

Product Warranty

The length of Tripp Lite's product warranty varies depending upon the country where the product was purchased and the type of product you purchased. Please refer to the limited warranty included in your product's manual. For information on a specific product and its limited warranty, select the model number of your product from the drop down list on the right. For additional information, please call Customer Support at (773) 869-1234 or submit your [Technical Support Request](#) online. If outside the U.S. or Canada, please call Customer Support at (773) 869-1313 or email your request to intlservice@tripplite.com. Tripp Lite will attempt to diagnose and resolve your issue over the phone, e-mail or through remote assistance. Tripp Lite may direct you to download and install designated software updates.

To obtain service under Tripp Lite's limited warranty, you must be the original purchaser/user of the product and you must obtain a Returned Material Authorization (RMA) number from Tripp Lite or an authorized Tripp Lite service center. Products must be returned to Tripp Lite or an authorized Tripp Lite service center with transportation charges prepaid within 30 days of the product deficiency and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase. Call Tripp Lite Customer Service before sending any equipment back for warranty service.

TRIPP LITE'S LIMITED WARRANTY DOES NOT APPLY TO NORMAL WEAR OR TO DAMAGE RESULTING FROM ACCIDENT, MISUSE, ABUSE OR NEGLIGENCE. TRIPP LITE MAKES NO WARRANTIES OTHER THAN THE LIMITED WARRANTY EXPRESSLY SET FORTH HEREIN. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED; AND TRIPP LITE'S WARRANTY EXPRESSLY EXCLUDES ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES. (Some states do not allow limitations or exclusion of implied warranties, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Tripp Lite's limited warranty gives you specific legal rights, and you may have other rights which vary from jurisdiction to jurisdiction).

Tripp Lite

1111 W. 35th Street
Chicago, IL 60609 USA

WARNING: The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Because individual applications are subject to great variation, Tripp Lite makes no representation or warranty as to the suitability or fitness of these devices for any specific application. The policy of Tripp Lite is one of continuous improvement. Specifications are subject to change without notice.

Lifetime

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for life. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

6-MONTH LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 6 months from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

1-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 1 year from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

18-MONTH LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 18 months from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-Year Power Module/6-Month Battery

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years (for the power module) and 6 months (for the batteries) from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-Year Power Module/1-Year Battery

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years (for the power module) and 1 year (for the batteries) from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-Year/3-Year with Registration

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years (or 3 years with product registration) from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

30-MONTH LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 30 months from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

3-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 3 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

4-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 4 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

5-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 5 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

7-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 7 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for a specific period, which varies depending on the product, from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

Insurance Coverage

(This is a limited warranty valid in the U.S, Canada and Puerto Rico only.)



Tripp Lite warrants, for the lifetime of the product, (at Tripp Lite's option) to repair or replace (on a pro rata basis) directly connected equipment that is damaged due to power transients while properly connected to Tripp Lite products offering the Ultimate Lifetime Insurance Policy. Power transients include spikes and surges on the AC power, data or telephone lines that the Tripp Lite products have been design to protect against (as recognized by industry standards). The following four paragraphs are conditions that must be complied with before the warranty becomes valid; failure to comply with these requirements will void the warranty.

AC Power Line Transients: To claim damages, the Tripp Lite product must be plugged into a properly wired and grounded outlet. No extension cords or other electrical connections may be used. The installation must comply with all applicable electrical and safety codes set forth by the National Electrical Code (NEC). Except as provided above, this warranty does not cover any damage to properly connected electronic equipment resulting from a cause other than an "AC power transient". If user meets all of the above requirements, Tripp Lite will repair or replace (at Tripp Lite's option) equipment up to the specified value (See Ultimate Lifetime Insurance Policy Limits). No coverage is allowed for damage entering from telephone or data lines, unless they are separately protected, as described below.

Telephone and Data Line Transients: Tripp Lite will repair or replace directly connected equipment that is damaged by transients on telephone and/or data lines only when all such paths are protected by a Tripp Lite protection product(s) and the AC power (utility) line is simultaneously protected by a Tripp Lite power protection device (UPS, surge suppressor or line conditioner) with Ultimate Lifetime Insurance coverage. Additional telephone and/or data line connected devices downstream must have their own telephone and/or data line protectors.

Reimbursement dollar limits will be equal to that of the Tripp Lite power protection protector. Coverage is excluded where a suitable environment for the protection device is not provided, including, but not limited to, lack of a proper safety ground. Telephone service equipment must also include a properly installed and operating "primary protection" device at the telephone service entrance (such devices are normally added during telephone line installation).

All above warranties are null and void if the Tripp Lite product has been improperly installed, tampered with or altered in any way, or if the connected equipment was not used under normal operating conditions or in accordance with any labels or

instructions. All claims under this warranty must be submitted in writing to Tripp Lite within 30 days of the occurrence or the claim will not be considered. This warranty does not include damage resulting from accident or misuse, and applies to the domestic (USA, Canada and Puerto Rico) use of these products only. Tripp Lite reserves the right to determine whether the damage to the connected equipment is due to malfunction of the Tripp Lite product by requesting the equipment in question be sent to Tripp Lite for examination. This policy is above and beyond, only to the extent needed, of that provided by any coverage of connected equipment provided by other sources, including, but not limited to, any manufacturer's warranty and/or any extended warranties.

EXCEPT AS PROVIDED ABOVE, TRIPP LITE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not permit limitation or exclusion of implied warranties; therefore, the aforesaid limitation(s) or exclusion(s) may not apply to purchaser. EXCEPT AS PROVIDED ABOVE, IN NO EVENT WILL TRIPP LITE BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. Specifically, Tripp Lite is not liable for any costs, such as lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, costs of substitutes, claims by third parties or otherwise. Coverage also does not apply to connected medical and industrial equipment.

To receive service under this warranty, you must be the original purchaser/user of the product in question. You must obtain a Returned Material Authorization (RMA) number from Tripp Lite. Products must be returned to Tripp Lite with transportation charges prepaid and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase.

TRIPP LITE

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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.