Five-Year Limited Warranty (US and Canada)

Eaton UPS Models: 5P Lithium-ion

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton Corporation, an Ohio Corporation company ("Company").

LIMITED WARRANTY: This limited warranty (this "Warranty") applies only to the original End-User (the "End-User") of any Eaton 5P Lithium-ion Products (individually and collectively, the "Product") purchased on or after November 1, 2017 and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Company for resale to an End-User.

LIMITED WARRANTY PERIOD: For units which are registered online at www.eaton.com/PQ/Register the period covered by this Warranty for Product installed (and currently located) in the fifty (50) United States, the District of Columbia, and Canada is sixty (60) months from the date of purchase, or sixty six (66) months from the date of shipment.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants that the Product and battery (individually and collectively, the "Warranted Items") are free from defects in material and workmanship. If, in the opinion of Company, a Warranted Item is defective and the defect is within the terms of this Warranty, Company's sole obligation will be to repair or replace such defective Warranted Item (including by providing service, parts and labor, as applicable), at the option of Company.

PROCEDURES FOR REPAIR OR REPLACEMENT OF WARRANTED ITEMS: The Warranted Item will be repaired or replaced at a Company site or such other location as determined by Company. If the Warranted Item is to be replaced by Company, and the End-User supplies a credit card number or purchase order for the value of the replacement Product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-User) the replacement Warranted Item to the End-User within one (1) business day after Company receives notice of the warranty claim. In such case, the End-User must return (at Company's expense) the defective Warranted Item to Company in the same packaging as the replacement Warranted Item received by the End-User or as otherwise instructed by Company. If Company does not receive the defective Warranted Item, Company will either charge the End-User's credit card, or send the End-User an invoice (which the End-User agrees to pay), for the value of the replacement Product.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the charge of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication, or incorrect installation; (d) repair or alteration not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment, or modification of any kind not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product's labels or instructions.

This Warranty is not valid if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof. Company shall not be responsible for any charges for testing, checking, removing, or installation of Warranted Items. COMPANY DOES NOT WARRANT EQUIPMENT NOT MANUFACTURED BY COMPANY. IF PERMITTED BY THE APPLICABLE MANUFACTURER, COMPANY SHALL PASS THROUGH SUCH MANUFACTURER'S WARRANTIES TO END-USER. COMPANY HAS NO LIABILITY TO END-USER FOR ANY DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF BUSINESS, ANTICIPATED PROFITS, OR OTHER ECONOMIC LOSS, FROM ANY BREACH OF THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT, OR STRICT LIABILITY, WHETHER OR NOT THE BASIS FOR SUCH CLAIMS IS CONTRACT, TORT, OR OTHERWISE.

USER'S EXCLUSIVE REMEDY FOR FAILURE OF COMPANY TO MEET ITS OBLIGATIONS UNDER THIS WARRANTY SHALL CONSTITUTE COMPANY'S SOLE LIABILITY AND END-USER'S EXCLUSIVE REMEDY FOR FAILURE OF COMPANY TO MEET ITS WARRANTY OBLIGATIONS, REGARDLESS OF WHETHER CLAIMS OF THE END-USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), OR OTHERWISE. LIMITATION OF LIABILITY: The remedies of the End-User set forth herein are exclusive and are the sole remedies for any failure of Company to comply with its obligations hereunder. In no event shall Company be liable in contract, in tort (including negligence or strict liability), or otherwise for damage to property other than the Products, including loss of profits or revenue, loss of use of Products, loss of data, cost of capital, claims of customers of the End-User, or any special, indirect, incidental, or consequential damages whatsoever. The total cumulative liability of Company hereunder whether the claims are based in contract (including indemnity), in tort (including negligence or strict liability), or otherwise, shall not exceed the price of the Product on which such liability is based. Company shall not be responsible for failure to provide service or parts due to causes beyond Company's reasonable control.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-User must use the Product in a normal way; follow the Product's user's guide; and protect against further damage to the Product if there is a covered defect.

5P Lithium-ion (www.eaton.com/PQ/Register)

WARNING: DO NOT USE THE PRODUCT IF IN A DAMAGED CONDITION.

IF YOU ARE CONSIDERING THE INSTALLATION OR USE OF A PRODUCT THAT HAS BEEN DAMAGED, DO NOT INSTALL OR USE THE PRODUCT WITHOUT FIRST CONTACTING THE COMPANY.

For more information, please visit www.eaton.com/PQ/Register.
Load Protection Guarantee (US and Canada)

Eaton UPS Models 5P Lithium-ion

GUARANTOR: Eaton Corporation, an Ohio Corporation company ("Company").

LIMITED GUARANTY: This load protection guaranty (this "Guaranty") applies only to the original End-User (the "End-User") of any Eaton 5P Lithium-ion Product(s) (individually and collectively, the "Product") and cannot be transferred. This Guaranty applies even in the event that the Product is initially sold by Company for resale to an End-User.

WHAT THIS GUARANTY COVERS: For the lifetime of the Product, Guarantor promises to repair or replace, at Guarantor’s option, the equipment (valued up to the limits shown below*) that is damaged by an AC power line surge, spike, or other transient when properly connected to Guarantor’s uninterruptible power system ("UPS"). Reimbursement for or restoration of data loss excluded. This Guaranty applies only if all of the following circumstances arise:

1. The UPS is plugged into properly grounded and wired outlets, using no extension cords, adapters, other ground wires, or other electrical connectors.
2. The installation of the UPS complies with all applicable electrical and safety codes described by the National Electrical Codes (NEC).
3. The UPS was used under normal operating conditions and in accordance with all labels and instructions.
4. The UPS was not damaged by accident (other than AC power line transient), misuse, or abuse.

*Cumulative Limits to be paid by Guarantor under this Load Protection Guaranty:

$150,000 for Eaton UPS Models 5P Lithium-ion

WHAT THIS GUARANTY DOES NOT COVER: Any reimbursement or repair to End-User’s equipment does not include reimbursement for or restoration of any data loss. This Guaranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the charge of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication, or incorrect installation of Product; (d) repair or alteration of Product not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment, or modification of any kind to the Product not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product’s labels or instructions.

This Guaranty is not valid: (a) unless the End-User returns to Company the Warranty Registration Card or completes the registration form on www.eaton.com/PQ/Register within thirty (30) days of purchase; or (b) if the Product’s serial numbers have been removed or are illegible.

Company shall not be responsible for any charges for testing, checking, removal, or installation of any items.

LIMITATION OF LIABILITY: The remedies of the END-USER set forth HEREIN are exclusive and are THE sole remedies for any failure of COMPANY to comply with its obligations hereunder. EXCEPT AS OTHERWISE PROVIDED FOR IN THIS Guaranty, END-USER’s exclusive remedies are those provided herein. END-USER'S OR COMPANY’s failure to insist on strict performance of the terms and conditions of this Guaranty shall not be deemed a waiver of any provision hereof, and no waiver or surrender of any right under this Guaranty shall be deemed to be a waiver of this right in the same or any other instance.

Company shall not be responsible for failure to provide repair or replacement under this Guaranty due to causes beyond Company’s reasonable control.

END-USER’S OBLIGATIONS: In order to receive the benefits of this Guaranty, the End-User must use the Product in a normal way; follow the Product’s user’s guide; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Company’s obligations under this Guaranty are expressly conditioned upon receipt by Company of all payments due to it for the Product, in accordance with the contract terms under which the Product is sold, Company shall have no obligation under this Guaranty.

COSTS NOT RELATED TO GUARANTY: The End-User shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Guaranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses, or labor of Company representatives outside the terms of this Guaranty will be borne by the End-User.

TO MAKE A CLAIM: In the USA, call the Customer Reliability Center 7x24 at 800-356-5737. Outside of the USA, contact your local Eaton product sales or service representative. For comments or questions about this Load Protection Guaranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.