

Product Warranty

What Bet Power warrants, for how long, what voids it, and how to file a claim. The coverage that applies to your Goods is stated on your quote and Invoice.

// AT A GLANCE

Standard coverage	One (1) year against defects in workmanship and materials.
Extended coverage	Three (3) years total. Full coverage in year one, total failure only in years two and three.
Clock starts	The earlier of Bet Power's written ready-to-ship notice or delivery of the Goods.
Claim notice	Written notice within seven (7) calendar days of discovering the defect.
Remedy	Repair, replacement, or credit at Bet Power's discretion. Parts and factory labor only.
Claims to	support@bet-power.com

01 Scope

Goods supplied by Bet Power LLC ("Seller") are warranted to operate in accordance with their nameplate ratings when used under normal load and operating conditions, and when properly installed, operated, and maintained in accordance with standard industry practices and applicable manufacturer guidelines.

This warranty is provided to the original purchaser ("Buyer") and applies only to the coverage stated below. Where Buyer is a distributor purchasing for resale, this warranty may be transferred once to the end user identified on the order, on written notice to Seller. No other transfer is permitted.

This warranty is void and of no effect unless and until Seller has received full payment for the applicable Goods. It is issued under, and subject to, the Bet Power Terms and Conditions of Sale in effect on the Invoice date, published at bet-power.com/documents.

02 Coverage periods

One of the two coverage options below applies to your Goods, as stated on your quote and Invoice. In both cases the period runs from the earlier of (i) Seller's written notification that the Goods are ready to ship, or (ii) delivery of the Goods.

1 YEAR**Standard warranty**

For twelve (12) months, the Goods are warranted to be free from defects in workmanship and materials and, under normal use and conditions, to perform substantially in accordance with their intended electrical function.

3 YEAR**Extended warranty**

Year one is identical to the Standard warranty above. In years two and three, the Goods are warranted solely against Total Failure under normal operating conditions. Total coverage does not exceed three (3) years.

Total Failure means a condition in which the Goods cease to perform their intended electrical function and cannot be returned to service by routine maintenance, adjustment, or replacement of a consumable or accessory part. Reduced output, nuisance operation, cosmetic conditions, accessory or monitoring device failures, and defects that do not take the Goods out of service are not Total Failure.

Repair or replacement under this warranty does not restart or extend either period. Repaired or replacement Goods are covered for the remainder of the original period only.

03 Exclusions

This warranty does not apply, and is void as to any Goods or portion of them, where the defect, damage, or failure arises out of or relates to:

- Improper installation, commissioning, or startup by unqualified personnel.
- Misalignment, improper or inadequate maintenance or repair, or failure to follow the installation and operations manuals.
- Abuse, misuse, neglect, unauthorized modification or alteration, or operation outside nameplate-rated parameters.
- Physical or electrical stress beyond design parameters, including moisture ingress, corrosive environments, high-voltage surges, extreme temperature exposure, or abnormal operating conditions.
- Operator error, or failure to comply with applicable electrical codes, standards, or regulations.
- Accident, vandalism, terrorism, Acts of God, or any Force Majeure Event as defined in the Bet Power Terms and Conditions of Sale.
- Damage arising during transportation, handling, unloading, or storage after delivery to Buyer's designated location. Transit damage is handled under the Bet Power Shipping and Freight Policy, not under this warranty.
- Normal wear and tear, consumable items, and routine maintenance.
- Incompatibility or loss of functionality in combination with Buyer's equipment, software, or systems.
- Third-Party Products, which are covered under Section 04.

Cosmetic conditions. The Goods may contain minor cosmetic imperfections. This warranty does not cover light surface scratches, minor scrapes, or slight panel denting or bowing that do not affect functional performance.

04 Third-party products

Products manufactured by third parties ("Third-Party Products") may be supplied with, incorporated into, attached to, or packaged together with the Goods. Third-Party Products are not covered by this warranty and are subject solely to the warranties, if any, provided by their respective manufacturers. Seller will pass through the benefit of any such manufacturer warranty to the extent it is transferable.

SELLER MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THIRD-PARTY PRODUCTS, INCLUDING (a) ANY WARRANTY OF MERCHANTABILITY; (b) ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; (c) ANY WARRANTY OF TITLE; OR (d) ANY WARRANTY AGAINST INFRINGEMENT OF THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS, WHETHER EXPRESSED OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, OR OTHERWISE.

05 How to file a claim

Send claims to support@bet-power.com. To preserve a claim, Buyer must:

- Provide written notice of the defect within seven (7) calendar days of the date Buyer discovers, or reasonably should have discovered, it.
- Include a description of the defect, the affected Goods with model and serial number, the delivery date, and the nature of the alleged nonconformity.
- Take the affected Goods out of service. Continued operation after notice voids the claim.
- Give Seller a reasonable opportunity, not less than fifteen (15) business days from receipt of notice, to inspect the Goods in place or, at Seller's election, at a facility designated by Seller.
- If Seller requests return of the Goods, ship them to the facility Seller designates, at Seller's expense and using Seller's designated carrier.
- Cooperate in good faith with Seller's investigation, including access to installation records, maintenance logs, and operating data.

Seller has no liability under this warranty unless Seller reasonably determines that the Goods are defective and that the defect falls within the scope of this warranty. Seller has no liability where Buyer continued to operate the Goods after giving notice, where the defect results from Buyer's failure to follow Seller's or the manufacturer's instructions, or where Buyer altered or repaired the Goods without Seller's prior written consent.

06 Remedies and what is covered

For Goods covered during the applicable period, Seller will, at its sole discretion, either (i) repair or replace the defective Goods or any defective component, or (ii) issue a credit or refund for the purchase price of the Goods on a pro-rata contractual basis. If Seller requests return of the Goods, Buyer ships them to the location Seller designates at Seller's expense.

This warranty covers parts and factory labor only. Field labor, rigging, cranes, oil handling, site access, de-energization and re-energization, temporary power, and any cost of removing or reinstalling the Goods are Buyer's responsibility unless Seller agrees otherwise in writing. All major repairs under this warranty must

be performed at a facility designated by Seller. Buyer is responsible for all routine maintenance and standard service.

Any repair, modification, or replacement performed by anyone other than Seller, or without Seller's prior written consent, voids this warranty.

The remedies in this Section are Buyer's sole and exclusive remedy and represent Seller's entire liability for any breach of this warranty.

07 Limits

Seller's obligations under this warranty shall not exceed the original purchase price of the equipment. If the cost of repair or replacement would exceed the original purchase price, Seller's obligation is limited to a refund of the purchase price paid for the Goods.

SELLER DOES NOT WARRANT THAT THE GOODS WILL COMPLY WITH THE REQUIREMENTS OF ANY SAFETY CODE, REGULATION, OR ORDINANCE OF ANY STATE, MUNICIPALITY, OR OTHER JURISDICTION. DETERMINING SUCH COMPLIANCE IS THE RESPONSIBILITY OF THE BUYER. THE GOODS ARE SOLD ON THE BASIS OF BUYER'S OWN DETERMINATION THAT THE EQUIPMENT IS SUITABLE FOR ITS INTENDED APPLICATION. ANY ADVICE, RECOMMENDATION, OR GUIDANCE PROVIDED BY SELLER, OR THE ABSENCE OF IT, DOES NOT CONSTITUTE A WARRANTY AND CREATES NO LIABILITY ON THE PART OF SELLER.

ANY ORAL STATEMENTS OR REPRESENTATIONS MADE BY SELLER'S PERSONNEL REGARDING THE GOODS DO NOT CONSTITUTE WARRANTIES AND ARE NOT PART OF THE AGREEMENT FOR SALE. THIS DOCUMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE WARRANTY TERMS, AND ANY PRIOR OR EXTERNAL REPRESENTATIONS, WARRANTIES, OR COLLATERAL AGREEMENTS NOT EXPRESSLY INCLUDED HERE ARE SUPERSEDED AND VOID.

08 Acknowledgment

By accepting delivery of the Goods, placing an order, or executing a sales order or purchase agreement with Bet Power that references this Warranty, Buyer acknowledges having read, understood, and agreed to all terms set forth here.