



LIMITED FACTORY WARRANTY

1. Limited Factory Warranty

RPS America, Inc. ("Riello UPS America") warrants that covered Riello UPS products purchased directly from Riello UPS America or from authorized Riello UPS America distributors or resellers, and installed within the United States, Canada, and Mexico, will be free from defects in materials and workmanship for the applicable warranty period pursuant to Article 3. This warranty applies only to defects in materials or workmanship existing at the time of manufacture and only when the products are used in accordance with Riello UPS America's written specifications and instructions.

This Limited Factory Warranty extends only to the original end-user purchaser and is not transferable except where prohibited by applicable law.

The remedies described in this Limited Factory Warranty are the customer's sole and exclusive remedies and are expressly limited to the remedies stated herein, to the maximum extent permitted by applicable law.

2. Covered Products

This Limited Factory Warranty applies to all Riello UPS branded systems, battery systems, bypass systems, monitoring devices, communication equipment, and factory-installed accessories sold by Riello UPS America, whether single-phase or three-phase, including any successor products introduced by the manufacturer.

3. Warranty Period

Unless otherwise specified in writing, warranty coverage begins upon Authorized Startup or shipment, as applicable. In all cases, warranty coverage expires no later than the applicable period measured from the date of shipment, regardless of the date of installation, commissioning, first use, or Authorized Startup.

Product Category	Coverage
Single-Phase UPS Systems	24 months from Authorized Startup or 28 months from shipment, whichever occurs first
Three-Phase UPS Systems	24 months from Authorized Startup or 28 months from shipment, whichever occurs first

Replacement parts supplied under warranty are covered for the remainder of the original warranty period or ninety (90) days from installation, whichever is longer.

4. Warranty Remedies

If Riello UPS America determines that a covered defect exists during the Warranty Period, Riello UPS America may, at its sole discretion:

- Repair the Product the defective component or replace the defective component;
- Provide a new or remanufactured replacement component;
- Provide new replacement equipment; or
- Provide a credit or refund consistent with company policy.

A replacement Product or component will be warranted only for the unexpired portion of the original Warranty Period, subject to the applicable ninety (90)-day minimum stated in Article 3.

5. Labor Coverage

Riello UPS America or a Riello UPS Authorized Service Provider will provide the labor necessary to diagnose and repair covered defects during the Warranty Period. Coverage applies during normal business hours.

The customer remains responsible for:

- Overtime labor; Weekend labor; Holiday labor; and Customer-requested premium service charges.

Labor coverage is limited to reasonable labor required to perform the specific warranty remedy authorized by Riello UPS America and does not automatically include labor associated with removal, reinstallation, relocation, de-installation, site preparation, system shutdown, system startup, testing of customer equipment, or other work not directly required to perform the warranty remedy, unless expressly approved in writing by Riello UPS America.

6. Travel Coverage

Reasonable travel expenses associated with approved warranty service performed by an Authorized Service Provider are included.

Riello UPS America will require prior approval for extraordinary travel expenses including:

- Travel greater than 200 miles from a major airport is NOT covered without prior approval and new agreement, Air travel; Lodging; Expedited transportation; or Other unusual travel expenses.

Travel coverage outside the United States, Canada, and Mexico may require prior written approval.

7. Technical Support

During the Warranty Period, customers should contact the distributor from which they purchased the system to review the technical support terms and conditions.

Technical support does not include support for third-party hardware, software, or networks.

8. Authorized Startup Requirements

Authorized Startup is required for Three Phase products. Authorized Startup must be performed by a Riello UPS Authorized Service Provider. The customer is solely responsible for scheduling and obtaining required Authorized Startup. Failure to obtain required Authorized Startup service may void warranty coverage.

9. Battery Warranty

Factory-supplied battery systems are covered against defects in materials and workmanship during the applicable Warranty Period.

Battery warranty coverage includes:

- Manufacturing defects; Defective battery assemblies; Defective intercell connections; Factory assembly defects
- Battery warranty does not cover:
 - Normal battery aging; Capacity degradation; Runtime reduction associated with aging; Excessive cycling; Deep-discharge events; Improper charging; Improper storage; Environmental conditions outside published specifications; Damage caused by improper installation, commissioning, operation, or maintenance.

Normal battery capacity loss over time does not constitute a defect. Specifically, battery performance, capacity, runtime, and service life are dependent upon operating conditions and are not guaranteed except as expressly stated in this Limited Factory Warranty.

10. Customer Responsibilities

To maintain warranty eligibility, the customer must:

- Operate the product in accordance with Riello UPS documentation; Maintain environmental conditions within published specifications; Perform recommended maintenance; Retain proof of purchase; Retain startup and service documentation where applicable; Take reasonable action to mitigate further damage upon discovery of a problem; and Provide reasonable access for inspection and service; Not continue operating the Product after becoming aware of a condition that could reasonably cause additional damage, and comply with all applicable installation, operating, and safety requirements specified by Riello UPS America.

11. Warranty Claims

To initiate a warranty claim, the customer must contact Riello UPS Technical Support or an Authorized Service Provider.

Riello America Inc may request:

- Product model number; Product serial number; Proof of purchase; Startup documentation; Maintenance records; Description of the defect; Photographs or other supporting information

Riello UPS America reserves the right to inspect any product that is the subject of a warranty claim before approving coverage. No warranty claim is approved, and no warranty obligation arises, unless and until Riello UPS America confirms in writing that the claim is covered.

The customer shall not incur repair, replacement, transportation, labor, or other costs without Riello UPS America's prior written authorization. Unauthorized costs are not covered.

12. Products Not Covered

This warranty does not cover any defect, damage, malfunction, or failure caused in whole or in part by:

- Improper installation; Improper application; Operation outside published specifications; Unauthorized modifications or repairs; Use of non-approved replacement parts; Fire; Flood; Lightning; Power surges; Utility abnormalities; Environmental contamination; Rodent or insect damage; Misuse; Abuse; Neglect; Accident; Normal wear and tear
- This warranty also excludes:
 - Software and third-party software applications; Used, refurbished, or as-is products unless otherwise stated in writing; Products purchased through unauthorized channels

13. Limitation of Liability

The remedies described in this limited factory warranty constitute the customer's sole and exclusive remedies. To the maximum extent permitted by law, the total liability of RPS America, Inc. and its affiliates, officers, directors, employees, agents, and authorized service providers shall not exceed the purchase price of the product giving rise to the claim.

In no event shall RPS America, Inc. be liable for:

- **Loss of profits; Loss of revenue; Loss of savings; Loss of data; Business interruption; Costs of substitute equipment; Consequential damages; Incidental damages; Indirect damages; Exemplary damages; Punitive damages, or any claims of third parties arising from or related to the product.**

14. Disclaimer of Other Warranties

Except as expressly set forth in this Limited Factory Warranty, the product is provided "as is."

RPS America, Inc. disclaims all other warranties, whether express, implied, statutory, or otherwise, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

15. No Modification of Warranty

No distributor, reseller, dealer, representative, employee, consultant, or agent is authorized to modify this warranty. Any modification must be in writing and signed by an authorized officer of RPS America, Inc.

16. Severability

If any provision of this Limited Factory Warranty is determined to be invalid, unlawful, or unenforceable, that provision shall be enforced to the maximum extent permitted by law, and the remaining provisions shall remain in full force and effect.

17. Governing Law

This Limited Factory Warranty shall be governed by the laws of the State of Ohio.

Any legal action relating to this warranty shall be brought in the state or federal courts located in Ohio unless otherwise required by applicable law.

Warranty Assistance

Riello UPS America

Technical Support

Phone: +1-877-230-7705

Email: Serviceusa@riello-ups.com

Website: Riello UPS America

