

LifeSafety Power Warranty

LifeSafety Power warrants to the original purchaser only that all products shall be free from defects in material or workmanship at time of shipment. This warranty is non-transferable.

Our obligation under this warranty is limited to repair or replacement, at the sole discretion of LifeSafety Power, of products that are defective in material or workmanship at the time of shipment, provided they were used within the specified ratings and installed in accordance with Good Engineering Practices, and provided said products are returned to us transportation prepaid and are proven by our examination to have been defective.

This warranty does not extend to any of our products which have been subject to misuse, neglect, accident, improper application or installation, nor shall it extend to material which has been altered or repaired outside the factory. Batteries, transformers and enclosures are not covered under this warranty.

This warranty also does not apply to removal or installation costs and LifeSafety Power will not be liable to the purchaser, the customer or anyone else for incidental or consequential damages, including but limited to lost profits, arising from or related to any defect in, or malfunction of its products.

LifeSafety Power does not assume any responsibility for damage or injury to person or property due to improper care, storage, handling, abuse, misuse, or an act of God.

EXCEPT AS STATED ABOVE, LIFESAFETY POWER MAKES NO WARRANTIES, EITHER EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING WITHOUT LIMITATION THE CONDITION OF ITS PRODUCTS, THEIR MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

Products in the PROWIRE™ classification will be assembled to the LifeSafety Power description of operation unless otherwise stated. At the time of installation it is the obligation of the purchaser or final installer to verify that all wired terminations provide the desired operation. LifeSafety Power does not assume any responsibility for damage to installed or externally connected equipment resulting from misuse, negligence, accident, or improper application, or installation.

LifeSafety Power reserves the right to make changes to any products without prior notice in order to improve reliability, function, design or accuracy. For international customers outside of North America, LifeSafety Power warrants the product for a maximum period of five (5) years from date of invoice.

Lifetime Warranty

Products Covered: Unified Power Solutions®, ProWire® solutions, Traditional Power, Helix Redundant Power, Rackmount solutions, PoE solutions, Enclosures, Boards and Components (excluding LED Light Kits)

3-year Warranty

Products Covered: LED Light Kits

RMA & Returns

All product returns or replacements must adhere to LifeSafety Power's Return Material Authorization (RMA) process. Before returning any product, an RMA/CCF number must be obtained from LifeSafety Power (LSP) after troubleshooting has been performed in accordance with the LSP Technical Support department. For factory pre-configured systems, LSP reserves the right to provide component(s) of the system in lieu of the entire unit. The information below outlines the process for obtaining an RMA/CCF on a LifeSafety Power product.

For more information, contact Technical Support at 888-577-2898 x2 or techsupport@lifesafetypower.com

Visit www.lifesafetypower.com/en/support/warranty for the latest information about our warranty.