



10-Year Free Replacement VG Product Warranty

CITEL AMERICA, INCORPORATED, (Citel) warrants that its "VG" family of Surge Protective Devices (SPDs) including its individual modules and assembled systems shall free from defects in material and workmanship under normal use and service for a period of 10 years from date of original purchase as indicated on the warranty activation card or alternatively by the date of manufacture.



In addition, the product families incorporating Citel's "VG" technology including, specifically, models DS50VGPVS-500 and DS50VGPVS-1000 shall carry an extended 10-year free replacement warranty which covers SPD failures due to any electrical anomaly including lightning.



Written authorization and/or Return Material Authorization (RMA#) is required to return any equipment or parts to Citel prior to any claim. The customer shall return the SPD to Citel at their cost. Citel shall choose to repair or replace the SPD, without additional cost to the original purchaser/end-user for labor and parts only. This warranty applies only to devices that have not been modified, altered, tampered with, misused or misapplied, repaired by other than Citel, or subjected to abnormal working conditions, involved in an accident, neglected and shall not apply unless installed by qualified technician. The warranty period for repaired devices or replacement devices will be only the remaining portion of the original 20-Year Free Replacement Warranty.

THE CUSTOMER AGREES THAT NO OTHER REMEDY (INCLUDING BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR LOST PROFITS, LOST SALES, INJURY TO PERSON OR PROPERTY, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL LOSS) SHALL BE AVAILABLE TO THEM.

THE FOREGOING WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and of any other obligations or liabilities on the part of the Citel, and no other person is authorized to assume for Citel any other liability with respect to equipment sold by the Citel. Citel shall have no liability with respect to equipment not of its manufacture.

IF FOR ANY REASON ANY OF THE FOREGOING PROVISIONS SHALL BE INEFFECTIVE, CITEL'S LIABILITY FOR DAMAGES ARISING OUT OF ITS MANUFACTURE OR SALES OF EQUIPMENT, OR USE THEREOF, WHETHER SUCH LIABILITY IS BASED ON WARRANTY, CONTRACT NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE, SHALL NOT IN ANY EVENT EXCEED THE FULL PURCHASE PRICE OF SUCH EQUIPMENT.

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