

ALENCON SYSTEMS POWER ELECTRONICS HARDWARE – LIMITED WARRANTY TERMS AND CONDITIONS





Alencon Power Electronics Hardware Warranty

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Introduction

This document provides an overview of the Limited Warranty terms and conditions around the support of the power electronics hardware manufactured by Alencon Systems (“the “Warranty”).

Warranty Conditions

Alencon aims at a quick and effective response in case of a malfunction of network energy products covered by our Warranty as well as at the provisioning of professional solutions for equipment maintenance under a separate agreement.

These Warranty Conditions apply to the following products:

Core Power Electronics Products			
			
SPOT 1000 and SPOT 1500	BOSS 1000 and BOSS 1500	GARD	CUBE
Accessories			
			
Disconnects: AID and FEED	PODD	BOX	JBOX



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Standard Warranty Period

Alencon's standard warranty period for its core power electronics products listed above is defined as 3 years (36 months) from the point/time of delivery (POD).

Warranty Starting Time	Warranty Duration
The warranty starts at delivery (POD)	3 years

Additionally, extended warranties over and above the standard warranty may be purchased to extend the warranty up to ten years on a per annum basis.



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Warranty Coverage

Alencon provides technical support to our customers for products under warranty, including Remote Support and Product Support. The Warranty offered by Alencon helps customers maintain stable product operation and availability. Based on market requirements, the following technical support is provided:

Technical Support

ALENCON WARRANTY COVERAGE		
Service Classification	Service Content	Service Level
Remote Support	Help Desk	8:30 AM – 5:30 PM EST
	Remote Technical Support	8:30 AM – 5:30 PM EST
	Online Technical Support	Yes – support@alenconsystems.com

Notes:

1. Warranty Services includes Remote Support and Product Support. On-site troubleshooting is sold separately.

2. Return Material Authorization (RMA): is the written approval provided by Alencon to return faulty units to Alencon. The RMA number allows tracking of returned units and helps guarantee proper credit.

For information on RMA's, please see the section below titled "Return Material Authorization – (RMA) Policy."



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Remote Support

Remote Support means Alencon will attempt to provide solutions for technical enquiry or problems with Alencon equipment by telephone or Email. It includes Help Desk, Remote Technical support and Online Technical Support.

- Help Desk refers to the service interface and platform which can accept and track customer service requests. The Help Desk can be contacted via a hotline number **215-816-3366** or by email **support@alenconsystems.com**.
- Remote Technical Support includes technical enquiry and problem handling. The technical enquiry service provides consultation for non-defect issues. The problem handling service provides solutions to customers for inverters related problems.
- Online Technical Support: refers to the Alencon website (<http://www.alenconsystems.com>) which provides customers with helpful maintenance experience, cases and technical support information on Alencon Products.

Product Support

Good product condition is a prerequisite for power system stability. Alencon product support helps to ensure customers' equipment under warranty operates in a stable manner.

During the Warranty period, Alencon assures that all product purchased shall:

- Be replaced free of charge if there are defects in material and manufacturing that cannot be repaired and restored to good working condition upon the unit's return to Alencon as determined at Alencon's sole discretion.
- The customer is responsible to ship (at the customer's risk) the faulty unit(s) back to Alencon Systems once they have been issued an RMA number. Alencon encourages customers to keep a few, if not all, of the original packaging provided with the units in case returns need to be made. If this packaging has not been kept, Alencon can provide replacement packaging for the units at the customer's cost. As appropriate, based on weight and other factors, customers must pack and ship the unit(s) appropriately to avoid damage, e.g. returning units on pallets etc.
- The replacement unit provided by Alencon will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective unit.
- The replacement unit provided by Alencon will have the remainder of the original unit's warranty period.



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Spares

As Alencon's core power electronics units, the SPOT and the BOSS are not field serviceable, Alencon encourages customers to keep an ample quantity of spares of Alencon and related products on-site to assure a minimum of lost power production in the event a unit or units need to be returned to Alencon for repair or replacement.

Certain Alencon products are field serviceable including the FEED, CUBE and BOX. Alencon may provide a list of field spares for such devices.

Original Packaging

Please make sure to keep some number of the original packages in which your Alencon products were shipped in the event you do need to return them to the factory for service. Only products shipped in their original packaging can be offered warranty service (or packaging provided by Alencon). If you do not have the original packaging and wish to return a product to Alencon for service, Alencon can send replacement packaging, though you will be liable for the cost of the materials and shipping for doing so. Please keep at least a few of the original boxes your products came in.

Software Updates

In addition to its hardware product, Alencon develops an extensive amount of software. This software takes form of firmware, software embedded onto the microcontrollers inside of every Alencon product as well as application software. Customer products under active an Warranty are eligible to receive updated firmware and application software free of cost as deemed necessary by Alencon's technical support department. Alencon offers tools to update both its firmware and application software remotely. Should Alencon service personnel be requested to update the software in the field, additional charges for on-site support may apply.

Disclaimer

- All support services listed above are solely intended for Alencon-made equipment. It does not apply to third party equipment provided by Alencon for the customers convenience including DC isolators, pre-fabricated cable harnesses and module level rapid shutdown hardware. Those items may carry their own Warranty from their respective manufacturers.
- Alencon is not liable to the Customer or to any third party for consequential or incidental damages under any circumstances, whether due to defect in the product, due to delay or failure of delivery, due to a failure of the product to perform as specified, or for any other reason or cause. Customer and Alencon agree that Customer's sole remedy and Alencon's sole liability to Customer is limited to repair, replacement, or refund of the purchase price of the product as described herein, whether Customer's claim arises out of contract or in tort.



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- Vulnerable and consumable parts such as cables are not within the scope of the Warranty.
- This policy is subject to change without notice.
- If Alencon cannot fulfill its service commitments within the committed time period due to non-Alencon causes, Alencon shall be exempted from its responsibilities.
- The following types of damage to Alencon-made equipment are not within the scope of Alencon's Warranty:
 - Force majeure (natural disasters, fires and wars).
 - Normal wear and tear.
 - Beyond the scope of damage from lightning or unsuitable system design.
 - Customer negligence, incorrect operation, intentional damage or failure to operate Alencon-made equipment in compliance with the operation manual of the equipment.
 - Caused by installation and or relocation of the system in non-compliance of Alencon requirements and/or caused by adjustment, change or removal of identification marks in non-compliance of Alencon requirements.
 - Caused by problems in customers' infrastructure.
 - The customer or end user attempted to repair unit.
 - Non-legible serial number.

Return Material Authorization (RMA) Policy

Products returned to Alencon under an RMA must be returned in their original packaging (or packaging provided by Alencon) to qualify for factory covered warranty repair. Products weighing more than 50 lbs must be sent attached to a pallet and not solely in their cardboard box, otherwise they will be excluded from warranty service. Any costs of shipping and replacement of original packaging shall be borne by the Customer/product owner.