



## **Xtreme Power Conversion Corporation Warranty Information**

4/21/2015

### **I. Overview**

#### **Warranty registration**

[www.xpcc.com](http://www.xpcc.com) under the heading “Customer Support”

Make sure your warranty is valid by following these steps to register your Xtreme Power products:

1. Identify the serial # on the back of each individual product and
2. Call the Xtreme Power customer service department at: 800-582-4524
3. Tell the customer service attendant that you would like to register your new Xtreme Power product(s)
4. Provide the customer service person the model # and serial number of each product

### **II. Warranty Period**

#### **Three (3) Year Warranty**

The terms and conditions of warranties on each Product shall be set by the manufacturer of each Product. Reference the warranty of each applicable Product in its corresponding user manual.

This warranty shall be void if (a) the equipment is repaired or modified by anyone other than XPC Corporation or a XPC Corporation approved third party; (b) the equipment is damaged by the customer, is improperly used or stored, is subjected to an adverse operating environment, or is operated outside the limits of its electrical specifications; or (c) the equipment has been used or stored in a manner contrary to the equipment’s operating manual, intended use or other written instructions. Any technical advice furnished by XPC Corporation or a XPC Corporation authorized representative before or after delivery with regard to the use or application of Xtreme Power Conversion equipment is furnished on the

basis that it represents XPC Corporations best judgment under the situation and circumstances, but it is used at the recipient's sole risk.

EXCEPT AS STATED ABOVE, XPC Corporation DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

EXCEPT AS STATED ABOVE, IN NO EVENT WILL XPC Corporation BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF Xtreme Power Conversion EQUIPMENT, including but not limited to, any costs, lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, cost of substitutes, or claims by third parties. Purchaser's sole and exclusive remedy for breach of any warranty, expressed or implied, concerning Xtreme Power Conversion equipment, and the only obligation of XPC Corporation under this warranty, shall be the repair or replacement of defective equipment, components, or parts; or, at XPC Corporations sole discretion, refund of the purchase price or substitution of an equivalent replacement product.

**For warranty service:**

1. Identify the serial # on the back of each individual product
2. Call the Xtreme Power technical support at: 800-582-4524, ext 2 or email [support@xpcc.com](mailto:support@xpcc.com)

### III. Extended Warranty / Maintenance

Extended Warranty available on XST, XVT, XVRT, S-70, NXRT and the NXRT extended battery cabinets. The extended warranty can be added up to the end of the standard warranty on the UPS.

(e.g. the NXRT has a 3 year UPS and battery warranty and the extended warranty must be added by the end of the third year.)

### IV. Replacement / Repair

RMAs will be issued for new and unused equipment that is:

- Requested within 30 days of the original shipment date
- Returned in original unopened packaging
- Returned in original condition; all manuals, cables, software included
- End-of-life product is excluded

RMAs issued for any reason including customer mistakes, cancellations, changes, etc. are subject to a 15% restocking fee for standard product. Unit must be in new, re-salable condition for a refund or credit to be applied. If the item(s) being returned is over 75lbs, the item(s) MUST BE shipped via palletized freight, or XPC will not honor the RMA.

**RMA expires in 30 Days!** If the item(s) are not returned in the original unmarked packaging within 30 days, your account may be charged. Customer is responsible for both the outbound and inbound freight charges. Credit will be issued after equipment has been received and inspected.

### **Policy Exception**

RMAs will be issued for any shipping or order entry errors by XPC Corporation. Customer will not be responsible for the cost of the inbound freight or outbound freight of similar service level to the original shipment.

XPC Corporation must provide authorization of return and RMA number or credit will not be issued.

To request an RMA, please contact our support team:

Tel: [\(800\) 576-3966](tel:8005763966)

Email: [sales@maxpowercorp.com](mailto:sales@maxpowercorp.com)

### **Return Privileges**

- XPC customer return requests must be made within 30 days of invoice date.
- Product returned under a XPC customer return request must be received within 30 days of RMA date.
- Products shall be returned undamaged and 100% complete. This includes manufacturer box, UPC label, packing materials, all manuals, blank warranty cards and accessories.
- Return privileges are contingent upon various manufacturer policies. XPC deserves the right to decline return requests based on those policies. Please verify policies for specific item(s) with a member of Customer Account Management. End-of-life product is excluded.
- XPC is not responsible whatsoever for product that is lost, damaged, modified or otherwise processed for disposal or resale. At XPC's discretion, credit for damaged, modified or partial returns may be less than invoice or individual component prices.
- Please contact XPC Customer Account Management via e-mail at [support@xpcc.com](mailto:support@xpcc.com), to obtain a Return Merchandise Authorization ("RMA")

- before shipping product back to XPC. This will expedite and help ensure the proper action or credit upon processing.
- In Order to expedite a return, please have the following information on hand when requesting an RMA number: Customer number, invoice number, serial number, reason for return, action to take (replacement/repair/return/credit) and whether the box has been opened or is manufacturer sealed. **Please do not write on or damage the manufacturer box.**
  - Customer is responsible for shipping charges to and from XPC's Distribution center for all products being shipped back to XPC. If the carrier selected by Customer is not used by XPC, a comparable shipping method will be selected.
  - Customer is responsible for all risk of loss and damage to products being shipped back to XPC. As, such, it is highly recommended that the customer return goods in palletized form in order to reduce risk of shipping damage. Please fully insure return shipment in case of loss or damage. Please use a carrier that is able to provide you with proof of delivery such as UPS, or Federal Express. This is for your protection as well as to ensure quick action on your return.
  - Failure to return a product within 30 days will be deemed to be an acceptance of the product.
  - **Credit will be issued after equipment has been received and inspected.**

## V. Contact Information

Teleco Channel Dealer Support  
1-888-550-5700  
[CDS@Teleco.com](mailto:CDS@Teleco.com)

MaxPower:  
Tel: (800) 576-3966  
Email: [Sales@maxpowercorp.com](mailto:Sales@maxpowercorp.com)