

## SL-500X<sup>®</sup>, SL-500FX<sup>™</sup>, SL-1000X<sup>®</sup> ServerLIFT EXTENDED WARRANTY

### EXTENDED WARRANTY COVERAGE

The Extended Warranty extends all coverage, limitations, exclusions, terms and conditions specified in the ServerLIFT Limited Warranty (“Limited Warranty”) to the ServerLIFT (collectively “Equipment”) except for the Extended Coverage Variations listed below. The Extended Warranty also includes benefits in addition to those covered by extending the Limited Warranty which are specified in the Additional Benefits listed below.

For the Extended Warranty Periods listed below, unless superseded by the Limited Warranty, ServerLIFT Corporation (henceforth “ServerLIFT”) warrants that the Equipment:

1. Will be free from breakdowns in mechanical and electrical systems and operations.
2. Will perform substantially in accordance with ServerLIFT’s published specifications.

ServerLIFT will repair or replace any parts that are in-warranty in accordance with the Extended Warranty Repair Policy listed below.

	Limited Warranty	Extended Service & Warranty*	Extended Warranty*
Coverage Period	Year 1	1, 3, or 5 Year Terms	1, 3, or 5 Year Terms
Application	Defects In Material & Workmanship	Breakdown from wear & tear	Breakdown from wear & tear
Parts	✓	✓	✓
Shipping	✓	✓	✓
Labor	✗	✓	✗
Battery	Prorated Replacement	N/A	N/A
Ability to Extend Warranty	✗	✓	✓
Year-End Service	✗	✓	Service Kit only
Preferred Pricing <sup>^</sup>	✗	✓	✓
Time of Purchase	N/A	Prior to the end of previous Extension	Prior to the end of previous Extension

\* 1st year of extended coverage runs concurrently with the Limited Warranty period. Extended coverage limited to 5 years.

<sup>^</sup> for replacement or spare parts not covered under warranty

### EXTENDED COVERAGE VARIATIONS

The Extended Warranty does not extend Limited Warranty coverage to:

1. Defects in material & workmanship which are covered exclusively by the Limited Warranty.
2. Replacement or prorated cost of the battery.

### ADDITIONAL BENEFITS

The Extended Warranty includes the following benefits that are exclusive of the Limited Warranty coverage:

1. Purchasing an Extended Warranty during the first thirty days of the Limited Warranty Period makes additional Extended Warranties available (i.e. allows for the continued extension of the Limited Warranty beyond its one year period).<sup>1</sup>
2. Year-End Preventative Maintenance & Service. This service will be performed near the end of each Extended Warranty year by you or your contracted technician. For this service ServerLIFT provides:
  - An all-inclusive Service Kit, including standard shipping of the kit to the service site
  - Remote support to you or your contracted technician
3. Preferred pricing on replacement or spare parts, the costs of which would not be covered under the Limited Warranty.

<sup>1</sup> If an Extended Warranty is desired and one was not purchased during the first 30 days of the Limited Warranty Period, a Warranty Reinstatement Fee is applicable and includes an Equipment Inspection and Re-Certification visit by a ServerLIFT technician.

## **EXTENDED WARRANTY PERIODS**

Extended Warranty Periods are available in one, three, or five year terms. Extended coverage is limited to a total of five years from the date of purchase.

## **EXTENDED WARRANTY REPAIR POLICY**

For warranty service assistance call ServerLIFT Corporation at 1-602-254-1557 between 9:00 a.m. and 5:00 p.m. Mountain Standard Time, Monday through Friday (excluding observed holidays), email [support@serverlift.com](mailto:support@serverlift.com) or visit <http://serverlift.com/support/>.

Equipment that fails to comply with this warranty shall, at ServerLIFT's sole discretion, be repaired or exchanged for an equivalent replacement. You are responsible for returning the non-conforming Equipment, properly packaged, to ServerLIFT during the Warranty Period. ServerLIFT will pay return shipping costs of Equipment serviced under the Extended Warranty.

To obtain warranty service or to return Equipment, written notification must be made to ServerLIFT in advance via email ([support@serverlift.com](mailto:support@serverlift.com)), internet (<http://serverlift.com/support/>) or fax (1-602-254-1975) that must include the following information:

- Equipment serial number;
- Date of original Equipment receipt;
- Original Extended Warranty invoice and/or invoice number (proof of purchase);
- Contact information of the end-user and location of Equipment; and
- Description of the problem and/or desired service action.

In the event of a return or repair that is determined to occur at ServerLIFT's facilities, you will be issued a Warranty Repair Authorization (WRA) number and shipping instructions. Otherwise, ServerLIFT will arrange to remotely support your in-house or contracted service tech based on a mutually convenient schedule. ServerLIFT does not provide onsite labor or cover the costs of onsite labor under the terms of this warranty extension.

Equipment returned with a void warranty and/or without prior notification to and approval from ServerLIFT may be repaired and/or shipped back to the end-user at their expense.

If it is determined that the problem is not covered under warranty, you will be contacted with service alternatives available on a time and materials basis. You will also be responsible for all applicable shipping costs.

## **EXTENDED WARRANTY LIMITATIONS**

IN NO EVENT SHALL SERVERLIFT BE LIABLE, WHETHER IN CONTRACT, NEGLIGENCE, TORT, OR ON ANY OTHER BASIS, FOR COVER OR FOR INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SALE, SERVICES, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION IN THE OPERATION OF EQUIPMENT, SERVICES, HARDWARE OR SOFTWARE, EVEN IF SERVERLIFT IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES SO THIS LIMITATION MAY NOT APPLY TO YOU.

This warranty and performance hereunder shall be governed by and construed in accordance with the laws of the State of Arizona without reference to its choice of law principles.

## **WARRANTY EXTENSIONS AND SERVICE CONTRACTS**

Additional Extended Warranty Periods and service contracts are available to suit your specific needs. To learn more about these optional service programs contact ServerLIFT sales via email ([sales@serverlift.com](mailto:sales@serverlift.com)) anytime or by phone (1-602-254-1557) 9:00 a.m. and 5:00 p.m. Mountain Standard time, Monday through Friday (excluding observed holidays).