



## GLOBAL ENERGY INNOVATIONS LIMITED WARRANTY FOR PRODUCTS, ACCESSORIES AND SOFTWARE

### What Does this Warranty Cover?

Subject to the exclusions contained below, Global Energy Innovations warrants its EC1000™, EC2000™, Dynapulse™ Systems (“Products”), Global Energy Innovations-branded or certified accessories sold for use with these Products (“Accessories”) and Global Energy Innovations software contained on CD-Roms or other tangible media and sold for use with these Products (“Software”) to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer’s exclusive remedy, and applies as follows to new Products, Accessories and Software purchased by consumers, which are accompanied by this written warranty:

PRODUCTS COVERED	LENGTH OF COVERAGE
<b>Products as defined above.</b>	<b>One (1) year</b> from the date of purchase by the first consumer purchaser of the product.
<b>Accessories as defined above.</b>	<b>One (1) year</b> from the date of purchase by the first consumer purchaser of the product.
<b>Products or Accessories that are Repaired or Replaced.</b>	<b>The balance of the original warranty or for ninety (90) Days</b> from the date returned to the consumer, whichever is longer.
<b>Software</b> as defined above. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM).	<b>Ninety (90) days from the date of purchase.</b>

### What is not covered? (Exclusions)

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Ornamental Decorations.** Ornamental decorations such as emblems and graphics, and other decorative elements, are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 60% of their rated capacity and batteries that leak are covered by this limited warranty.

**Abuse & Misuse.** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) Subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Global Energy Innovations, are excluded from coverage.

**Use of Non-Global Energy Innovations Products and Accessories.** Defects or damage that result from the use of Non-Global Energy Innovations branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than Global Energy Innovations, or its authorized service centers, are excluded from coverage.



**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non- Global Energy Innovations housings, cases, or parts, are excluded from coverage.

**Software Embodied in Physical Media.** No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

**Software NOT Embodied in Physical Media.** Software that is not embodied in physical media (e.g. software that is downloaded from the internet), **is provided “as is” and without warranty.**

**Who is covered?** This warranty extends only to the first consumer purchaser, and is not transferable.

**What will Global Energy Innovations Do?** Global Energy Innovations, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned / refurbished / pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, site data, configurations, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

**How to Obtain Warranty Service or Other Information?** To obtain service or information, please contact:

#### **Your Local Representative or Distributor**

- <http://www.globalei.com/distributorsAndReps.html>

#### **Global Energy Innovations Customer Services**

- Main Phone Number: +1.415.354.5688
- Facsimile: +1.415.354.5738
- Email: [support@globalei.com](mailto:support@globalei.com)
- Or visit us online at <http://www.globalei.com>

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#### **What Other Limitations Are There?**

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