

## **SERVERLIFT EXTENDED SERVICE AND WARRANTY** **SL-500X<sup>®</sup>, SL-500FX<sup>™</sup>, SL-1000X<sup>®</sup>, SL-500XL<sup>™</sup>, SL-500FXL<sup>™</sup> Models**

### **EXTENDED WARRANTY COVERAGE**

The Extended Service and Warranty extends all coverage, limitations, exclusions, terms and conditions specified in the ServerLIFT Limited Warranty (“Limited Warranty”) to the ServerLIFT machines (collectively “Equipment”) except for the Extended Coverage Variations listed below. The Extended Service and Warranty also includes benefits in addition to those covered by extending the Limited Warranty which are specified in the Additional Benefits listed below.

For the Extended Service and Warranty Periods listed below, unless superseded by the Limited Warranty, ServerLIFT Corporation (henceforth “ServerLIFT”) warrants that the Equipment:

1. Will be free from breakdowns in mechanical and electrical systems and operations.
2. Will perform substantially in accordance with ServerLIFT’s published specifications.

ServerLIFT will repair or replace any parts that are in-warranty in accordance with the Extended Warranty Repair Policy listed below.

	Limited Warranty	Extended Service & Warranty <sup>1</sup>	Extended Warranty Only <sup>1</sup>
Coverage Period	Year 1	1, 3, or 5 Year Terms	1, 3, or 5 Year Terms
Application	Defects In Material & Workmanship	Breakdown from wear & tear	Breakdown from wear & tear
Parts	✓	✓	✓
Shipping	✓	✓	✓
Labor	✗	✓	✗
Battery <sup>2</sup>	✓ <sup>2</sup>	N/A	N/A
Ability to Extend Warranty	✗	✓	✓
Year-End Service	✗	✓	Service Kit only
Preferred Pricing <sup>3</sup>	✗	✓	✓
Time of Purchase	N/A	Prior to the end of previous Extension	Prior to the end of previous Extension

<sup>1</sup> First year of extended coverage runs concurrently with the Limited Warranty period.

<sup>2</sup> Cost of replacement battery only. Does not include labor, shipping, or disposal of old battery.

<sup>3</sup> For replacement or spare parts not covered under warranty.

### **EXTENDED COVERAGE VARIATIONS**

The Extended Service and Warranty does not extend Limited Warranty coverage to:

1. Defects in material & workmanship which are covered exclusively by the Limited Warranty.
2. Replacement of the battery. Batteries sold or replaced (under Limited Warranty) by ServerLIFT are warranted independently and separate from the Equipment.

### **ADDITIONAL BENEFITS**

The Extended Service and Warranty includes the following benefits that are exclusive of the Limited Warranty coverage:

1. Purchasing an Extended Service and Warranty during the first thirty days of the Limited Warranty Period makes additional Extended Warranties available (i.e. allows for the continued extension of the Limited Warranty beyond its one year period).\*
2. Year-End Preventative Maintenance & Service. This service will be performed near the end of each Extended Service and Warranty year by an approved ServerLIFT technician and includes:
  - Equipment diagnostic
  - Fluid replacement (when necessary)
  - General system tune-up
3. Preferred pricing on replacement or spare parts, the costs of which would not be covered under the Limited Warranty.
4. Labor costs coverage for all warranty repairs.

\* If an Extended Service & Warranty is desired and one was not purchased during the first 30 days of the Limited Warranty Period, a Warranty Reinstatement Fee is applicable and includes an Equipment Inspection and Re-Certification visit by a ServerLIFT technician.

## **EXTENDED SERVICE & WARRANTY PERIODS**

Extended Service & Warranty Periods are available in one, three, or five year terms. ServerLIFT reserves the right to limit or decline renewal of extended service and warranty coverage at any time.

## **EXTENDED SERVICE & WARRANTY REPAIR POLICY**

For warranty service assistance call ServerLIFT Corporation at 1-602-254-1557 between 9:00 a.m. and 5:00 p.m. Mountain Standard Time, Monday through Friday (excluding observed holidays), email [support@serverlift.com](mailto:support@serverlift.com) or visit <http://serverlift.com/support/>.

As part of the terms of this warranty, you may be required, as needed, to assist ServerLIFT's remote support staff with gathering information needed to make a warranty claim and/or repair. This includes, but is not limited to troubleshooting, testing, and providing pictures and/or video of the issue(s). Failure or refusal to provide ServerLIFT with the requested information may result in the invalidation of the claim as covered by this warranty.

Equipment that fails to comply with this warranty shall, at ServerLIFT's sole discretion, be repaired or exchanged for an equivalent replacement. You are responsible for returning the non-conforming Equipment, properly packaged, to ServerLIFT during the Warranty Period. ServerLIFT will pay return shipping costs of Equipment serviced under the Extended Warranty.

To obtain warranty service or to return Equipment, written notification must be made to ServerLIFT in advance via email ([support@serverlift.com](mailto:support@serverlift.com)), internet (<http://serverlift.com/support/>) or fax (1-602-254-1975) that must include the following information:

- Equipment serial number;
- Date of original Equipment receipt;
- Original Extended Warranty invoice and/or invoice number (proof of purchase);
- Contact information of the end-user and location of Equipment; and
- Description of the problem and/or desired service action.

In the event of a return or repair that is determined to occur at ServerLIFT's facilities, you will be issued a Warranty Repair Authorization (WRA) or case number and shipping instructions. Otherwise, ServerLIFT will arrange onsite service based on a mutually convenient schedule.

Equipment returned with a void warranty and/or without prior notification to and approval from ServerLIFT may be repaired and/or shipped back to the end-user at their expense.

If it is determined that the problem is not covered under warranty, you will be contacted with service alternatives available on a time and materials basis. You will also be responsible for all applicable shipping costs.

## **EXTENDED WARRANTY LIMITATIONS**

IN NO EVENT SHALL SERVERLIFT BE LIABLE, WHETHER IN CONTRACT, NEGLIGENCE, TORT, OR ON ANY OTHER BASIS, FOR COVER OR FOR INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SALE, SERVICES, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION IN THE OPERATION OF EQUIPMENT, SERVICES, HARDWARE OR SOFTWARE, EVEN IF SERVERLIFT IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES SO THIS LIMITATION MAY NOT APPLY TO YOU.

This warranty and performance hereunder shall be governed by and construed in accordance with the laws of the State of Arizona without reference to its choice of law principles.

## **WARRANTY EXTENSIONS AND SERVICE CONTRACTS**

Additional Extended Warranty Periods and service contracts are available to suit your specific needs. To learn more about these optional service programs contact ServerLIFT sales via email ([sales@serverlift.com](mailto:sales@serverlift.com)) anytime or by phone (1-602-254-1557) 9:00 a.m. and 5:00 p.m. Mountain Standard time, Monday through Friday (excluding observed holidays).