

Technical Notice

Ver.1.3, Nov 2017

Subject: PROLiNK Online UPS New Warranty Terms

Dear valued customer,

We are glad to inform that PROLiNK will be extending our new Online UPS series warranty period from 12 months to **24 months**.

For our valued overseas dealer, we will provide **additional 3 months** of warranty to cover the shipping and storage period.

This new warranty term is only applicable to the following conditions:

- (i) For PROLiNK Professional II/II+ and Master II/II+ series.
- (ii) For customer who have submitted their UPS product registration within 7 days of purchase.
- (iii) Applicable to the UPS internal cards and battery*, excluding accessories and exterior casing and Long-run model battery not sold by PROLiNK.

There is no change to the RMA claim procedure.

** Professional II (3P/1P), Master II (3P/3P) and Master II+ series battery is only warranted for a total period of **15 months**. The battery replacement brand will varies within the warranty period and will be certified by PROLiNK.*

PROLiNK reserves the right to determine whether the damage to the connected equipment is due to PROLiNK product failure by requesting that damaged equipment be sent to PROLiNK for inspection. THIS POLICY DOES NOT COVER DAMAGES CAUSED BY USE OF BATTERIES NOT SOLD FROM PROLiNK OR NON-PROLiNK ACCESSORIES WITH ANY PROLiNK PRODUCT OR ANY MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE OR OTHER HAZARD. This policy is in excess of, and applies only to the extent necessary beyond any coverage for the connected equipment provided by other sources, including, but not limited to, any manufacturer's warranty, and any extended warranty coverage