

Technical Notice

Ver.1.6, Sep 2022

Subject: Prolink Online UPS New Warranty Terms

Dear valued customer,

We are glad to inform that Prolink will be extending our new Online UPS series warranty period from 12 months to **24 months**.

For our valued overseas dealer, we will provide **additional 3 months** of warranty to cover the shipping and storage period.

This new warranty term is only applicable to the following conditions:

- (i) For PROLiNK Professional II/II+ and Master II/II+ series, Giant Series (TX Type) and Giant II Series (TX Type)
- (ii) For customer who have submitted their UPS product registration within 7 days of purchase.
- (iii) Applicable to the UPS internal cards and battery*, excluding accessories and exterior casing and Long-run model battery not sold by PROLiNK.

There is no change to the RMA claim procedure.

** * The battery warranty of Professional II (3P/1P), Master II and II+ Series (3P/1P and 3P/3P), Giant Series (3P/1P and 3P/3P) and Giant II Series (3P/3P) is warranted for a total period of 15 months.*

The replacement battery brand will vary within the warranty period and will be certified by PROLiNK.



This warranty is only applicable to manufacture defects and SHALL NOT APPLY to:

- 1) Equipment repaired or altered by others other than PROLiNK or PROLiNK Distributor.
- 2) Equipment subjected to negligence, accident, or damage by circumstances beyond ProLink control, or to improper operations, maintenance, or storage, or to other than normal use or service.
- 3) UPS used for improper load application, wrong or inadequate electrical current, voltage, frequency or connection.
- 4) UPS which serial number has been altered, defaced, or removed.
- 5) UPS installation and operation which is not in accordance with below recommendation.
 - Recommended UPS installation and operation temperature shall be **25 deg C**.
 - UPS installation and operation area shall be properly ventilated, dry and no condensation.
 - UPS shall not be installed under direct sunlight and rain.
 - UPS installation is for indoor only and shall not be installed at outside opened space.
 - Ventilation holes for UPS air inlet/ outlet shall not be blocked.
- 6) Battery installation which is not in accordance with below recommendation.
 - Batteries shall be provided with a refresh charge every **4~6 months** while in storage.
 - Batteries are recommended to install at normal ambient temperature of **25 deg C**.
 - For working temperature, **8~10 deg C above** normal temperature of **25 deg C** will cause reduction of battery life span by half and warranty period shall also be reduced by half.
 - For temperatures outside the above specification limits of the battery, warranty becomes null and void.



Warranty does not cover reimbursement for labour, transportation, removal, installation, or other expenses, which may be incurred in connection with repairs or replacement.

PROLiNK reserves the right to determine whether the damage to the connected equipment is due to PROLiNK product failure by requesting that damaged equipment be sent to PROLiNK for inspection. THIS POLICY DOES NOT COVER DAMAGES CAUSED BY USE OF BATTERIES NOT SOLD FROM PROLiNK OR NON-PROLiNK ACCESSORIES WITH ANY PROLiNK PRODUCT OR ANY MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE OR OTHER HAZARD. This policy is in excess of, and applies only to the extent necessary beyond any coverage for the connected equipment provided by other sources, including, but not limited to, any manufacturer's warranty, and any extended warranty coverage

