Power Supplies

5 Year USA Standard Warranty

Phoenix Contact USA, Inc. (“Phoenix Contact”) warrants that all power supplies in the QUINT, TRIO, STEP, UNO, CHARX, and MINI families (the “Product”) purchased by a customer, either directly from Phoenix Contact USA or its authorized distributor in the USA shall be free from defects in material and workmanship under normal use and service for a period of five (5) years from the date of shipment.

This warranty extends only to power supplies and UPS products. Energy storage devices such as Valve Regulated Lead Acid (VRLA) batteries and Lithium Ion batteries and ESSENTIAL series power supplies are excluded from this warranty. VRLA batteries and Lithium Ion batteries are warranted under the separate Phoenix Contact global one (1) year standard product warranty.

The ESSENTIAL series power supplies are warranted under the Phoenix Contact USA three (3) year warranty. See separate document for more information on separate product warranties.

Customer shall promptly notify Phoenix Contact, USA using the RMA process of any Product failure or defect, with reasonable detail as to the nature of the failure or defect.

Notwithstanding anything to the contrary, the five (5) year warranty will be voided in the following circumstances: failure to adhere to the terms of this warranty; misuse; improper operations; improper installation; improper maintenance; alteration or modification of the Product; damage to the Product resulting from an accident; or unusual degradation of the Product or parts due to an unsuitable installation environment.

No representation or other affirmation of facts, including but not limited to statements regarding capacity, suitability for use or performance of the Product, shall be or be deemed to be a warranty or representation by Phoenix Contact for any purpose, nor give rise to any liability or obligation of Phoenix Contact whatsoever.

Customer’s sole and exclusive remedy in the event of breach of warranty, as set forth herein, is expressly limited to (1) the correction of the defect by adjustment, repair, modification, or replacement, or (2) issuance of a credit or refund of the purchase price for the defective Product at Phoenix Contact’s election and sole expense.

This warranty extends only to Products purchased by the customer from Phoenix Contact’s USA affiliate and its authorized USA distributors.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.