

Warranty Policy

Preen hardware products are warranted against defects in materials and workmanship. If Preen receives notice of such defects during the warranty period, Preen shall, at its option, either repair or replace hardware products that prove to be defective.

1. **DURATION AND COMMENCEMENT OF WARRANTY PERIOD:**

The warranty period shall commence on the invoice date. For Preen equipment the standard warranty period shall be one-year parts and labor.

2. **THIRD PARTY NON-PREEN PRODUCTS:**

Non-Preen products sold individually:

All Non-Preen products will be covered by Preen for one year. After one year, Preen does not take responsibility and owners should contact Third Party Manufacturers for warranty service and provide model numbers and serial numbers of the Third Party item.

Non-Preen products sold within assembled Preen systems:

All Non-Preen products supplied within assembled systems by Preen Service Centers will be covered by the Preen system's two year warranty and shall not exceed two years of coverage through Preen.

During the warranty time period, Preen reserves the right to repair, replace, or upgrade the 3rd party non-Preen products and / or items with either new or remanufactured condition based on availability.

3. **GLOBAL REPAIR SERVICE:**

Preen provides global repair service for our products and systems, including standard warranty. In Warranty and Out of Warranty service is available at Preen Service Centers in the USA, Mainland China and Taiwan. Customers should contact the closest Service Center to arrange for necessary repair service overseas. Please refer to our website for the service center closest to your location.

4. **EXTENDED WARRANTY SERVICE:**

Warranty service beyond the time period described in item one above is available to purchase at time of order entry and up to ninety days thereafter. A maximum of 5 years of total warranty can be purchased. "Global" extended warranty is also available and would be in addition to the cost for extended warranty service only in the USA or Canada. Please contact our Sales Department at 949-988-7799 for pricing information.

5. **HOW TO OBTAIN SERVICE IN USA and CANADA:**

For products requiring repair service from Preen in the USA and Canada, the owner shall

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192 Technology Drive, Suite S, Irvine, CA 92618, USA

TEL: +1-949-988-7799 E-mail: sales@acpower.net

Web: www.acpower.net



contact the local sales office to obtain a Preen repair RMA request form. This form must be filled out completely including product catalog number, serial numbers, and complete problem description and mailed to us at service@acpower.net. After this form is returned to Preen an RMA number will be issued for your repair return. A Preen Technical Support Engineer may contact you to discuss your problem prior to issuing an RMA number.

[Download Repair RMA Request form](#)

6. **HOW TO OBTAIN GLOBAL SERVICE:**

For products requiring repair service from Preen outside the USA and Canada, owners shall contact the closest Preen Service Center located in USA, Mainland China, or Taiwan. Please refer to our website for contact information. Please be prepared to give the same information as required in item 5 above.

7. **RETURNING PRODUCTS FOR REPAIR:**

The owner shall prepay shipping charges (and pay all applicable duties, taxes, and other such charges) when returning products to Preen for repair service. Except for products returned to the owner from a country other than the USA or Canada, Preen shall pay for return of products to the owner. Products shall be returned to the owner with the same level of freight service as the owner used when returning the product to Preen for repair.

8. **SHIPPING DAMAGE AND WARRANTY:**

Damage or any loss to Preen equipment caused by any transportation service while enroute to the customer is not considered a product defect and therefore ineligible for warranty service. All Preen equipment is shipped FOB Shipping Point so the responsibility for loss or damage claims to transportation services is the responsibility of the purchaser. If Preen is notified of loss or shipping damages within 5 days after invoice date, Preen may assist the customer with filing the claim and coordinate the repair or replacement of the product with any compensation provided by the transportation company.

9. **LIMITATION OF WARRANTY:**

Warranty service shall not apply to defects resulting from:

- a. Improper or inadequate maintenance by owner
- b. Unauthorized disassembly, modification, or misuse
- c. Operation outside the environmental specifications of the product
- d. Improper site preparation and maintenance
- e. Improper storage or handling by owner
- f. Owner supplied software, hardware, or interfacing
- g. All warranty is voided if the Preen warranty label or serial number is removed, illegible, or missing.

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