



STATEMENT OF WARRANTY

Effective April 1, 2024

1. WARRANTY CERTIFICATION

- a. PLC-Multipoint is engaged in the design, manufacture, and commissioning of sensors and control systems.
 - i. Products manufactured by PLC-Multipoint are compliant with:
 - 1. UL508A – Industrial Control Panels or
 - 2. UL916 – Energy Management Equipment.
 - ii. All PLC-Multipoint products are designed and manufactured in conformance with ISO 9001-2015 Quality Management Systems.
- b. Hardware
 - i. PLC-Multipoint, Inc. warrants its electrical and electronic products to be free of defects for the warranty term.
 - ii. The scope of products includes:
 - 1. Items manufactured by PLC-Multipoint, Inc.
 - 2. Items included as accessory components for use with PLC Multipoint equipment.
- c. Software
 - i. PLC-Multipoint warrants its software to be free of defects for the warranty term.
 - ii. The scope of software includes:
 - 1. Application programs used for controlling electrical and electronic products.
 - 2. Integrated interface software used to configure, monitor and control electrical and electronic products.
 - 3. External interface software used to communicate with other systems.
 - 4. All third party commercial software will be licensed to the customer with the site address.
 - 5. PLC application software is warranted for the revision level used at the time of development and deployment to the site at startup.

2. TERM OF WARRANTY

- a. This warranty applies to standard, non-custom PLC Multipoint equipment. Non-standard, custom equipment warranty terms are addressed in Section 6 CUSTOM PROJECTS below, as applicable.
- b. All products and software are warranted for a period of five (5) years from the date of sales order invoice.

3. WARRANTY CLAIM PROCEDURE

- a. Warranty claims can be initiated by contacting PLC-Multipoint Customer Service via email at customerservice@plcmultipoint.com or by phone at 866-998-5483.
- b. Upon receipt of a warranty claim, PLC-Multipoint, Inc. will, at its discretion, issue a Return Material Authorization (RMA) for the return of equipment. For warranty claims against software embedded in a controller, an RMA may be issued for the controller or control module.
- c. The claimant is responsible for shipping equipment at their expense to PLC-Multipoint unless otherwise directed by PLC Multipoint.
- d. Upon receipt at a PLC Multipoint facility, returned equipment will be examined and a determination as to the cause of failure will be documented. The acceptance or denial of the warranty claim shall be based upon this determination.



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- e. Software warranty claims will be investigated and a determination made as to compliance with project requirements. The acceptance or denial of the warranty claim shall be based upon this determination.

4. WARRANTY FULFILLMENT

- a. Equipment determined to be defective will be remedied by one of the following methods at PLC Multipoint's discretion:
 - i. Credit to claimant account
 - ii. Repair of item by PLC-Multipoint, Inc.
 - iii. Replacement of item by PLC-Multipoint, Inc.
- b. Software determined to be in non-compliance will be remedied at PLC Multipoint's discretion as follows:
 - i. Software update and testing to confirm requirement compliance. Compliant software may be provided to the claimant via:
 - 1. A hardware storage device or an email attachment.
 - 2. A software reload into controller or control module
 - 3. A site visit to load software into the controller on site
- c. PLC-Multipoint, Inc. will, at its discretion ship advance replacements for suspected defective products upon claimant request.
 - i. The claimant must provide a Purchase Order for the replacement equipment and will be invoiced for the shipment and freight.
 - ii. Upon a determination that the warranty claim is valid, the claimant will be credited for the cost of both the replacement equipment and freight.
 - iii. Upon determination that a warranty claim is not valid, equipment will either be returned to the claimant at their expense or discarded, based on claimant's preference.
- d. Replacement products or software will be warranted for the remainder of the original product or software warranty term.

5. EXCLUSIONS

- a. The following items fall outside of PLC Multipoint's warranty certification:
 - i. Products:
 - 1. Used for purposes other than those stated in product data sheets or project requirements.
 - 2. Placed into service in violation of listed component ratings or by UL508A or UL916.
 - 3. Altered or modified after delivery.
 - 4. Equipment damage resulting from incorrect or faulty installation.
 - ii. Software:
 - 1. Installed on equipment not supported by PLC-Multipoint.
 - 2. Used in violation of PLC-Multipoint copyrights.
 - 3. Altered or modified after delivery.
 - 4. Unauthorized use, duplication or disclosure of any software delivered by PLC-Multipoint, Inc. for any purpose other than operation or maintenance of purchased equipment without PLC-Multipoint, Inc.'s prior written consent.
 - 5. Third party commercial software or software revision updates.





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- b. PLC-Multipoint, Inc. shall not be responsible for consequential or indirect damages caused by accident, abuse, mishandling, dropping, or the misapplication of its products.
- c. PLC-Multipoint is not liable for incidental, indirect, or consequential damages to connected or unconnected non-PLC-Multipoint equipment, including without limitation, damage to or loss of any equipment, lost sales/profits resulting from failure of PLC-Multipoint equipment. PLC-Multipoint is not responsible for unanticipated delays in performing services covered under this warranty agreement.
- d. PLC-Multipoint, Inc will not reimburse claimant labor costs for original installation, assistance, removal, shipping, receiving, or re-installation of product.

6. CUSTOM PROJECTS

- a. For projects that do not utilize standard, non-custom PLC Multipoint equipment, warranty terms are described in a customized project addendum that is part of the project documentation.