



SSG and SSG-RP UPS Products with Lead-Acid Batteries

LIMITED WARRANTY

Four-Year Limited Warranty: Falcon Electric warrants that this product will be free from defects in materials and workmanship for a period of four years from the date of shipment within the 50 states and Canada (Domestic). The warranty is limited to one year for all other destinations (International).

Procedures: Any defective product must be returned to Falcon. No product can be returned without first obtaining a Return Material Authorization (RMA) number from Falcon. Falcon will repair, replace or refund the purchaser price, at Falcon's sole discretion, for any defective product that is returned to Falcon with an RMA number. For defective product sold domestically, as defined above, returned within 30 days of shipment, Falcon will pay for the shipping costs to and from its service center. For a defective product returned after 30 days but within 90 days of shipment, Falcon will only pay for shipping costs in sending the new or repaired product back to the end-user. For a defective product returned more than 90 days after shipment, all shipping costs will be borne by the end-user. Falcon will not pay any shipping costs sold internationally, as described above.

Exclusions: This limited warranty does not cover damage caused by: (i) improper installation, misuse or neglect; (ii) unauthorized repairs or modifications or use of unauthorized parts; (iii) acts or events outside of Falcon's control, such as fire, accidents, impacts; (iv) normal wear and tear, such as cleaning and replacement of batteries.

The warranty is null and void if: (i) the product is used in conjunction with life support equipment; (ii) The factory seal is broken or shows signs of tampering; or (iii) the battery is allowed to discharge below the minimum battery cutoff point. To prevent this discharge, remove the battery fuse, or switch the battery disconnect to the "off" position when the unit is to be stored without the AC power being supplied to the UPS for more than two days. The battery must be recharged every four to six months when not in use. This limited warranty is not transferable.

Limitations: In no event is Falcon responsible for any special, indirect, secondary or consequential damages, such as personal injury, damage to property, loss of data, lost profits, etc. In no event will Falcon's liability under this limited warranty exceed the purchase price paid for the product in question.

Disclaimers: The limited warranties set forth in this document are the only warranties that apply to Falcon's products. All other warranties are expressly disclaimed, including any implied warranties of merchantability or fitness for a particular purpose. This warranty gives you specific legal rights, and you may have other legal rights that vary from state to state.