



A CHLORIDE POWER PROTECTION COMPANY

Warranty, Policies & Procedures

For ONEAC Power Conditioners
ON Series® Power Conditioned UPSs
ONePlus™ Series Power Conditioned UPSs
Desk Power™ UPSs
Sinergy® Series UPSs
TeleStar™ Series DC Power Products

EDP Series UPSs
CP Series UPSs
Sentinel™ Series Voice & Data Line Protectors
OnLine® Voice & Data Line Protectors
Convergent Series® Voice & Data Line Protectors
FA Series High-Performance Filters
FilterOne® High-Performance Filters

I. Warranty

II. Life Critical Applications

III. Policies

- A. Terms of Service
- B. Shipping Charges
- C. Returns for Credit

IV. Procedures

- A. Contacting ONEAC Technical Services
- B. In-Warranty Repair
- C. In-Warranty Replacement Program
- D. Out-of-Warranty Repair
- E. Replacement Battery Packs

V. Service Products



A CHLORIDE POWER PROTECTION COMPANY

Warranty, Policies & Procedures

I. Warranty

On Series UPS, ONePlus Series UPS, and ONEAC Power Conditioner and Filter Products

ON Series UPS, ONePlus Series UPS, ONEAC Power Conditioner and Filter products are warranted free from defects in material and workmanship for five years. This warranty is limited to repairing or replacing, at ONEAC's option, any defective component, circuit board or module contained within the product only when it is returned with an ONEAC Return Material Authorization (RMA) number to ONEAC or to an ONEAC-designated repair facility.

Sinergy Series UPS, Desk Power UPS, and TeleStar Series DC Power Products

Sinergy Series UPS, Desk Power UPS and TeleStar DC Power products are warranted free from defects in material and workmanship for two years. This warranty is limited to repairing or replacing, at ONEAC's option, any defective component, circuit board or module contained within the product only when it is returned with an ONEAC Return Material Authorization (RMA) number to ONEAC or to an ONEAC-designated repair facility. ONEAC may, at its discretion, offer field repairs with warranty coverage limited to parts and labor only.

EDP Series and CP Series UPS Products

EDP Series UPS and CP Series UPS products are warranted free from defects in material and workmanship for one year following initial start-up but no more than 18 months after shipment, whichever occurs first. This warranty shall cover all parts and labor for units commissioned by manufacturer's approved service representative.

Sentinel, OnLine and Convergent Series Voice and Data Line Protectors

Sentinel, OnLine, and Convergent Series Voice and Data Line Protectors are warranted free from defects in material and workmanship for five years. This warranty is limited to repairing or replacing, at ONEAC's option, any defective component, circuit board or module contained within the product only when it is returned with an ONEAC Return Material Authorization (RMA) number to ONEAC or to an ONEAC-designated repair facility. However, these devices are intended to operate as fuses or fail-safe mechanisms to protect connected equipment. Self-sacrifice of these products due to extreme conditions constitutes normal operation and replacement under these conditions is not covered under warranty.

Batteries

Batteries, which may be included in the product but not manufactured by ONEAC, are warranted for two years, or the extent of the manufacturer's warranty. ONEAC makes available to the end user the manufacturer's warranty for the battery products used in conjunction with ONEAC manufactured products. The manufacturer's warranty terms shall remain in effect for the period of the warranty specified by the manufacturer. A warranty extension provided by ONEAC may supplement this warranty. When the manufacturer's warranty expires, the warranty extension shall become effective for the remainder of the agreed upon term. The warranty extension provided by ONEAC provides for the replacement of the battery or battery systems in the event that the batteries do not meet the manufacturer's specifications. ONEAC Corporation or an ONEAC designate shall provide the battery performance verification exclusively.

Items Not Manufactured by ONEAC

Certain modules and peripherals supplied with the product but not manufactured by ONEAC, including but not limited to fuses, batteries and other user-replaceable components, are warranted for ninety (90) days or the extent of the original manufacturer's warranty, whichever is longer.

Limitations of Warranty

This limited warranty does not cover any losses or damage resulting from shipment to or from the customer, or from improper installation, inappropriate environment, abuse, modifications, adjustments, or unauthorized repair.



Warranty, Policies & Procedures

Exclusive Remedies

Except as set forth herein and except as to title, there are no warranties, express or implied, or any affirmations of fact or promises by ONEAC for the products, their merchantability, or fitness for any particular purpose. In no event shall ONEAC be liable for lost profits, goodwill, or any other special or consequential damages.

The ONEAC Corporate Officer must approve any warranties, programs or policies not stated herein in writing before they will be implemented with any customer. All terms, prices, etc., stated herein are subject to change without notice.

II. Life Critical Applications

While ONEAC believes it designs and manufactures very reliable products, many of the vendors that ONEAC sources components from do not recommend or endorse the use of their products in life critical applications. By extension, ONEAC must adhere to the same business policy and does not recommend the use of our products in life critical applications.

Disclaimer

ONEAC products are not designed, intended or authorized for use in systems intended to support or sustain life, or for any other application in which the failure of the ONEAC product could create a situation where personal injury or death may occur. Should Buyer purchase or use ONEAC product for any such unintended or unauthorized application, Buyer shall indemnify and hold ONEAC and its officers, employees, subsidiaries, affiliates and distributors harmless against all claims, costs, damages and expenses, and reasonable attorney fees arising out of, directly or indirectly, any claim or personal injury or death associated with such unintended or unauthorized use, even if such claim alleges that ONEAC was negligent regarding the design or manufacture of the part.

III. Policies

A. Term of Service

ONEAC will provide service on all its power conditioner, UPS and telephone line protector products for both direct and non-direct customers. Charges for labor and parts will be assessed according to whether the product is under the warranty period, and whether the repair is categorized as a warranty or non-warranty repair.

Unless otherwise stated, the warranty period begins on the date the ONEAC product is shipped to the customer when shipped FOB Libertyville. When the ONEAC product is purchased through and shipped from a Distributor or a Reseller, the warranty period begins 90 days from the date of shipment from ONEAC.

B. Shipping Charges

If the ONEAC product is found to be defective within 45 days of shipment from ONEAC, ONEAC will ship the customer a new replacement product. The customer must return the defective unit to ONEAC within 30 days. All standard ground shipping charges, within the continental United States, will be paid by ONEAC.

If the ONEAC product is found to be defective more than 45 days, but less than one year, from the date of shipment from ONEAC, the customer must return the defective product to ONEAC for repair under warranty or the customer can elect to participate in the In-Warranty Replacement Program starting on page . Shipping charges to



A CHLORIDE POWER PROTECTION COMPANY

Warranty, Policies & Procedures

ONEAC will be the customer's responsibility. Standard ground shipping charges to return the repaired product or ship the replacement product to the customer, within the continental United States, will be paid by ONEAC.

If the ONEAC product is found to be defective more than one year from the date of shipment from ONEAC, the customer must return the defective product to ONEAC for repair under warranty or the customer can elect to participate in the In-Warranty Replacement Program starting on page 4. The customer will pay all shipping charges.

All shipments of products to ONEAC must be prepaid. Shipments arriving collect to ONEAC will be refused and returned to the customer.

If the customer requests air shipment from ONEAC, the customer will be responsible for the difference between the air freight charges and standard ground freight charges.

Note: In cases of improper use, shipping damage due to improper packing or retest (no trouble found), the customer will pay all shipping charges.

C. Returns for Credit

ONEAC will take back any standard product for credit within 60 days of the date of shipment from ONEAC provided that the product is in the original packaging and the packaging has not been opened. Non- standard products (custom-made or "specials"), products that were shipped from ONEAC more than 60 days prior to the return request or products that have been opened are considered not returnable.

A restocking fee amounting to 20% of the original purchase price will be assessed on all returns for credit. The customer must obtain an RMA (Return Material Authorization) number from Technical Support in order to return any product to ONEAC.

IV. Procedures

A. Contacting ONEAC Technical Services

For technical assistance on ONEAC products or to place orders for batteries or other spare parts, the customer may contact ONEAC Technical Support at the following telephone numbers:

For EDP and CP UPSs only:	
24-hour emergency service dispatch center	800-388-4234
Tollfree (customer service)	800-239-2257
Fax (customer service)	800-833-6829
For all other ONEAC products:	
Tollfree (USA)	800-327-8801, <i>choose Option 3</i>
Telephone (USA)	847-816-6000, <i>ask for Technical Support</i>
Fax (USA)	847-816-0259
E-mail address	ts@oneac.com
Telephone (Europe)	+44 (0) 2380 610311
Fax (Europe)	+44 (0) 2380 610852
Other	Contact local distributor or reseller



A CHLORIDE POWER PROTECTION COMPANY

Warranty, Policies & Procedures

The customer should have the following information ready when calling ONEAC Technical Support:

- Part number of the ONEAC product (located on the back of the unit, or behind the front cover on some models, and on the bottom of wall-mounted units).
- Serial number of the ONEAC product (same location as the part number).
- A detailed description of the problem.
- Any environmental circumstances that may have precipitated the problem.

B. In-Warranty Repair

During the warranty period, the customer may return any product thought to be defective to ONEAC for repair with an ONEAC RMA number.

Procedure

- The customer calls ONEAC Technical Support with the part number and serial number of the unit as well as a fault description. If the Technical Support Representative cannot solve the problem over the telephone, an RMA (Return Material Authorization) number will be issued to the customer. The customer sends the defective unit to ONEAC for repair, with the RMA number marked clearly on the outside of the box and on the packing slip.

Note: To avoid shipping damage, which is the responsibility of the customer, the customer should use the original carton and packing material from the unit. If these are not available, a box and packing material can be ordered from ONEAC Technical Support.

- Upon receipt of the product by ONEAC, and following testing to ensure that it is defective and has not been used improperly, ONEAC will repair the product at no charge to the customer. If the unit has been improperly used, ONEAC will repair the unit at the customer's request and invoice the customer for repair charges. For shipping charges, see *Shipping Charges* on page 2 of this document.
- If the product is found not to be defective, the customer will be assessed a fee for inspection and testing and the return shipping charges.

Note: The normal turn-around time for all products returned to ONEAC for repair is five working days. Expedite turn-around is available for an additional expedite fee. The customer will also be assessed any expedite shipping charges.

Customer discounts do not apply to repair charges or spare parts. Any charges assessed to the customer will be handled via purchase order number, credit card or C.O.D. shipment.

ONEAC may offer, at its discretion, or customers may request field repairs, with warranty coverage limited to parts and labor only. For units commissioned by ONEAC's approved service representative, on-site field service warranty is standard, with warranty coverage including parts, labor and travel.

C. In-Warranty Advance Replacement Programs

In-Warranty UPS Advance Replacement Program

If a UPS unit becomes defective after 45 days from the date of shipment from ONEAC, the customer may elect to participate in ONEAC's In-Warranty UPS Advance Replacement Program.

Under the UPS Advance Replacement Program, ONEAC will ship a reconditioned UPS unit to the customer in exchange for the defective unit.

Warranty, Policies & Procedures

For ON Series UPSs only: If the defective unit is still within the two-year battery warranty period, the replacement unit is sent with new batteries at no extra charge. If the defective unit is beyond the two-year battery warranty period, the customer may choose to purchase new batteries for the unit or to receive the replacement unit without batteries and swap the batteries from the defective unit.

Procedure

- The customer calls ONEAC Technical Support with the part number and serial number of the unit as well as a fault description. If the Technical Support Representative cannot solve the problem over the telephone, and the customer requests a warranty replacement unit, ONEAC will ship a refurbished replacement UPS unit to the customer under a purchase order number and an RMA number will be issued for the return of the defective unit.
- The customer will be invoiced the full price of the replacement unit, replacement batteries (where applicable) and a replacement fee. For shipping charges, see *Shipping Charges* on page 2. An expedite fee will be assessed for shipments required to ship on the same day of the customer's request for a replacement unit (subject to availability).
- Upon receipt of the replacement unit, the customer will return the defective unit to ONEAC, using the box and packing material from the replacement unit, with the RMA number marked clearly on the outside of the box and on the packing slip. See *Shipping Charges* on page 2 for shipping charges. The defective unit must be received by ONEAC within 30 days.
- Upon receipt of the defective unit, ONEAC will repair the unit and credit the customer the full price of the replacement unit (not including the replacement fee, applicable replacement battery cost, applicable shipping charges or expedite fees), less any non-warranty repair charges, such as damage incurred due to improper use or improper packaging.

In-Warranty TeleStar DC Power Advance Replacement Program

Certain modular components (CSU, rectifiers etc.) of our DC power product line may be eligible for advance replacement. The same procedures apply as with UPS products. Contact ONEAC Technical Support for details.

In-Warranty Power Conditioner Advance Replacement Program

If an ONEAC power conditioner is determined to be defective and the customer elects to participate in the In-Warranty Power Conditioner Replacement Program, the same procedures apply as with the UPS products. This program is not valid for Power Conditioners rated at 5kVA or greater.

Credit Policy on Returned Units

If the replaced unit is returned within 30 days of shipment from ONEAC, the customer will receive the full credit amount as outlined above. For each 30 day period beyond that time, the credit amount will be reduced by 20%. If the unit is not received within 180 days of shipment, no credit will be issued.

Other Items

The customer will recognize that the serial number of the replacement unit **will not** be the same as the serial number of the original unit.

The warranty period from the original unit **remains in effect** on the replacement unit.

Any charges assessed to the customer will be handled via a purchase order number, credit card or C.O.D. shipment.



A CHLORIDE POWER PROTECTION COMPANY

Warranty, Policies & Procedures

D. Out-of-Warranty Repair

After the warranty period, ONEAC will repair an ONEAC product as a billable out-of-warranty repair at the customer's request. Should the unit be unrepairable or if the cost of repairing the unit exceeds the price of a replacement unit, ONEAC will suggest a new or refurbished replacement unit.

Procedure

- The customer calls ONEAC Technical Support with the part number and serial number of the unit as well as a fault description. If the Technical Support Representative cannot solve the problem over the phone, he or she will issue an RMA (Return Material Authorization) number for the unit to be returned to ONEAC for repair.
- The customer returns the product to ONEAC, or an ONEAC-designated repair facility, with the RMA number marked clearly on the outside of the box and on the packing slip. The customer must prepay shipping charges. Shipments arriving collect at ONEAC will be refused and returned to the customer.
- Upon receipt of the product by ONEAC, and after testing to identify the problem, ONEAC will contact the customer with a quote for the price of the repair. If the customer elects to approve the quote, the product will be repaired and shipped back to the customer within five working days
- The minimum repair charge for small power conditioners is 1/2 hour labor. For all other units, the minimum charge is one hour labor. If the product is found not to be defective, the customer will be assessed the minimum repair charge for testing the unit.
- ONEAC will ship the repaired product to the customer and assess any repair charges, handling charges and shipping charges. Charges will be assessed via a purchase order number, credit card or C.O.D. shipment.

Any replaced or repaired parts are warranted by ONEAC for 90 days.

Customers may request on-site field repairs. All labor, parts, travel time and expenses are the responsibility of the customer.

E. Replacement Battery Packs

Battery packs for ONEAC UPS products carry a two-year warranty. See your UPS Users Manual for more information on batteries.

For ON Series, OnePlus and Desk Power Series UPS Products: If a battery or a battery pack fails during that time and has not been misused or improperly stored, ONEAC will ship a new battery pack (or packs, depending on the unit type) free of charge to the customer. The customer is responsible for the shipping charges, except as stated in the *Shipping Charges* section on page 2. Outside the warranty period, customers should purchase factory replacement battery packs either directly from ONEAC or from authorized ONEAC Distributors and Resellers. Call ONEAC Technical Support for current pricing.

Note: To ensure optimal performance and battery life, ONEAC selects premium quality batteries and tunes the UPS battery charger and test circuits to the characteristics of these batteries. With safety in mind, ONEAC uses patented battery pack assemblies to ensure safe handling and easy installation. To preserve the performance and warranty of your UPS, use only original equipment replacement batteries.



A CHLORIDE POWER PROTECTION COMPANY

Warranty, Policies & Procedures

For Sinergy Series, CP Series and EDP Series UPS Products: Replacement internal batteries (if present), or batteries contained in external battery cabinets, are not user replaceable. Contact ONEAC Technical Support for battery replacement options and current pricing (within or outside warranty period).

Improper Storage

Improper long-term storage may damage the UPS batteries and invalidate the battery warranty. Disconnecting a UPS from its AC utility power source for an extended period of time results in lost battery charge. To keep the batteries fully charged and maximize the life of the batteries, connect the UPS to an AC power source while it is in storage. If this is not possible, the UPS must be connected to a power source for 24 hours at least once every 4 - 6 months, or every 2 - 3 months if the ambient temperature is more than 30°C (86°F).

Disposal of Depleted Batteries

Within the U.S.: ONEAC replacement battery packs are shipped with a UPS A.R.S. label for prepaid return shipping to ONEAC for proper recycling. Simply pack the depleted battery pack in the box and packing material the replacement pack was shipped in, seal the box and affix the A.R.S. label to the box. The box can be given to any UPS driver or call 1-800-PICK-UPS (1-800-742-5877) for the nearest UPS drop-off location. On-site battery replacements performed by an ONEAC approved service representative (for batteries not user replaceable) include removal from the site and disposal/recycling in accordance with EPA regulations.

Outside the U.S.: Contact your local refuse processing facility for information on battery recycling in your area, or contact local ONEAC Technical Support for more information.

To order replacement batteries, contact ONEAC Technical Support at:

For EDP and CP UPSs only:	
24-hour emergency service dispatch center	800-388-4234
Tollfree (customer service)	800-239-2257
Fax (customer service)	800-833-6829
For all other ONEAC products:	
Tollfree (USA)	800-327-8801, <i>choose Option 3</i>
Telephone (USA)	847-816-6000, <i>ask for Technical Support</i>
Fax (USA)	847-816-0259
E-mail address	ts@oneac.com
Telephone (Europe)	+44 (0) 2380 610311
Fax (Europe)	+44 (0) 2380 610852
Other	Contact local distributor or reseller

AN ONEAC CORPORATE OFFICER MUST APPROVE ANY WARRANTIES, PROGRAMS OR POLICIES NOT STATED HEREIN IN WRITING BEFORE THEY WILL BE IMPLEMENTED WITH ANY CUSTOMER. ALL TERMS, PRICES, ETC., STATED HEREIN ARE SUBJECT TO CHANGE WITHOUT NOTICE.

Warranty, Policies & Procedures

V. Service Products

A variety of service products are available, including:

- Original equipment replacement battery packs and extended run battery cabinets
- Extended warranties
- Turnkey installation
- Preventive maintenance contracts
- On-site service options (including start-up/commissioning, battery replacement and site surveys)
- Customer training
- Product refurbishment/re-certification program

For more information or a quote, contact ONEAC Technical Services at:

Tollfree (USA)	800-327-8801, <i>choose Option 3</i>
Telephone (USA)	847-816-6000, <i>ask for Technical Support</i>
Fax (USA)	847-816-0259
E-mail address	ts@oneac.com
Telephone (Europe)	+44 (0) 2380 610311
Fax (Europe)	+44 (0) 2380 610852
Other	Contact local distributor or reseller



A CHLORIDE POWER PROTECTION COMPANY

Warranty, Policies & Procedures

ONEAC

27944 North Bradley Road
Libertyville, IL 60048-9700

United States

Toll Free: (800) 327-8801
Tel: (847) 816-6000
Fax: (847) 680-5124
Email: info@oneac.com

ONEAC Europe

George Curl Way
Southampton
Hampshire SO18 2RY
UK

Tel: +44 (0) 2380 610311
Fax: +44 (0) 2380 610852
Email: info@oneac.com

Visit our website at www.oneac.com

ONEAC, ON Series, Sinergy, Sentinel, Convergent Series, Sinergy, FilterOne and OnLine are registered trademarks and TeleStar, and Desk Power are trademarks of ONEAC Corporation. All other trademarks are the property of their respective companies.

© 2005 ONEAC Corporation

Printed in the U.S.A. Part No. 955-053 Rev. D