



**Lumina Power, Inc., as Seller, warrants that each Product sold by it is free of defects in materials and workmanship. Duration of warranty is as follows:**

- a. All Chassis enclosed products are covered for twenty-four (24) months from date of shipment. Products included but are not limited to the following product families: LDD, LDDHC, LDY, LDYHC, LDQCW, XLB (excluding XLB-300), MLB, CCPF and CCHP. Custom fully enclosed products may be covered for the same 24 months. Please consult factory for specific terms.
- b. All Open Frame products are covered for 12 months from date of shipment. Open frame power supplies are defined as any product that is not enclosed in a metal or plastic enclosure. Products included but are not limited to the following product families: LDPC, LDQPC, XLB-300 and any open frame custom products.
- c. All products returned for repair are covered for a period of 6 month or the balance of the original warranty, whichever is longer.

Warranty is not transferable to parties outside of original Buyer's corporate or educational organization. Seller will have sole discretion in making determination of validity of warranty if the Product is transferred to a different user group than the original Buyer.

Normal wear and tear and items expendable in normal use are not covered by this warranty.

All warranty repair or replacement of parts shall be limited to Product malfunctions, which, in the sole opinion of Seller, are due or traceable to defects in original materials or workmanship. Such determination will be made when the Product is returned to the Seller's factory, transportation prepaid by the Buyer, within the warranty period.

All obligations under this warranty shall cease immediately in the event of abuse, accident, alteration, misuse, or neglect of the Product. Use and service of the Product in a manner not in accordance with the Owner's Manual (if furnished) will likewise cause all obligations under this warranty to cease. Repaired or replacement parts are warranted only for the remaining unexpired portion of the original warranty period for the Product. After expiration of the applicable warranty period, Buyer shall be charged at the then current prices for parts, labor and transportation.

Seller has no responsibility under this warranty for the cost of any work (material, labor, and/or other expenses) performed by or incurred by Buyer or any third party for modification or repair of the Product unless specifically authorized in advance in writing by Seller.

Reasonable care must be used to avoid hazards. Seller expressly disclaims responsibility for loss or damage caused by use of its Products other than in accordance with proper operation procedures.

Other than those expressly stated herein, there are no other warranties of any kind, expressed or implied, and specifically included but not by way of limitation are the implied warranties of fitness or merchantability for a particular purpose.

It is understood and agreed the seller's liability whether in contract, in tort, under any warranty, in negligence or otherwise shall not exceed the return of the amount of the purchase price paid by the purchaser and under no circumstance shall seller be liable for special, indirect, incidental or consequential damages. The price stated for the product is a consideration in limiting seller's liability. No action, regardless of form, arising out of the transactions of this agreement may be brought by purchaser more than one year after the cause of action has accrued.

Seller's maximum liability shall not exceed, and buyer's remedy is limited to either (i) repair or replacement of the defective part of product, or at seller's option (ii) return of the product and refund of the purchase price, and such remedy shall be the buyer's entire and exclusive remedy.

Please see instructions on the following pages if you need to return a unit for repair.



## Returning a Product for Repair or Service

Lumina Power maintains a highly trained staff to diagnose and repair your power supply quickly and return it to you tested and ready to go back in service. To facilitate your repair please be aware of the following:

Lumina Power warranties all its products for up to 24 months (depending upon the model). You will need to supply customer service with the serial number of the product to obtain a return authorization.

In Warranty returns: will be repaired free of charge if the tamper seals are intact, product arrives in good condition, product shows no sign of misuse and original assemblies contained in the product can be repaired. Repaired product(s) will be returned to the customer via ground service at Lumina Power's expense or faster at the customers' expense.

Out of Warranty returns: If the product(s) is Out of Warranty, the standard cost to repair will be given to you when the return authorization is issued. A Purchase Order for the repair cost must be received before the product will be evaluated. This cost is valid if the tamper seal is intact, product arrives in good condition, product shows no sign of misuse and original assemblies contained in the product can be repaired. If that is not the case, you will be notified of any additional service related costs via email. If, at that time you decide you do not want the product serviced, it can be returned to you "as is" at your expense or it can be scrapped at our location, whichever you prefer. We require written permission to return or scrap unrepaired products. Repaired products are returned at the expense of the Customer and can be shipped per your instructions. All repairs are warranted for 6 months for failure of the repair ONLY.

Note: Replacement of the main PC Board is not covered by the Standard Repair charge. Lumina Power reserves the right to refuse to repair any product that has been tampered with or an attempt has been made to repair the product by unauthorized personnel.

Returned power supplies are typically evaluated, repaired and returned to the customer within 3 weeks. If additional repairs/materials are warranted, the repair may require additional time. Lumina Power is aware of the importance to all our customer's schedules and will do their best to return all products as quickly as possible.

## Shipping Instructions

The product should be shipped back to the following address with the return authorization number on the package or included on the documentation inside the shipping container.

Lumina Power Inc.  
26 Ward Hill Ave  
Bradford, MA 01835

If the original packaging is in good condition, it can be used to repack the product for return. Customer should use the bubble wrap and/or foam inserts that came with the product to insure proper packaging. **Note: Loose Styrofoam (peanuts) is not an acceptable packing material.** Shipping damage to the power supply can result in additional charges. **If it is determined that the unit has shipping damage, regardless of its age, it will be considered out of warranty and a purchase order will be requested for the repair cost.**

If you don't have the original packaging or it is damaged, please follow these guidelines:

- Wrap the product securely in a heavy-duty bubble pack or similar foam.
- Use a strong double-wall container that is made for shipping equipment Seal the container securely.
- Mark the container 'Fragile' to ensure proper handling.
- Please refer to your Return Authorization number in all correspondence