



CHATSWORTH PRODUCTS

TERMS & CONDITIONS / WARRANTY STATEMENT

Designed to support reliable, high-performance infrastructure systems across data centers, enterprise, and edge environments.

Terms & Conditions

The following Terms and Conditions apply to CPI's authorized distributor partners.

Chatsworth Products, Inc. (CPI) maintains a policy of continuous product improvement and reserves the right to make changes without notice.

Products are F.O.B. Destination (prepaid and add) within the 48 contiguous United States. Export packaging, insurance, taxes, tariffs, and duties are not included. For export shipments, contact Customer Service at 800-834-4969 (U.S. & Canada) or 818-739-3400 (international).

All orders are subject to CPI acceptance and a minimum order value of \$200 USD per shipment. Written confirmation is required prior to shipment. Standard payment terms are Net 30 unless otherwise agreed.

STANDARD FACTORY WARRANTY

CPI-Branded Hardware Products (Including Oberon)

CPI warrants all CPI-branded hardware products, including Oberon-branded products, excluding RMR Industrial Enclosures, to be free from defects in materials and workmanship for a period of three (3) years from the date of purchase.

CPI-branded RMR Industrial Enclosures are covered by a one (1) year limited warranty and are subject to corrosion-related limitations and exclusions outlined below.

Unless otherwise specified, this warranty applies to all CPI-branded products.

All warranty processes, return requirements, exclusions, and limitations described in this section apply equally to CPI and Oberon-branded products.



Warranty Service Process

Customers must contact CPI support to report a defective product. CPI reserves the right to determine, in its sole discretion, whether a product or any field-replaceable component is defective.

If a defect is confirmed, CPI will:

- Provide a new or remanufactured replacement unit or component
- Issue a Return Material Authorization (RMA) number

Return and Replacement Requirements

The customer is responsible for returning the defective product or component under the issued RMA within 30 days of receiving the replacement.

Failure to return the defective product within this timeframe may result in CPI invoicing the customer for the replacement unit or component. Exceptions must be authorized by CPI in writing.

Replacement products or components are covered for:

- The remaining original warranty period, or
- 90 days from the date of replacement, whichever is longer

Shipping Responsibility

Return freight charges are the responsibility of the customer, unless the defect is reported within 30 days of receipt of the original product, in which case CPI will cover or reimburse reasonable return shipping costs.

General Warranty Exclusions

This warranty does not apply to products that have been subjected to:

- Misuse, abuse, neglect, or improper installation or operation
- Unauthorized repair, modification, or alteration
- Normal wear and tear or cosmetic damage not affecting functionality
- Environmental conditions exceeding published specifications
- Damage resulting from natural disasters or external forces beyond CPI's control
- Improper storage prior to installation, including exposure to outdoor elements. Products must be stored indoors and protected from environmental conditions.

Limitations for Liability



No warranties, express or implied, are provided other than those stated herein, including but not limited to implied warranties of merchantability or fitness for a particular purpose.

Under non-circumstances shall CPI be liable for any indirect, or consequential damages, including loss of use, revenue, or business interruption arising from the use of or inability to use the product.

Corrosion Limitations - RMR Industrial Enclosures

CPI notes that standard testing to meet NEMA protection ratings does not account for all environmental conditions, including exposure to industrial chemicals, corrosive agents, or site-specific environmental factors.

Corrosion Disclaimer

CPI provides no warranty against:

- Corrosion, oxidation, pitting, coating degradation, or chemical attack

Selection of appropriate materials and finishes is the sole responsibility of the customer based on the intended installation environment.

Corrosion-Related Exclusions

This warranty does not cover damage or degradation resulting from:

- Exposure to chemicals, fumes, vapors, or airborne contaminants
- Environmental conditions outside published specifications
- Galvanic corrosion due to dissimilar metals
- Improper installation, modification, or field alteration
- Lack of maintenance, improper cleaning, or abrasion
- Standing water, submersion, or inadequate drainage

Non-CPI / Third-Party Products

All non-CPI branded products resold through CPI carry only the original manufacturer's warranty. All warranty claims must be submitted directly to the original manufacturer.

CPI-Branded UPS Products

Warranty coverage varies by configuration:

- Lithium-Ion UPS Models: 6-year standard warranty (no extensions)
- Single-phase Lead-Acid Models: 3-year standard warranty, extendable to 5 years



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- Three-phase Lead-Acid Models: 2-year standard warranty, extendable up to 5 years

EXTENDED WARRANTY

CPI offers extended warranty coverage for up to two (2) additional years beyond the standard warranty period for a total of up to five (5) years of coverage, where applicable.

Extended warranties may be purchased:

- At the time of product purchase, or
- At any time prior to expiration of the original warranty

All standard warranty terms and conditions apply during the extended period.

Exclusions

Extended warranty coverage is not available for:

- CPI-branded Lithium-Ion UPS products
- RMR Industrial Enclosures