange your existing product with a replacement product the same as or equivalent.

3. When warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of Riello UPS Ltd. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.
4. Remote technical support may also be provided for the product(s).
5. The offer applies only to UPSs purchased from Riello UPS Ltd and its Approved Resellers where the product is located within the UK and Ireland.

Claim(s) For Warranty Service/Technical Support

To obtain warranty support:
Contact the Riello UPS Ltd Technical Support on 01978 729291 or email warranty@riello-ups.co.uk with the following:

- the product code and serial number.
- a copy of your receipt, invoice or lease agreement must be retained by you as proof of purchase
- a clear fault description and carry out any diagnostics if advised.
- comply with any reasonable instructions from Riello UPS Ltd support staff to allow you to receive the warranty service.

Exclusions

1. Riello UPS Ltd makes no representation or guarantee that the Riello UPS Ltd product(s) will operate uninterrupted or error free. During the Extended Warranty Period, Riello UPS Ltd will only provide the warranty in the UK and Ireland. Riello UPS Ltd is not responsible for products located outside the UK or Ireland.
2. All accessories, including but not limited to: Extension battery Packs, bypass panels and communication cards are excluded from this offer.
3. The 5 Year Warranty is not transferable to a third party and no alternative will be offered.
4. Services performed by Riello UPS Ltd in rectifying damage or defect caused as a result of any excluded conditions shall be subject to additional charges for labour, transportation, and parts. Warranty service

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or replacement is not available to you if the product you present is:

- Defaced,
 - Altered,
 - Damaged beyond repair,
 - In need of a repair not included in warranty service (Periodic Maintenance and the repair or replacement of parts due to normal wear and tear); or
 - Does not match the product model and serial number details as registered for warranty service.
5. To the maximum extent permitted by law, warranty service does not include repair of failures caused by:
- Modification or attachments
 - Accidents or misuse (to include without limitation failure to follow instructions in the user manual)
 - Unsuitable physical or operating environment
 - Third party products e.g. consumables
 - Maintenance by anyone other than Riello UPS Ltd or a Riello UPS Ltd Authorised Service Partner
 - Operation of a product beyond the limit of its duty cycle
 - Products, components, parts, material, software, or interfaces not furnished by Riello UPS Ltd

Neither Riello UPS Ltd nor its third party suppliers or resellers makes any other warranty, guarantee, or condition of any kind, whether express, implied, legal or statutory, with respect to the product(s), and to the extent permitted by applicable law, Riello UPS Ltd specifically disclaims any implied, legal or statutory warranties or conditions of merchantability, fitness for a particular, general or normal purpose, satisfactory quality, durability and warranties against latent defects.

General Terms

1. These terms and conditions are governed by English law and come under the exclusive jurisdiction of the English courts.
2. By claiming under your extended warranty you agree to be bound by these terms and conditions.
3. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claim(s) including, without limitation, to require further verification as to the identity, and other relevant details of an entrant or claimant and/or the verification as to their qualifying purchase.
4. The Promoter shall not be liable for any interruption to this promotion whether due to force majeure or other factors beyond the Promoter's control.
5. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the terms and conditions of this Promotion.
6. The Promoter reserves the right to amend the promotion in whole or part without prior notice or compensation.
7. This promotional offer cannot be used in conjunction with any other similar Riello UPS Ltd promotion(s).
8. Promoter: Riello UPS Ltd, Unit 50 Clywedog Road North, Wrexham Industrial Estate, Wrexham, LL13 9XN UK.