



## TERMS AND CONDITIONS

### Limited Lifetime Warranty Program

PHOENIX CONTACT Ltd.  
8240 Parkhill Drive  
Milton ON L9T 5V7  
Phone: 800.890.2820  
[www.phoenixcontact.ca](http://www.phoenixcontact.ca)

The following warranty is exclusive and is offered in addition to Phoenix Contact Ltd.'s other published base product warranties.

Under the Phoenix Contact Ltd. "Cabinet Confidence" Limited Lifetime Warranty (LLW) program, commencing on the respective date of registration in the program, Phoenix Contact Ltd. will provide a warranty, to original buyers of products sold in Canada who have registered in the program, and to similarly registered subsequent purchasers of OEM equipment into which the products have been installed by the original buyer, that the following categories of Phoenix Contact Ltd. products will be free from defects in workmanship and materials for the lifetime of the product:

#### Covered Product List:

All Products from Phoenix Contact Ltd. in the following categories, except as explicitly listed in the Excluded Product List.

##### Controllers

Electronic contactors and motor control

Functional safety

Industrial communication technology

Installation and mounting material

I/O systems

Lighting and signaling

Marking and labeling

Measurement and control technology

Monitoring

##### Power supplies and UPS

Protective devices

Relay modules

Sensor/actuator cabling

Software

Surge protection and interference filters

System cabling for DCS and PLC

Terminal blocks

Tools

#### 5-year Extended:

**Industrial PCs, Human Machine Interfaces** are excluded from Limited Lifetime Warranty, however with LLW program registration, Phoenix Contact Ltd. will extend existing warranty to 5 years.

#### Excluded Product List:

**Automatic Tools, Printers** and are not included in this program.

Normal wear and tear on electromechanical relay contacts and wearable parts of hand tools are not covered. Wearable parts include: tips of screwdrivers, springs, cutting edges of a tool and the die set in a hand crimp tool.

Batteries and replacement of batteries of electronic devices and LEDs of lighting modules are not covered.

## Program Detail:

Phoenix Contact Ltd. will repair or replace any defective product if, in its sole discretion, the product is determined to be defective. Replacements will be limited to the availability of identical replacement or compatible hardware. Repairs will be limited to the availability of replacement components. Advance replacements will not be provided and any shipping or handling costs incurred in returning the product to Phoenix Contact Ltd. are not covered.

No warranty will be given for damage resulting from, among other things, abuse, neglect, misuse, accident, improper storage, incorrect power sourcing or accessories, altering the product from its original state, or for any product which has not been installed, operated or maintained within Phoenix Contact's published product specifications and installation recommendations. **Furthermore, all electronic components covered under this program must be powered and protected at the time of installation, and at all times thereafter, in accordance with Phoenix Contact's recommendations for power supply and surge suppression protection.** To ensure coverage of electronic components under this program, any application specific questions regarding the proper selection of any power supply and protection components should be directed to Phoenix Contact Ltd.'s Technical Support Team. Phoenix Contact Ltd. makes no warranty with respect to any products which are manufactured by or which carry the brand of a third party who is not an affiliate of Phoenix Contact Ltd.

In no event shall Phoenix Contact Ltd. be liable (regardless of the form of action, whether in contract or in tort or otherwise, including negligence) for special, indirect, incidental, consequential or punitive damages alleged to be as a consequence of any damage to, failure of, or defect in any product, including damages for lost profits, data, time, revenues and the like, even if Phoenix Contact Ltd. is advised in advance of the possibility of such damages.

Purchases made prior to registration in this program are not eligible for coverage. For all claims submitted for coverage under this program, Phoenix Contact Ltd. reserves the right to audit the application and purchase history for products referenced in the claim in order to confirm proper compliance with the terms and conditions specified for coverage under this program.

Upon discovery of any alleged defect, the program participant shall promptly notify Phoenix Contact Ltd., via the Cabinet Confidence LLW Claim request procedure located on the Phoenix Contact Ltd. website, of any product failure or defect and such notice must contain reasonable detail as to the nature of the failure or defect within thirty (30) days of such discovery of any claim. Failure to give the notice within this period may constitute an unqualified acceptance and waiver of such claim.

Phoenix Contact Ltd. reserves the right to terminate this program at any time. Should this program be terminated, any purchases made by registered participants of the program during the period while the program was active would still remain covered by the program.

This warranty applies only to Phoenix Contact Ltd.'s products which are sold in Canada and which were purchased from the following authorized LLW distributors or solution partners of Phoenix Contact Ltd:

Authorized LLW Distributor	Franchise Area
Advanced Motion & Controls	Ontario
Allied Electronics	Canada
Alpha Controls	Ontario
Armatek Automation Inc.	Ontario
Arrow Electronics	Canada
Aztec Electrical Supply	Ontario
Chess Controls	Ontario, Quebec
Daltco Electric	Ontario
Dubo Electrique Ltée/Rousseau Walker	Quebec
EECOL Electric	Northern Ontario, Manitoba, Saskatchewan, Alberta, BC, Territories
Electro-5 Inc.	Quebec
Graybar Canada	Ontario, Alberta
Groupe LD	Quebec
Guillevin International Co.	BC, Atlantic Canada
Ideal Supply	Ontario
Industrial Solutions Inc.	Alberta, BC
Interior/Queale Electronics	BC
Jacmar	Quebec
MRO Electronic Supply Ltd.	Alberta, BC
Proax	Newfoundland & Labrador, Quebec, Ontario, BC
RAE Industrial Electronics	Atlantic Canada
Robertson Electric Wholesale	Ontario
Sager Electronics	Ontario
Sesco	Ontario
Taylor Fluid Systems	Ontario
TTI Inc.	Canada
Utech Electronics	Canada
Westburne	Quebec

Solution Partners	Service Area
3 Phase Power	BC, Alberta, Manitoba
Cyr Systeme	Quebec
DataRealm Inc.	Ontario
ICI Electrical Engineering	BC
IGRL Engineering Consultants	Quebec
JCT Technologies	Alberta
Nivek Automatisation	Quebec
Team Power Solutions	Saskatchewan