

<p>Alpoint Technologies (Seller) products are warranted to be free of defects in workmanship, materials and components. This Warranty covers repair or replacement of product, to be done at a designated facility, for a period of one (1) year from date of shipment from Seller's factory. Seller will replace or repair a returned unit at its discretion if a returned faulty unit is considered to be covered by Warranty.</p> <p>The above Warranty applies when the equipment is operated under the following conditions:</p> <ul style="list-style-type: none"> • Air temperature, internal and external, within the nameplate rating or drawing specification. • Fan operation within fan rated operating temperature. • Voltage within the nameplate rating. • Maximum cooling load no greater than 10% over nameplate rating. As rated at 32°C ambient temperature and 0°C delta temperature. • Compliance to all other installation, maintenance and operating instructions. • Non-DC Filtered power supplies must have a frequency above 10 kHz. • DC Filtered power supplies must have a ripple less than 5%. • On/Off regulation not provided by Seller must have a set point hysteresis greater than 3°C (5.5°F) and a cycling frequency period not less than 5 minutes. Polarity reversal must have a frequency period not less than 5 minutes. <p><u>Warranty of components manufacturers:</u> Goods purchased by Seller from a third party original manufacturer and sold under the original manufacturer brand name, as a new or a replacement part, carry only the warranty as issued by the original manufacturer. The original manufacturer warranty period starts when the part ships from the original manufacturer factory.</p>	<p>Seller cannot assume responsibility for misapplication of its products or the erroneous selection of an inappropriate product. Seller assumes no liability beyond the repair or replacement of its own product. The Warranty period is not affected by a repair or a replacement.</p> <p>This Warranty does not cover:</p> <ul style="list-style-type: none"> • Labor or reimbursement for labor for removal, installation, or any other labor costs associated with a warranty claim. • Loss of operation, liabilities, or any and all costs incurred by a 3rd party. • Use of equipment for other than its designed purpose or operating conditions. • Improper storing or handling, damages due to Act of God. • Operation in harsh, oily, corrosive, sandy, dusty, icy, wet, humid, direct rain, or other abnormal environmental conditions, without the proper filtration, sealing, or weather protection. • Operation with a failed fan and any consequential damages from such operation. • Customer modification not approved in writing by Seller or abuse and excessive force on parts. • Shipping damage or other accident. Claims for shipping damage are the responsibility of the Customer. Timely claims must be filed with the freight Carrier as per Carrier instructions. • Any and all conditions resulting from noncompliance with the preceding operating conditions. <p>The Customer assumes the responsibility of grounding the unit and installing it in accordance with local electrical and safety codes, including but not limited to; EU-directives, UL, National Electric Code (NEC), and Occupational Safety and Health Administration (OSHA), where applicable.</p>
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This express Warranty constitutes the entire Warranty with respect to the product and is in lieu of all others, written or oral, statutory, express or implied; including any warranty of merchantability and warranty of fitness or function for a particular purpose or application and in no event is Seller responsible or liable for any incidental, indirect or consequential damages to persons, corporations, or property of any nature whatsoever. No salesperson, employee, or agent of Seller is authorized to add to or vary the terms of this Warranty. These Warranty terms may be modified, if at all, only in writing signed by an authorized officer of Seller.

RETURN PROCEDURE (RMA)

All returns are subject for a return materials authorization number (RMA #) which must be received before returning a unit.

Customers in need of service shall contact the Seller whereby instructions will be given to fill out a complete RMA form before an RMA # can be issued.

All returns must be securely packed to prevent shipping damage and clearly marked with the RMA # on the box. Seller's Warranty will be voided for damaged goods due to poor packing. Customer is responsible for freight, packaging, and handling charges on all returns and must ship with freight prepaid. Seller will cover the expenses for outbound freight of Seller's choosing, typically the lower cost option, and does not include expedited, overnight, or air freight. Seller reserves the right to charge for handling and examination costs for units returned with no fault.

Note: most units are packaged in bulk packing and are not intended for individual shipment and risk shipping damages if shipped individually, re-packing is required before returning a unit.

To file an RMA the following information is required:

1. Name, telephone, fax, and address of Customer.
2. Return name, telephone, fax, and address if not the same.
3. Part # and serial # for each unit being returned.
4. Reason for return, description of the problem, and requested action to be taken.

Returns received not following above procedure may be refused by Seller.