

2022

Warranty & Product Repair Policy

The Beckwith Electric Company, Inc.'s ("Beckwith") Warranty is defined in its Standard Terms and Conditions for Sale of Goods and Services (attached hereto as "Addendum A"). Beckwith hereby limits and disclaims liability on non-conforming products to the replacement of the goods or adjustment or repair of any affected part thereof, at Beckwith's sole discretion, and total liability shall not exceed the value of that replacement. The customer shall assume all responsibility and expense for removal, reinstallation, (re)shipment, freight, and transportation costs in connection with this remedy and extend to replacement products and affected parts furnished.

The Warranty Period is five (5) years from date of shipment from BECO for Products and Engineering Services, not listed below under the ten (10) year warranty policy.

The Warranty Period is ten (10) years from the date of Shipment from Beckwith:

M-2001D, M-3311A, M-3425A, M-6200A, M-6280A, M-6283A, M-76XX Platform

Beckwith provides a warranty for equipment enclosures, manufactured by Beckwith, guaranteeing that our enclosures will be free of defects in material and workmanship for ten (10) years from the date of delivery. However, Beckwith will not be liable for any damages resulting from improper handling and storage after delivery which can adversely affect product quality. Determination of improper handling or storage will be by Beckwith Electric Co., Inc. examination of returned product.

REPAIR COST ESTIMATES: Cost estimates will be provided upon request by the customer. This requires a thorough evaluation of the unit and may involve minor repairs before the charges can be assessed. Estimates start at a minimum of \$300 for the initial fee assessment charge.

TURN AROUND TIME FOR REPAIRS: The normal turn around cycle is fifteen (15) business days from the date Beckwith receives the goods at its factory.

IN-WARRANTY REPAIRS

FREIGHT: Units returned must be received prepaid. The value of the unit shall not be invoiced to Beckwith at the time of the return. Repaired units will be shipped at our expense. Priority returns, when requested, will be shipped at the customer's expense.

REPAIR CHARGES for PROTECTION: Early product life failures (within thirty (30) days) are the responsibility of Beckwith and will be repaired at no charge including calibration, hi-pot, SWC test, 24-hour burn-in, and final electrical/mechanical test.

In-warranty units returned for repair due to damage from misuse in service, including damage from subjecting a relay to over voltage, will be subject to out-of-warranty rates. Units returned with an open fuse, or units for which no problem can be detected, will be subject to an out-of-warranty minimum surcharge fee of \$500 for the standard test and recertification performed. Units damaged beyond repair will be returned to the customer. However, once Beckwith informs the customer of those units damaged beyond repair, the customer may give Beckwith the right to dispose of such items and/or parts. Beckwith shall, whenever possible, pass the original manufacturer's warranty to customer, for any third-party sourced or non-Beckwith products and/or parts provided



to Beckwith or required by customer, including those in packaged or assembly solutions, including cabinets, control enclosure structures and systems, panels or box containers.

From time to time a customer may simply want to test, recertify, upgrade firmware and/or have a modification done to a protective relay, synchronizer, or MBT product while the unit is still in warranty. In those cases, the following charges will apply:

Test/Recertify Relay	\$500
Firmware Upgrade & Test/Recertify Relay	\$500
Modification & Test/Recertify Relay	**

**To be determined.

REPAIR CHARGES for CONTROLS: Early product life failures (within 30-days) are the responsibility of Beckwith Electric and will be repaired at no charge including calibration, hi-pot, SWC test, 24-hour burn-in, and final electrical/mechanical test. In-warranty units returned for repair due to damage from misuse in service, including damage from subjecting a control to over voltage, will be subject to *out-of-warranty* rates below. Units returned with an open fuse, or units for which no problem can be detected, will be subject to an out-of-warranty minimum surcharge fee of \$300 for the required test and recertification performed. Units damaged beyond repair will be returned to the customer unless the customer directs and/or approves Beckwith to dispose of items and/or parts that could not be replaced. Beckwith shall, whenever possible, pass the original manufacturer's warranty to customer, for any third-party sourced or non-Beckwith products and/or parts provided to Beckwith or required by customer, including those in packaged or assembly solutions, including cabinets, control enclosure structures and systems, panels or box containers. From time to time a customer may simply want to test, recertify, upgrade firmware and/or have a modification done to a control product while the unit is still in warranty. In those cases, the following charges will apply:

Test/Recertify Control	\$300
Firmware Upgrade & Test/Recertify Control	\$300
Modification & Test/Recertify Control	**

**To be determined.

OUT-OF-WARRANTY REPAIRS

FREIGHT: Units returned must be received prepaid. Repaired units will be shipped at the customer's expense. Normal shipping mode is "ground" unless otherwise requested.

REPAIR CHARGES for PROTECTION: The repair charges for Protection products as well as Synchronizing, and Motor Bus Transfer products are as follows:

Test/Recertify Relay	\$500
Firmware Upgrade & Test/Recertify Relay	\$500
Minimal Repair (resistor/capacitor/diode replacement) & Test/Recertify Relay	\$1000
Minor Repair (power supply or HMI replacement) & Test/Recertify Relay	\$1500
Major Repair (replace CPU board) & Test/Recertify Relay	\$2500



Modification & Test/Recertify Relay

**

**To be determined.

NOTE: A Minimal Repair typically includes component replacement, calibration, hi-pot, SWC test, 24-hour burn-in, and final electrical/mechanical test.

REPAIR CHARGES for CONTROLS: The repair charges for control/adaptor panel, as well as control accessories are as follows:

Test/Recertify Control	\$300
Firmware Upgrade & Test/Recertify Control	\$300
Minimal Repair (resistor/capacitor/diode replacement) & Test/Recertify Control	\$400
Minor Repair (interface board or ancillary board) & Test/Recertify Control	\$600
Major Repair (replace CPU board) & Test/Recertify Control	\$1000
Modification & Test/Recertify Control	**

**To be determined.

90-DAY WARRANTY: Replaced components and repair work are under a ninety (90) day warranty from the date of completion. This shall constitute the exclusive remedy of the customer and the sole liability of Beckwith for failure of the products to perform as warranted hereunder.