

Product Warranty – Power Monitoring & Control Products

Standard Warranty

Effective April 1, 2020, Schneider Electric warrants power monitoring and control equipment manufactured by it and sold through authorized sales channels to be free from defects in materials and workmanship. The duration of the standard warranty is specified in the table contained in this document. The warranty starts from the date of invoice of the products. If the invoice date of the relevant products cannot be determined for any reason whatsoever, the warranty starts as of the manufacturing date code that is specified on each product, in which case the duration of the warranty as specified in Seller's technical library will be extended by 6 months. If within such period any such equipment shall be proved to Schneider Electric's satisfaction to be non-conforming, such equipment shall be repaired or replaced at Schneider Electric's option. This warranty shall not apply (a) to equipment not manufactured by Schneider Electric, (b) to equipment that has been repaired or altered by other than Schneider Electric so as, in its judgment, to affect the same adversely, or (c) to equipment that has been subjected to negligence, accident, or damage by circumstances beyond Schneider Electric's control, or improper operation, maintenance or storage, or to other than normal use or service. With respect to equipment not manufactured by Schneider Electric, the warranty obligations of Schneider Electric shall in all respects conform and be limited to the warranty actually extended to Schneider Electric by its supplier. Nonconforming products must be returned at Schneider Electric's expense for evaluation unless this is waived in writing. Replacement products may be new or reconditioned. The foregoing warranties do not cover reimbursement for labor, transportation, removal, installation, temporary power, or any other expenses that may be incurred in connection with repair or replacement. The repairing of, changes to, or replacement of the product or part of it during the warranty period shall in no case cause the product-warranty period to be extended. Warranty is voided on genuine Schneider Electric products if they are reconditioned. There is no warranty on counterfeit products.

THE WARRANTIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES (EXCEPT WARRANTIES OF TITLE), INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Except as may be expressly provided in an authorized writing by Schneider Electric USA, Inc., Schneider Electric USA, Inc. shall not be subject to any other obligations or liabilities whatsoever, other than as stated above with respect to equipment sold or services rendered by Schneider Electric USA, Inc. Notwithstanding anything to the contrary herein contained SCHNEIDER ELECTRIC USA, INC., ITS CONTRACTORS AND SUPPLIERS OF ANY TIER, SHALL NOT BE LIABLE IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE FOR LOST TIME, LOST PROFITS, OR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER. The remedies of the Purchaser are exclusive and the total cumulative liability of Schneider Electric USA, Inc., its contractors and suppliers of any tier, with respect to this contract or anything done in connection therewith, such as the use of any product covered by or furnished under the contract, whether in contract, in tort (including negligence or strict liability) or

otherwise, shall not exceed the price of the product, part, or service on which such liability is based.

Optional Warranties

Option 1—Extended: 2 to 5 years from Shipment. If requested by the Purchaser, and specifically accepted in writing by Schneider Electric, the standard warranty will be extended to two (2) years from date of invoice for a price addition of 1% of the net face value of the Purchase Order, will be extended to three (3) years from date of invoice for a price addition of 3% of the net face value of the Purchase Order, will be extended to four (4) years from date of invoice for a price addition of 5% of the net face value of the Purchase Order, or will be extended to five (5) years from date of invoice for a price addition of 7% of the net face value of the Purchase Order. This option is only available for the products indicated in the table contained in this document.

Option 2 - Extended: 6 to 10 years from Shipment. If requested by the Purchaser, and specifically accepted in writing by Schneider Electric, the standard warranty will be extended to six (6) years from date of invoice for a price addition of 1% of the net face value of the Purchase Order, will be extended to seven (7) years from date of invoice for a price addition of 3% of the net face value of the Purchase Order, will be extended to eight (8) years from date of invoice for a price addition of 5% of the net face value of the Purchase Order, will be extended to nine (9) years from date of invoice for a price addition of 7% of the net face value of the Purchase Order, or will be extended to ten (10) years from date of invoice for a price addition of 9% of the net face value of the Purchase Order. This option is only available for the products indicated in the table contained in this document.

Option 3 – Prime and Ultra support: 10 years from Shipment. The standard warranty will be extended up to ten (10) years from date of invoice at no additional cost when a Prime, Ultra, equivalent or greater support contract is purchased annually throughout the warranty period. For Purchasers that already have a support agreement, the extended warranty only applies to products purchased after May 5, 2017. For Purchasers that do not have a support agreement, the extended warranty only applies to meters purchased after May 5, 2017 and after the support agreement is activated. This option is only available for the products indicated in the table contained in this document.

Standard Warranty and Available Options

Product Range	Standard Warranty (Months)	Warranty Option Available = ■		
		Option 1	Option 2	Option 3
Energy, Power, and Power Quality Meters				
ION8650 series	120			
ION7400 series	60		■	■
ION9000 series	60		■	■
PM5000 series	60		■	■
PM8000 series	60		■	■
HDPM6000 series	18	■		
BCPM series	18	■		
PM2000 series	18	■		
EM3500 series	18	■		
EM4000/EM4800 series	18	■		
EM4200 series	18	■		
EM4900 series	18	■		
EMB/EME series	18	■		
PM3200 series	18	■		
iEM3000 series	18	■		
Energy Servers and Gateways				
EGX series	18	■		
Com'X series	18	■		
Panel Server series	18	■		

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This product must be installed, connected and used in compliance with prevailing standards and/or installation regulations. As standards, specifications and designs change from time to time, always ask for confirmation of the information given in this publication.

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